MOMENTUM Wireless

Wireless stereo headphones
M3AEBTXL

Frequently asked questions

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Before you start...

What makes the MOMENTUM Wireless so unique?

Answer:

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

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

Answer:

The MOMENTUM Wireless features the sound, design, and portable convenience to make it the ideal everyday audio companion!
In addition, it offers excellent passive sound isolation, as ambient noise is effectively reduced due to the perfect fit of the headphones on your ears. By activating ANC (Active Noise Canceling), additional noise from the environment is filtered out.

Can the MOMENTUM Wireless reduce noise even without ANC (Active Noise Canceling)?

Answer:

The MOMENTUM Wireless offers good passive noise attenuation due to its excellent fit on your ears.

Does the MOMENTUM Wireless feature Bluetooth 5.0?

Answer:

Yes, the MOMENTUM 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 Wireless?

Answer:

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

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 audio transmission, resulting in a high-quality, synchronized audio-visual experience.

What is the battery life of the headphones?

Answer:

The MOMENTUM Wireless delivers up to 17 hours of playback time via Bluetooth and with ANC activated.

How do I charge the headphones?

Answer:

The headphones are charged via a USB-C cable. The USB-C cable and an additional USB-A adapter are included in the delivery.

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

Answer:

Yes, the Sennheiser Smart Control app offers an intuitive way to set up the internal EQ. Once the EQ is set up, all EQ parameters are stored in headphones, making the personalized sound available with any music source.

How do I access the AI voice assistant?

Answer:

You can activate a preferred voice assistant such as Alexa, Google Assistant or Siri by pressing the headphones' voice assistant button once. The selection of the voice assistant depends on the configuration of the smartphone.

Smart Pause is too sensitive and playback is stopping unwanted?

The Smart Pause function gets calibrated every time you turn on the headphones. Make sure that you wait until the voice prompts after turning on the headphones are over until you put the headphones on your ears. Doing so the sensors gets calibrated correctly.

Can I connect the MOMENTUM Wireless to more than one Bluetooth device simultaneously?

Answer:

You can pair the MOMENTUM Wireless with up to eight different Bluetooth devices. The MOMENTUM Wireless stores these pairing profiles.

You can connect the MOMENTUM Wireless to two devices simultaneously, e.g. to play music from a Bluetooth device and – at the same time – be prepared for calls via your smartphone.

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

Answer:

Yes, you can use the MOMENTUM Wireless without the Smart Control app for music playback, 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 headphones can only be replaced by the Sennheiser Service department.

During use...

What do I need to do to get the best experience once I unpack my new MOMENTUM Wireless?

Answer:

1. Charge the headphones by connecting the USB-C cable.

2. Once charged, pair the headphones with your smartphone. Bluetooth pairing mode is automatically activated when the headphones are switched on. Alternatively, press the pairing button for at least 5 seconds. In the Bluetooth menu of your smartphone, select "MOMENTUM Wireless".

3. Download the Sennheiser Smart Control app.

4. For further information and support, see the supplied quick guide or the online instruction manual.

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

Answer:

The MOMENTUM Wireless offers exceptional sound thanks to our audiophile drivers, the internal audio EQ and the latest Bluetooth codecs.

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.

What settings are recommended to achieve the specified battery life?

Answer:

The battery life of 17 hours has been measured for music playback via Bluetooth SBC with ANC activated and an average volume level and the Transparent Hearing function deactivated. The battery life may differ under different operating conditions.

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

Answer:

When using Transparent Hearing outdoors in stormy weather, wind noise can affect the Transparent Hearing experience. Since the MOMENTUM Wireless has been designed for mobile applications, it uses small microphones, which due to their compact design, cannot be optimized for strong wind conditions.

How can I unfold the headphones without turning them on?

Press the multi-function button while unfolding the ear cups and hold the button for at least 4 seconds. The headphones remain switched off.

How can I turn off the headphones without folding them?

When the headphones are on press and hold the multi-function button for 6 seconds. The headphones are switched off.

Can I use the MOMENTUM Wireless via the USB-C cable with my Mac/PC/tablet?

When you connect the headphones to a Mac/PC/mobile device (e.g. tablet) using the supplied USB cable, you can play audio content from your Mac/PC/mobile device directly through the headphones.

To use the microphone of the headphones for audio input use the Bluetooth connection.

MOMENTUM Wireless is not charging when connecting via USB-C?

Please use the supplied Sennheiser USB-C cable or connect the headphones to an USB-A socket using an appropriate USB-C/USB-A cable or adapter.

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 wirelessly via the Bluetooth connection.

You can also search for the current status of the firmware release in the settings of the Smart Control App.

A firmware package is normally approx. 1 MB.

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 check which codec is active, connect your MOMENTUM Wireless to your Mac and start music playback. Press and hold the option key, click the Bluetooth menu bar icon and navigate to the MOMENTUM Wireless entry ('MOMENTUM Wireless'). The currently used codec is displayed there.

If SBC and not aptX is displayed, you can change the codec on MacOS via the via the "Terminal" app. Open "Terminal" and copy in this instruction:

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

If you prefer to use the AAC codec, just replace "aptx" with "aac" in the above instruction.

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

What is TILE?

Answer:

TILE is a Bluetooth tracker that allows you to easily locate misplaced items. All you need is an easy-to-use app for your smartphone in which you can, for example, register purchasable TILE Bluetooth trackers to locate their location.

The MOMENTUM Wireless has a built-in TILE Bluetooth tracker for which you do not need any additional equipment.

For more information, visit the TILE website:

www.thetileapp.com/

How can I deactivate TILE function?

Answer:

Only when you registered the headphones to the TILE app the function is enabled. Otherwise the function is not active.

If you have used the TILE function (the headphones is connected to the TILE app) and you want to deactivate the function again:

1. Make sure the headphones are connected to your smartphone via Bluetooth.

2. Start the TILE app on your smartphone.

3. In the TILE app go to „Device settings" and select „MOMENTUM 3".

3. Select „Reset".
The headphones are removed from your TILE account. The TILE function on the headphones is deactivated.

How can I use Amazon Alexa with my headphones?

Answer:

To use Amazon Alexa as your voice assistant, you need to:

- add the headphones to the Amazon Alexa app and
- activate Alexa in the settings of the Sennheiser Smart Control app.

1. Make sure the headphones are connected to your smartphone via Bluetooth.

2. Start the Sennheiser Smart Control app.

3. Go to the headphone settings.

4. Activate Amazon Alexa for the voice assistant button.

5. Start the Amazon Alexa app and select "Add Device".

6. From the list of found devices, select "MOMENTUM 3".
   You can now use Amazon Alexa with the headphones.

Why can't Amazon Alexa be activated?

Answer:

Make sure the headphones are configured to use Amazon Alexa (see above).

After pressing the voice assistant button, you will be notified that the Amazon Alexa app needs to be restarted. This may happen if the Amazon Alexa app is automatically closed by the smartphone operating system. To restart the Amazon Alexa app, press the voice assistant button twice (App iOS only). If you use Android, please restart the App manually

Why can't the headphones be added to the Amazon Alexa app?

Answer:

1. Check that the headphones are connected to your smartphone via Bluetooth.

2. Make sure that "Amazon Alexa" is activated for the voice assistance button in the headphone settings of the Sennheiser Smart Control app.

3. Make sure that the headphones are not already added as a device in the Alexa app. Update the device list in the Alexa app (wipe down once).

   The headphones appear in the device list of the Alexa app.

Why is the operating time decreasing?

Answer:

The rechargeable battery is exhausted. Contact your Sennheiser service partner.

If a problem occurs...

The headphones cannot be switched on/do not react to any button press?

Answer:

Make sure that the headphones are charged.

If this is the case, perform a hardware reset of the headphones.

How can I do a hardware reset of the headphones?

Answer:

If the function of the headphones is disturbed, perform a manual hardware reset:

- Switch the headphones on as usual.
- Press and hold the volume + button for approx. 30 seconds.
- Switch the headphones off and on again.

This will restart your headphones.

How can I reset the headphones to the factory default settings?

Answer:

If the function of the headphones is disturbed and a manual hardware reset does not improve, reset the headphones to the factory default settings. This deletes, among other things, all pairing settings.

- Use the USB cable to connect the headphones to a power source.
- Connect the headphones to the Sennheiser Smart Control app and select "Factory Defaults" from the app's system menu.

The headphones are reset to the factory default settings.

How can I delete the entire pairing list?

Answer:

1. Switch the headphones on.

2. Press and hold the voice assistant button for 5 seconds.

- The headphones are in Bluetooth pairing mode. The LED flashes blue and red.

3. Press and hold the voice assistant button again for 5 seconds.

The Bluetooth pairing list is deleted. You hear the voice prompt "Pairing list cleared". The LED flashes blue 3 times. The headphones then stay in Bluetooth pairing mode.

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

Answer:

Make sure that the headphones are charged and connected to your Bluetooth device. Increase the volume on your Bluetooth device and on the headphones by pressing the volume button on the headphones until you hear the voice prompt "Volume max".

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

Answer:

Some Android smartphones have a separate volume control for the Bluetooth headset and for the Android smartphone. Make sure that both volume controls are set to max. To increase the volume of the headphones, press and hold the headphones' volume button until you hear the voice prompt "Volume max". Now increase the smartphone's volume to maximum.

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 the headphones' volume control.

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

Answer:

Audio/video synchronization may vary depending on the Bluetooth technology used by the device. For best results you should use a Bluetooth device that has aptX Low Latency (LL) compatibility, which ensures perfect synchronization of sound and image.

When using an Android OS device you may change the (developer) settings of AVRCP to version 1.6 or higher (default of many phones are version 1.4). This can improve the Audio Delay Compansation for best Lip Sync.

Why is it vital to stay in my device's range to prevent sound dropouts?

Answer:

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 you, and therefore the headphones, leave the Bluetooth transmission range of the smartphone, the sound quality deteriorates increasingly until you hear the voice prompt that your device is disconnected and the connection breaks down completely. If you, and therefore the headphones, immediately re-enter the Bluetooth transmission range, the connection is automatically re-established.

If the connection don't automatically re-establish press the multi-function button 2 x to connect again.

How can I force a reconnect to my Bluetooth device?

After the connection to a paired and connected device got lost after a certain time the reconnect needs to be triggered. Press the multi-function button 2 x to force a reconnect .

What should I do if I have problems connecting my headphones to the Smart Control app?

Answer:

A few smartphone models may have problems connecting the Smart Control app to the headphones. Future app and firmware updates will fix possible limitations of this kind.

- Try to connect the headphones to your smartphone without the Smart Control app. Open the Bluetooth menu of your smartphone and search for the headphones. Pair your smartphone with the headphones. Only start the Smart Control app after the headphones are connected to your smartphone.
- You can try to turn the Bluetooth function of your smartphone off and on again to reset the Bluetooth module or you can restart your smartphone.
- You can 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 a Bluetooth Low Energy connection. Sennheiser does not use or store location information of the user for other reasons.
- You may try to clear the pairing list of the MOMENTUM Wireless and start the Bluetooth pairing again.
  Press and hold the voice assistant button for 5 seconds.
  The headphones are in Bluetooth pairing mode.
  Press and hold the voice assistant button again for 5 seconds.
  The Bluetooth pairing list is deleted.

When using smartphones with Android 10 operating system, no connection can be established between the headphones and the Smart Control app?

Answer:

- Try to connect the headphones to your smartphone without the Smart Control app. Open the Bluetooth menu of your smartphone and search for the headphones. Pair your smartphone with the headphones. Only start the Smart Control app after the headphones are connected to your smartphone.

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

Answer:

Even though the headphones is equipped with Active Noise Cancellation and professional voice pick up algorithms, wind and background noise can sometimes affect the quality of a voice pick up. Make sure that you are in the quiet place with a minimum outside interference to ensure the best possible experience.

Why can't Amazon Alexa be activated?

Answer:

Make sure the headphones are configured to use Amazon Alexa (see manual).

After pressing the voice assistant button, you will be notified that the Amazon Alexa app needs to be restarted. This may happen if the Amazon Alexa app is automatically closed by the smartphone operating system (Apple iOS only). To restart the Amazon Alexa app, Press the voice assistant button twice.

Using Skype with MOMENTUM Wireless under Windows 10 is not working?

Answer:

When the MOMENTUM Wireless is directly connected via Bluetooth to a Windows 10 PC Skype is not working properly. The call control functions via the headphones will not work. You can solve this issue by using a USB Bluetooth dongle (e.g. Sennheiser BTD 800).

How can I contact the Sennheiser Service department?

Answer:

The contact details of your Sennheiser service partner can be found here:

https://en-us.sennheiser.com/service-support-contact-center