MOMENTUM True Wireless

True wireless stereo earphones
M3IETW (M3IETW L, M3IETW R, M3IETW C)



Instruction manual

Use the search function, the navigation (left) or the following links:
Start
“Product overview”
“Getting started”
“Using the earphones”
“FAQ/If a problem occurs ...”
“Specifications”

Sennheiser electronic GmbH & Co. KG
Am Labor 1
30900 Wedemark
Germany
www.sennheiser.com

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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.
- ▷ Only use the product in environments where Bluetooth wireless transmission is permitted.

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.
- ▷ Do not insert the earphones too deep into your ears and never insert them without ear adapters. Always remove the earphones slowly and carefully from your ears.
- ▷ The product generates stronger permanent magnetic fields that could cause interference with cardiac pacemakers, implanted defibrillators (ICDs) and other implants. Always maintain a distance of at least 3.94"/10 cm between the product component containing the magnet (earbuds and charging case) and the cardiac pacemaker, implanted defibrillator, or other implant.
- ▷ Keep the product, accessories and packaging parts out of reach of children and pets to prevent accidents. Swallowing and choking hazard.
- ▷ Do not use the product in an environment that requires your special attention (e.g. in traffic or when performing skilled jobs).

Preventing damage to the product and malfunctions

- ▷ Always keep the product dry and do not expose it to extreme temperatures (hairdryer, heater, extended exposure to sunlight, etc.) to avoid corrosion or deformation.
- ▷ Use only attachments/accessories/spare parts supplied or recommended by Sennheiser.
- ▷ Clean the product only with a soft, dry cloth.

Safety instructions for Lithium rechargeable batteries

WARNING

If abused or misused, the rechargeable batteries may leak. In extreme cases, they may even present a risk of

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

	Only use rechargeable batteries and chargers recommended by Sennheiser.
	Charge products with built-in rechargeable batteries at ambient temperatures between 10 and 40°C/50 and 104°F.
	Do not heat above 60 °C/140°F, e.g. do not expose to sunlight or throw into fire.
	When not using the product for extended periods of time, charge its built-in rechargeable battery regularly (about every 3 months).
	Switch rechargeable battery-powered products off after use.
	Dispose of defective products with built-in rechargeable batteries at special collection points or return them to your specialist dealer.

Notes on data collection and processing and on firmware updates

This product stores individual settings such as the volume, the sound profiles and the Bluetooth addresses of paired devices. This data is required for the operation of the product and is not transferred to Sennheiser or companies commissioned by Sennheiser and is not processed.

Using the “Sennheiser Smart Control” app, you can update the firmware of the product for free via an Internet connection. If the device on which the app is installed is connected to the Internet, the following data is automatically transferred to and processed by Sennheiser servers in order to provide and transfer suitable firmware updates: MAC address, Bluetooth Low Energy UUID, Bluetooth name of the product, firmware version of the product and version of the app. The data will only be used as specified and will not be stored permanently.

If you do not want this data to be transferred and processed, do not connect to the Internet.

Intended use/Liability

These headphones have been designed as an accessory for Bluetooth compliant devices. They are intended for wireless audio communication such as music playback and phone calls via Bluetooth wireless technology.

It is considered improper use when the product is used for any application not named in the corresponding product documentation.

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

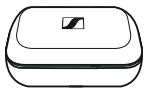
Sennheiser is not liable for damages to USB devices that are not consistent with the USB specifications. Sennheiser is not liable for damages resulting from the loss of connection due to flat or overaged rechargeable batteries or exceeding the Bluetooth transmission range.

Before putting into operation, please observe the respective country-specific regulations.

Package contents



Earbud R for right ear (M3IETW R) and earbud L for left ear (M3IETW L)



Charging case with built-in rechargeable battery for the earbuds (M3IETW C)



USB charging cable with USB-C and USB-A connector, approx. 0.25 m



Silicone ear adapters (size XS, S, M (pre-mounted to the earphones) and L



Quick guide



Safety guide

Online you can find:

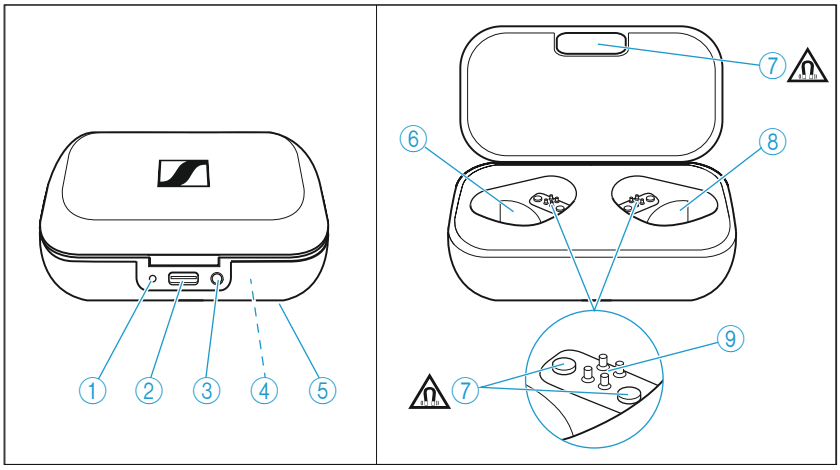
- this detailed instruction manual and additional information (www.sennheiser.com/download)
- the Sennheiser Smart Control app for configuring the headphones and for additional functions (www.sennheiser.com/device-control-app)

A list of accessories can be found on the MOMENTUM True Wireless product page at www.sennheiser.com. Contact your local Sennheiser partner: www.sennheiser.com > “Service & Support”.

Product overview

Charging case

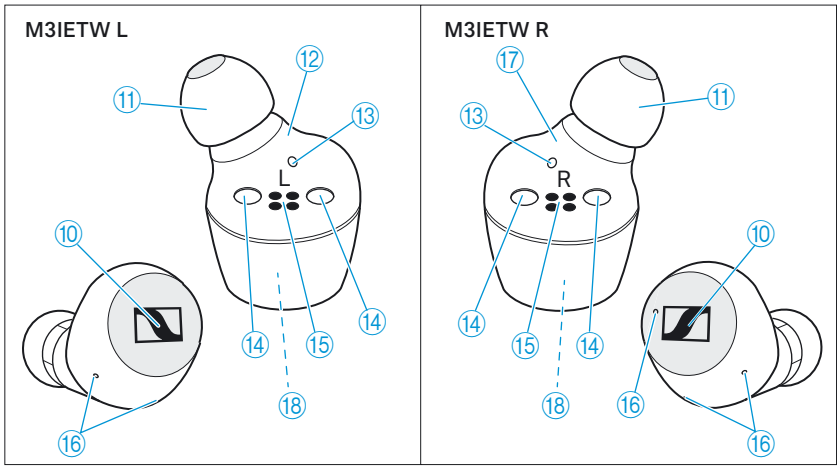
M3IETW C



1. LED
   displays the charging process/charge status of the rechargeable battery of the charge case or of the earbuds (when inserted into the charging case)
2. Input for USB-C connector
   for charging the rechargeable batteries
3. LED button
   activates the LED display for 5 seconds
4. Built-in rechargeable battery for charging the earbuds on the go
5. Type plate
6. Charging compartment for the left earbud L
7. Magnetic holders
8. Charging compartment for the right earbud R
9. Charging contacts

Earbuds

M3IETW L and M3IETW R



⑩ Touch control panel

⑪ Changeable silicone ear adapters

⑫ Left earbud L (slave earbud, receives signals from the right earbud)

⑬ Status LED

⑭ Magnetic holders

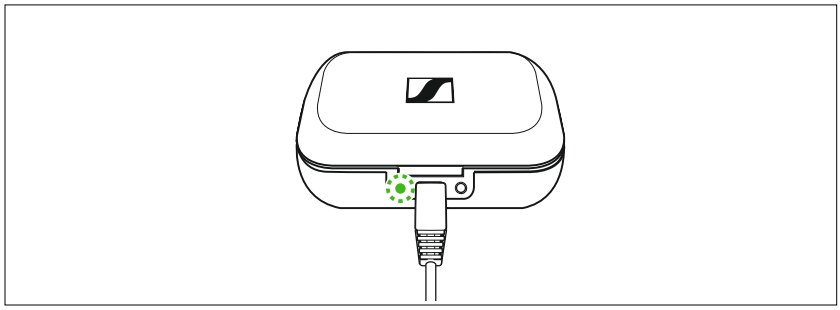
⑮ Charging contacts

⑯ Microphones for the perception of ambient noise (“Transparent Hearing”) and for phone calls

⑰ Right earbud R (master earbud, controls the Bluetooth connection to the smartphone and to the left earbud)

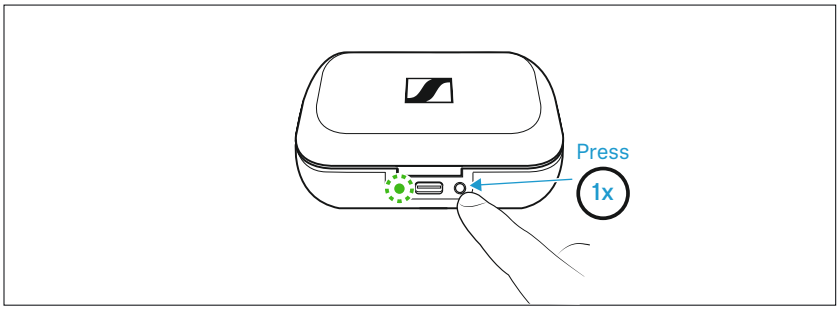
⑱ Built-in rechargeable battery

Overview of the LED indications of the charging case



When a USB cable is connected, the LED of the charging case permanently displays the charging process:

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	pulses yellow	... earbuds and charging case are being charged	... charging case is being charged
	lights up green	... earbuds and charging case are fully charged	... charging case is fully charged
	flashes red	... a charging error/ battery error has been detected in at least one earbud (> 26)	... a charging error/ battery error has been detected in the charging case (> 26)

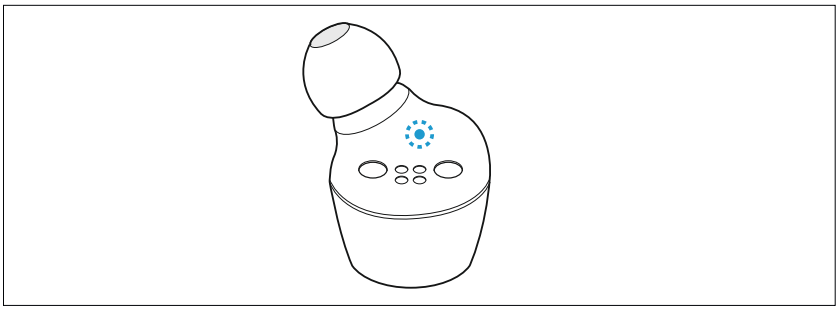


If you press the LED button and no USB cable is connected, the LED of the charging case displays the battery charge status or the charging process of the earbuds for 5 seconds:

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	lights up green	... earbuds are fully charged	... charging case is charged between 50-100 %
	pulses yellow	... earbuds are being charged via the rechargeable battery of the charging case	–
	lights up yellow	... rechargeable battery of the charging case is empty and the earbuds are not fully charged	... charging case is charged less than 50 %
	lights up red	... rechargeable batteries of the earbuds and the charging case are empty	... rechargeable battery of the charging case is empty
	flashes red	... a charging error/ battery error has been detected in at least one earbud (> 26)	... a charging error/ battery error has been detected in the charging case (> 26)

If the LED does not light up, the rechargeable battery is deep discharged. Charge the rechargeable battery until the LED lights up again (> 12).

Overview of the LED indications of the earbuds



LED		Meaning; the earbud ...
	flashes red-blue for approx. 1 min	... is in Bluetooth pairing mode
3x	flashes blue 3 times	... Bluetooth pairing successful
3x	flashes red 3 times	... Bluetooth pairing failed
	lights up blue	... is connected to a device via Bluetooth (master earbud (R) is connected to the smartphone, slave earbud (L) is connected to the master earbud (R))
	lights up red	... is not connected to a device via Bluetooth or the connection has been lost (master earbud (R) is not connected to a smartphone, slave earbud (L) is not connected to the master earbud (R))
	flashes red quickly	... rechargeable battery is almost empty
	flashes red slowly	... system error. Perform a restart (> 28).

When you insert the earbuds into your ears, the LEDs of the earbuds automatically go off after approx. 5 seconds.

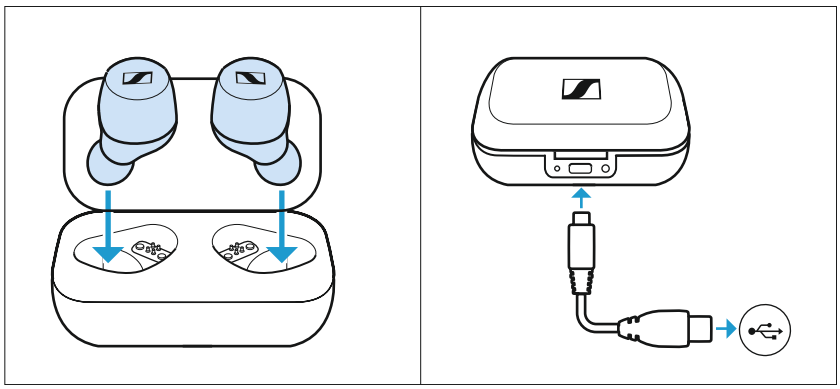
Notes on voice prompts

The earphones output voice prompts for the following functions. Using the Smart Control app, you can change the language of the voice prompts, choose between voice prompts and beep sounds, or deactivate the status messages with a few exceptions (e.g. rechargeable battery is empty).

Voice prompt	Meaning/earbuds...
“Power on”	... are switched on
“Power off”	... switch off
“Connected”	... connected via Bluetooth
“No connection”	... not connected via Bluetooth
“Pairing”	... is in Bluetooth pairing mode
“Pairing cancelled”	... Bluetooth pairing cancelled
“Pairing successful”	... Bluetooth pairing successful
“Pairing failed”	... Bluetooth pairing failed
“Recharge headset”	... rechargeable battery almost empty – recharge the battery
“Call rejected”	... incoming call rejected
“Call ended”	... call ended
“Volume min”	... volume set to minimum
“Volume max”	... volume set to maximum

Getting started

1. Waking up the earphones and the charging case and charging the rechargeable batteries



Upon delivery, the rechargeable batteries of the earphones and the charging case are in sleep mode and have to be woken up by connecting them to a power source once.

▷ Insert the earphones into the charging case.

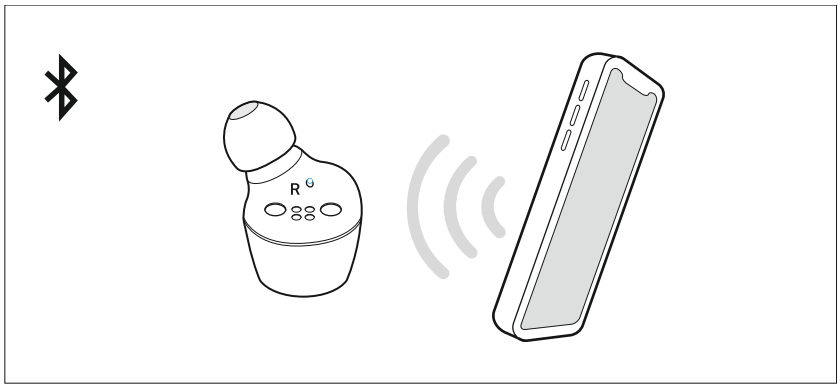
▷ Connect the USB-C cable to the charging case and to a USB power source (> 12).
The earphones and the charging case are woken up and the rechargeable batteries are being charged. The earphones are now ready for use.

2. Installing the Smart Control app on your smartphone



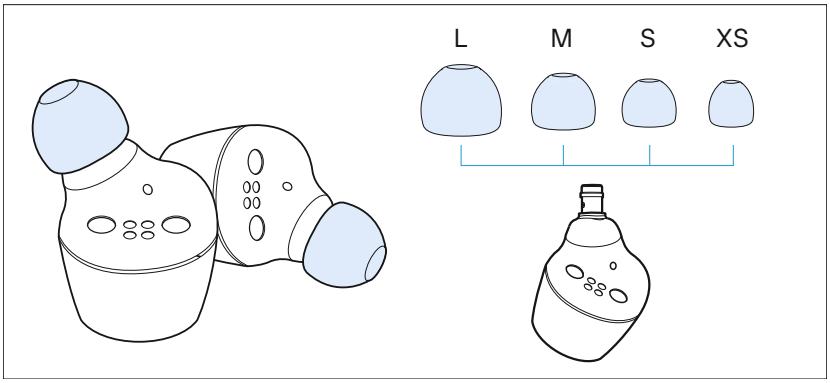
The Sennheiser Smart Control app allows you to use all functions and settings of the earphones and to e.g. adjust the sound to your liking using the equalizer (> 15).

3. Connecting the earphones to a Bluetooth device



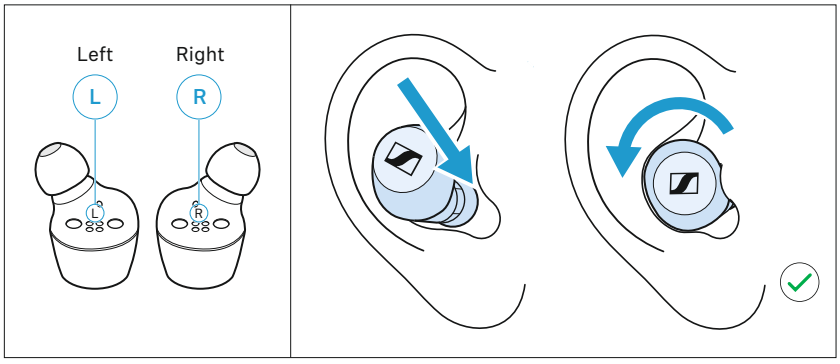
Connect the earphones to your smartphone via Bluetooth (> 14).

4. Selecting suitable ear adapters for optimum fit of the earbuds



The perceived sound quality and bass performance of the earphones depends to a large extent on the correct fit of the earbuds in the ear.

- ▷ Test which ear adapter size gives you the best sound quality and the best wearing comfort.
- ▷ You can choose between 4 different ear adapters in size XS, S, M and L (> 16).



- ▷ Insert the right earbud into your right ear and the left earbud into your left ear.
- ▷ Insert the earbuds at a slight angle into the ears and twist them slightly into the ear canal so that they sit comfortably and snugly in the ear canal.

Using the earphones

Information on the rechargeable battery, the charging process and the first use

The earbuds and the charging case each have a built-in rechargeable battery. The charging case allows you to store your earphones safely at all times while they are being charged.

Upon delivery, the rechargeable batteries of the earphones and the charging case are in sleep mode and have to be woken up by connecting them once to a power source. Sennheiser recommends charging the earphones and the charging case for a complete charging cycle without interruption before using for the first time.

A complete charging cycle of the charging case and the earphones takes about 1.5 hours.

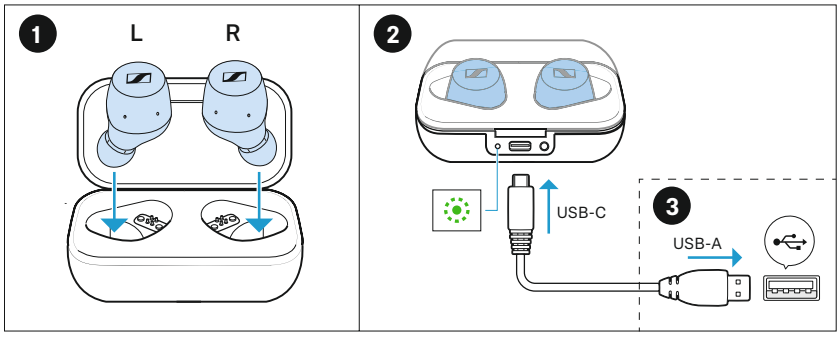
Sennheiser recommends using the supplied USB cable and a compatible standard USB power supply for charging the headphones.

When a USB cable connected to a power source is also connected to the charging case, the rechargeable battery of the charging case is being charged. When the earbuds are inserted into the charging box, their rechargeable batteries are being charged at the same time. The LED of the charging case displays the charge status (> 6).

When the battery charge drops to a critical level, a voice prompt asks you to recharge the earphones (“Recharge headset”).

The charge status of the rechargeable battery of the charging case is displayed by the LED on the charging case (> 6).

Charging the rechargeable battery of the earbuds and the charging case



1. Open the charging case by overcoming a slight magnetic resistance and insert the left earbud into the left charging compartment and the right earbud into the right charging compartment.
   The earbuds are magnetically pulled into the charging compartments.
2. Connect the USB-C connector of the USB cable to the USB-C socket of the charging case.

3. Connect the USB-A connector to a corresponding socket of a USB power source (to be ordered separately). Make sure that the USB power source is connected to the power supply system.
   The rechargeable batteries of the earphones and the charging case are being charged.
   If no earphones are inserted into the charging case, only the rechargeable battery of the charging case is being charged.
   The LED of the charging case displays the charge status:

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	pulses yellow	... earbuds and charging case are being charged	... charging case is being charged
	lights up green	... earbuds and charging case are fully charged	... charging case is fully charged
	flashes red	... a charging error/ battery error has been detected in at least one earbud (> 26)	... a charging error/ battery error has been detected in the charging case (> 26)

Connecting the earphones to a Bluetooth device

To be able to use the Bluetooth wireless connection, you must register both devices (earphones and e.g. smartphone) via the device settings of your smartphone. This process is called pairing.

If operation differs from the steps mentioned, also refer to the instruction manual of the Bluetooth device you are using.

If you switch the earphones on for the first time after initial charging, they automatically go into pairing mode.

Information on the Bluetooth wireless connection

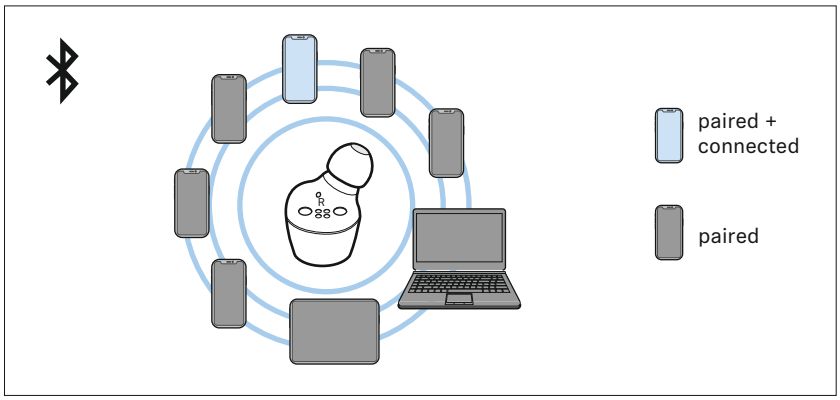
The earphones are compatible with Bluetooth 5.0.

If your audio source supports one of the following high-resolution audio encoding methods, music is automatically played in high audio quality: aptX, aptX® LL or AAC. Otherwise the headphones will play your music in normal audio quality (SBC).

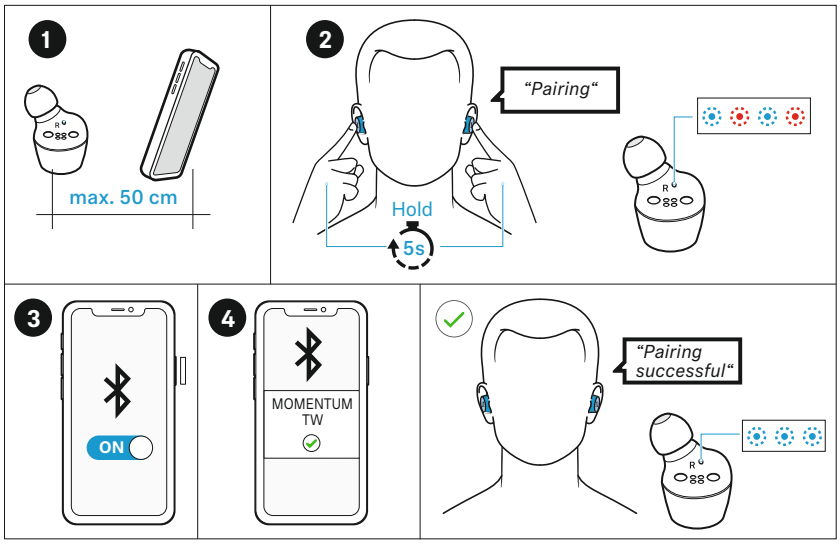
Paired devices establish the Bluetooth wireless connection immediately after switch-on and are ready for use.

When you switch the earphones on, they automatically try to connect to the last connected Bluetooth device. The earphones can save the connection profiles of up to eight Bluetooth devices with which they have been paired.

If you pair the earphones with the 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 the earphones again.



Pairing the earphones with a Bluetooth device



1. Take both earbuds out of the charging case and insert them into your ears (> 16). The distance between the earbuds and the Bluetooth device should not exceed 50 cm.
2. Simultaneously touch and hold the right and the left touch control panel for 5 seconds until you hear the voice prompt “Pairing” and a beep.
   The LEDs of the earbuds flash blue and red. The earbuds are in pairing mode.
3. Activate Bluetooth on your Bluetooth device.
4. Via the menu of your Bluetooth device, start the search for new Bluetooth devices.
   All active Bluetooth devices in the proximity of your smartphone are displayed.
   From the list of found Bluetooth devices, select “MOMENTUM TW”. If necessary, enter the default pin code “0000”.
   If pairing was successful, you hear the voice prompt “Pairing successful” and the LEDs of the earbuds flash blue 3 times.

If no connection is established within 1 minute, pairing mode is terminated and the earbuds switch to idle mode. If necessary, repeat the pairing procedure.

Disconnecting the earphones from a Bluetooth device

▷ Via the menu of your Bluetooth device, disconnect the connection to the earphones.
The earphones are disconnected from the Bluetooth device. The earphones then search for other paired devices. If no device is found, you hear the voice prompt “No connection”. The earphones go to idle mode.

If you want to clear the Bluetooth pairing list of the earphones, reset the earphones to the factory default settings (> 29).

Installing the Smart Control app

To make full use of all the settings and functions of the earphones, you need to have the free Sennheiser Smart Control app installed on your smartphone.

Download the app from the App Store or Google Play and install it on your smartphone. Alternatively, you can use your smartphone to scan the following QR code or to call up the following Internet site:

www.sennheiser.com/device-control-app

Smart Control

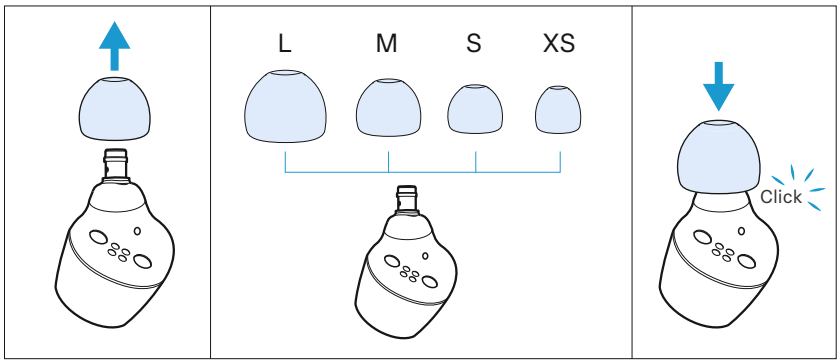
Download on the App Store

ANDROID APP ON Google play

▷ Connect your smartphone to the earphones using Bluetooth (> 13).

▷ Start the Smart Control app.
The Smart Control app recognizes the earphones and activates all available settings and functions.

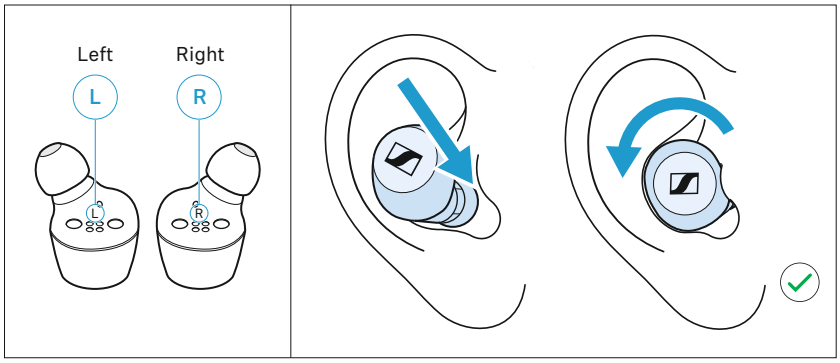
Selecting suitable ear adapters for optimum fit of the earbuds



The perceived sound quality and bass performance of the earphones depends to a large extent on the correct fit of the earbuds in the ear.

- ▷ Pull the ear adapter away from the in-ear sound tunnel.
- ▷ Mount the new ear adapter to the in-ear sound tunnel. Ensure that it locks into place.
- ▷ Test which ear adapter size gives you the best sound quality and the best wearing comfort.
  You can choose between 4 different ear adapters in size XS, S, M and L. The ear adapters must fit snugly in the ear canal and completely seal your ears.

Inserting the earbuds into the ears



- ▷ Insert the right earbud into your right ear and the left earbud into your left ear.
- ▷ Insert the earbuds at a slight angle into the ears and twist them slightly into the ear canal so that they sit comfortably and snugly in the ear canal (> 16).

You can use the right earbud alone without using the left earbud. The left earbud, however, cannot be used alone.

The Smart Pause function automatically stops music playback if you remove an earbud from your ear (> 20).

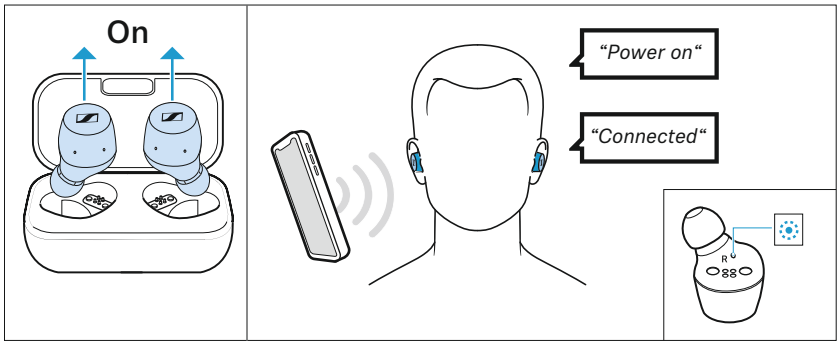
Switching the earbuds on

WARNING

Danger of hearing damage due to high volumes!

Listening at high volume levels can lead to permanent hearing defects.

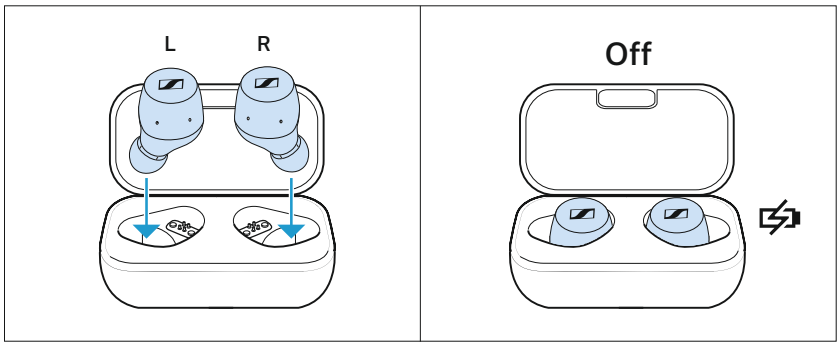
- ▷ Before putting your headphones on, adjust the volume to a low level (> 18).
- ▷ Do not continuously expose yourself to high volume levels.



- ▷ Take both earbuds out of the charging case and insert them into your ears (> 16).
  If a paired Bluetooth device is within the transmission range, you hear the voice prompts “Power On” and “Connected”. The LEDs of the earbuds light up blue.

The earbuds automatically switch to idle mode if they do not find a paired Bluetooth device within 15 minutes or if they are inactive for approx. 60 minutes (connected via Bluetooth but no audio playback). You can wake up the earbuds from idle mode by touching their touch control panels once or by briefly inserting them into the charging case.

Switching the earbuds off



The earbuds do not have to be switched off explicitly.

- ▷ Insert the earbuds into the charging case to switch them off.
  As soon as the earbuds are inserted into the charging case, they switch off and are being charged (> 12).

The earbuds automatically switch to idle mode if they do not find a paired Bluetooth device within 15 minutes or if they are inactive for approx. 60 minutes (connected via Bluetooth but no audio playback). You can wake up the earbuds from idle mode by touching their touch control panels once or by briefly inserting them into the charging case.

If you remove an earbud from your ear, music playback is paused. This Smart Pause function can be deactivated (> 20).

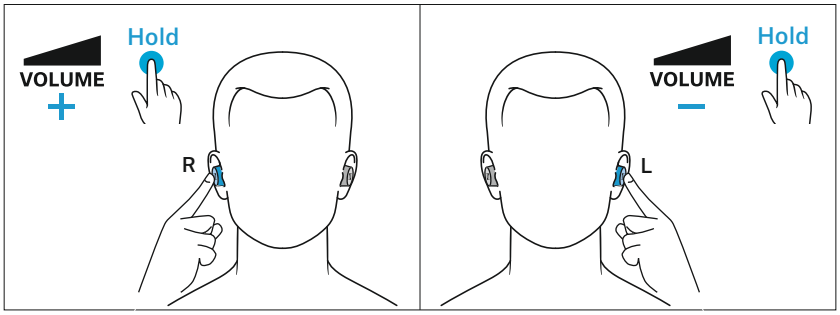
Adjusting the volume

WARNING

Danger of hearing damage due to high volumes!

Listening at high volume levels can lead to permanent hearing defects.

- ▷ Before putting the headphones on and before toggling between the audio sources, adjust the volume on the headphones to a low level.
- ▷ Do not continuously expose yourself to high volume levels.



To increase the volume:

- ▷ Touch and hold the touch control panel of the right earbud until the volume is increased.

To reduce the volume:

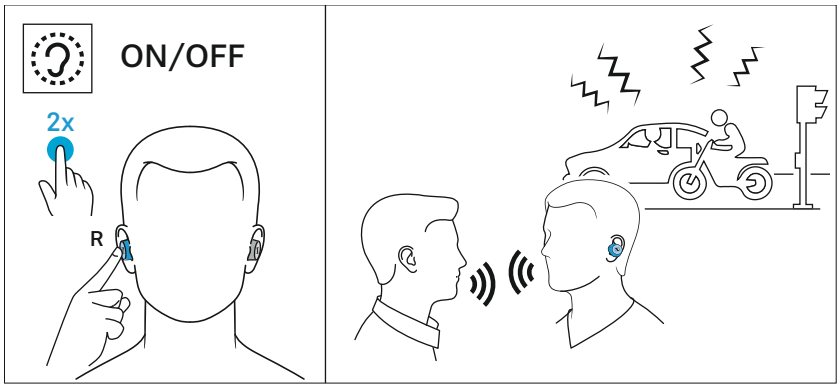
- ▷ Touch and hold the touch control panel of the left earbud until the volume is reduced.

When the minimum or maximum volume is reached, you hear the voice prompt “Volume max” or “Volume min”.

You can also adjust the volume using the connected Bluetooth device or the Smart Control app.

Listening of ambient noise or conversations - activating/deactivating the Transparent Hearing function

With Transparent Hearing activated, you can hear ambient sounds or communicate without having to remove the earbuds from your ears. This allows you to hear e.g. announcements in the train or airplane or to have short conversations.



▷ Tap the touch control panel of the right earbud 2 times.
The Transparent Hearing mode set in the Smart Control app is activated. You can hear ambient sounds without having to remove the earbuds from your ears.

To deactivate Transparent Hearing:

▷ Tap the touch control panel of the right earbud once.

Adjusting the Transparent Hearing function

To be able to fully use Transparent Hearing, you require the Smart Control app (> 15).

▷ Select the desired Transparent Hearing function in the Smart Control app:

Transparent Hearing	Description
“Keep music playing and mix with ambient sound”	The audio playback (e.g. music) continues and is mixed with ambient sounds.
“No music playback, only ambient sound”	The audio playback (e.g. music) is muted and you hear only ambient sounds.

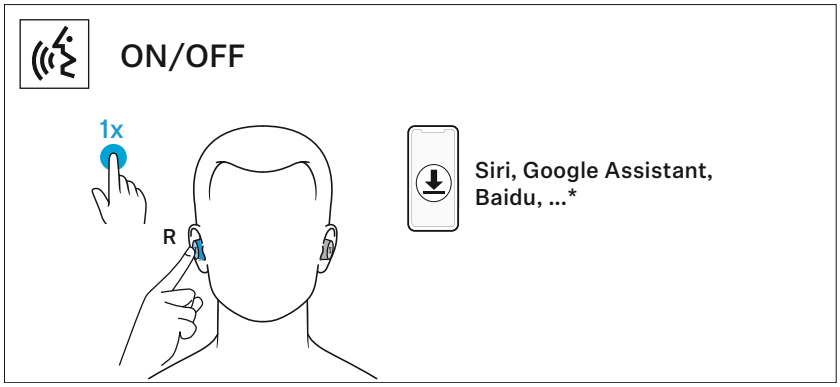
Using the voice assistant/voice dialing

▷ Tap the touch control panel of the right earbud once.
The available voice assistant of your smartphone is activated (*depending on the system or app used on your smartphone: Siri, Google Assistant, Baidu, ...).

▷ Ask the voice assistant your question or make a request.

To disable the voice assistant/voice dialing:

▷ Tap the touch control panel of the right or left earbud once.



Using the Smart Pause function

The earbuds automatically detect whether they are worn in the ear or removed from the ear.

Music playback pauses when you remove an earbud from the ear and continues when you insert it again.

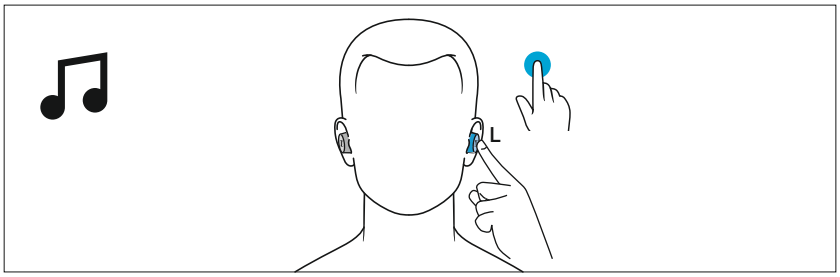
You can also deactivate the function via the Smart Control app.

The right earbud (master earbud) can be used alone. The left earbud (slave earbud) cannot be used alone because it requires the right earbud for Bluetooth transmission.

Controlling the music playback

The music playback functions are only available when the earphones and the device are connected via Bluetooth. Some smartphones or music players may not support all functions.

The left earbud allows you to control music playback.



Playing/pausing music

▷ Tap the touch control panel of the left earbud once.

Left touch control panel		Function
▶ II	Tap once	Plays or pauses music

Playing the next track

▷ Tap the touch control panel of the left earbud 2 times.

Left touch control panel		Function
⏭	Tap 2 times	Plays the next track in the playlist

Playing the previous track

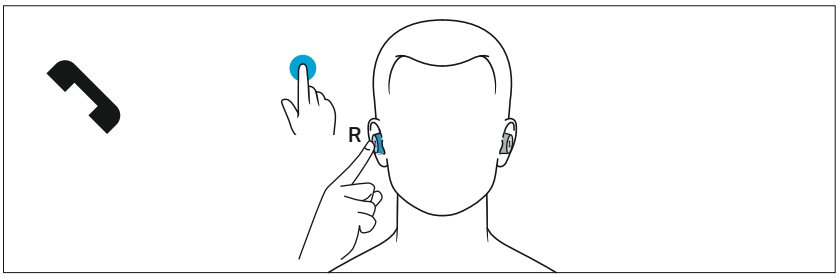
▷ Tap the touch control panel of the left earbud 3 times.

Left touch control panel		Function
⏮	Tap 3 times	Plays the previous track in the playlist

Making calls using the earphones

The call functions are only available when the earphones and the smartphone are connected via Bluetooth. Some smartphones may not support all functions.

The right earbud allows you to control the call functions.



Making a call

▷ Dial the desired number on your smartphone.
If your smartphone does not automatically transfer the call to the earphones, select “MOMENTUM TW” as the audio source on your smartphone (see the instruction manual of your smartphone if necessary).

Accepting/rejecting/ending a call

If your earphones are connected to a smartphone and you receive a call, you hear a ring tone in the earphones.

If you are playing music when you receive a call, the music pauses until you end the call.

Right touch control panel		Function
📞	Tap once	Accepts a call
📵	Tap once	Ends a call Voice prompt “Call ended”

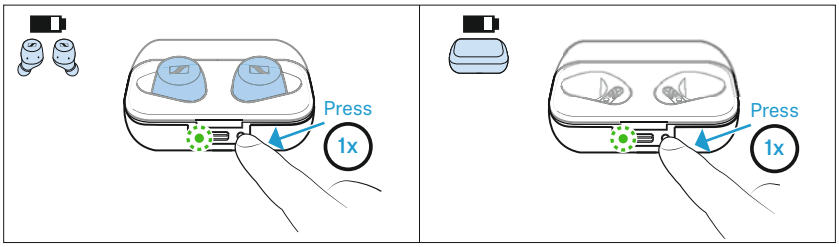
Right touch control panel		Function
	Tap 2 times	Rejects a call Voice prompt “Call rejected”
	Tap once	Accepts an incoming call and ends the active call
	Tap 2 times	Rejects an incoming call and continues the active call

Displaying the battery charge status

If the earphones are connected to your Bluetooth device, the battery charge status can be displayed on the screen of your smartphone or device (depending on the device and operating system used).

The Sennheiser Smart Control app also displays the charge status of the earphones' rechargeable batteries.

Displaying the battery charge status using the charging case



If no USB cable is connected to the charging case:

▷ Press the LED button of the charging case.
The LED of the charging case displays the battery charge status for 5 seconds:

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	lights up green	... earbuds are fully charged	... charging case is charged between 50-100 %
	pulses yellow	... earbuds are being charged via the rechargeable battery of the charging case	–
	lights up yellow	... rechargeable battery of the charging case is empty and the earbuds are not fully charged	... charging case is charged less than 50 %

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	lights up red	... rechargeable batteries of the earbuds and the charging case are empty	... rechargeable battery of the charging case is empty
	flashes red	... a charging error/ battery error has been detected in at least one earbud (> 26)	... a charging error/ battery error has been detected in the charging case (> 26)

Adjusting sound effects/the equalizer

To be able to use the sound effects/equalizer, you require the Smart Control app (> 15).

▷ In the Smart Control app, select the desired sound effects via the equalizer.
The sound effects are stored in the earphones. These sound settings are active even without using the Smart Control app, i.e. when you are using another Bluetooth device.

Setting the voice prompts/beep sounds

To be able to set the voice prompts and beep sounds, you require the Smart Control app (> 15).

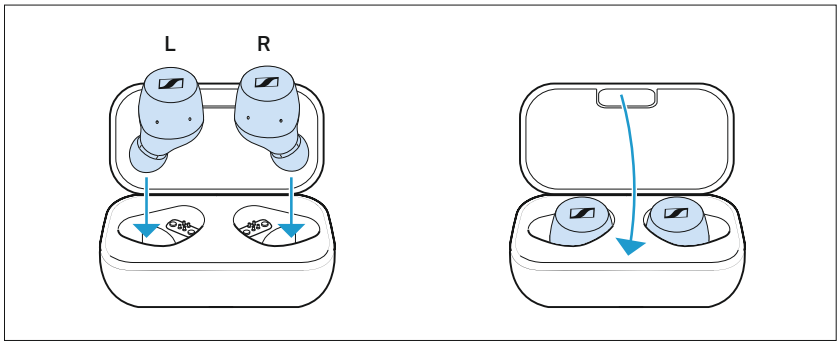
You can change the language of the voice prompts, choose between voice prompts and beep sounds, or deactivate the status messages with a few exceptions (e.g. rechargeable battery is empty).

Storing or transporting the earphones in the charging case

Store the earphones in the charging case to prevent damage to the earphones when you are not using or transporting them. The earphones are automatically charged in the charging case so you always have the full battery life to work with.

▷ Open the charging case by overcoming a slight magnetic resistance and insert the left earbud into the left charging compartment and the right earbud into the right charging compartment.
The earbuds are magnetically pulled into the charging compartments.

▷ Close the charging case.



Care and maintenance

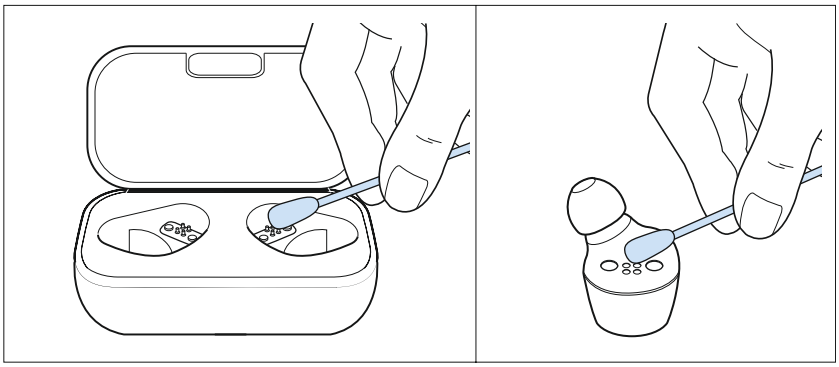
CAUTION

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 far away from the product.
- ▷ Do not use any solvents or cleansing agents.

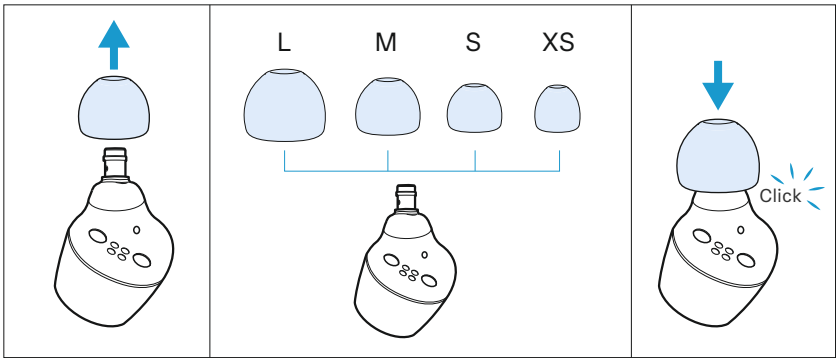
- ▷ Clean the product only with a soft, dry cloth.
- ▷ Clean the charging contacts on the earbuds and in the charging case from time to time using e.g. a cotton swab.



Changing the ear adapters

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

1. Pull the ear adapter away from the in-ear sound tunnel.
2. Mount the new ear adapter to the in-ear sound tunnel. Ensure that it locks into place.



Information on the built-in rechargeable battery

Sennheiser ensures and guarantees that the rechargeable batteries perform at their optimum upon purchase of the product. If, upon purchase or within the warranty period, you suspect that a rechargeable battery is obviously defective or if a charging error/battery error is displayed (> 6), stop using the product, disconnect it from the power supply system and immediately return the product to any Sennheiser service partner.

Installing firmware updates

Firmware updates can be downloaded free of charge from the Internet using the Sennheiser Smart Control app.

▷ Connect your earphones to your smartphone and start the Smart Control app (> 15).

▷ The app provides information on available firmware updates and guides you through the installation process.

FAQ/If a problem occurs ...

The left earbud cannot be used?

Make sure that the earbud is charged (> 12) and that the earphones are paired with your Bluetooth device and connected to it (> 14). The left earbud can only be used when the right earbud is also used (the right earbud controls the Bluetooth transmission). The signal transmission range between the left earbud and the right earbud is approx. 25 cm.

The right earbud cannot be used?

Make sure that the earbud is charged (> 12) and that the earphones are paired with your Bluetooth device and connected to it (> 14).

The earphones cannot be switched on/do not react to any touch?

Wake up the earphones from idle mode by tapping their touch control panels once (> 17).

Make sure that the earphones are charged (> 12). If this is the case, perform a restart of the earphones (> 28).

The earphones cannot be charged?

Perform a restart of the earphones (> 28).

The operating time is decreasing?

The rechargeable batteries are exhausted. Contact your Sennheiser service partner.

The sound occasionally drops out?

Make sure that the earphones are within the transmission range of the Bluetooth device (> 28).

The sound is too low?

Increase the volume (> 18).

The sound of the earphones sounds misadjusted?

It might be that the sound has been adjusted using the equalizer function of the Smart Conrol app. Connect to the Smart Control app and check the equalizer settings (> 23).

The sound is only audible on one side?

Make sure that both earbuds are charged (> 12) and that the earphones are paired with your Bluetooth device and connected to it (> 14). Also make sure that the earbuds are inserted into your ears correctly (> 16).

The sound is not in lip-sync with the TV/PC picture?

Make sure you are using a Bluetooth device with aptX Low Latency (LL) to have low audio latency.

The earphones are uncomfortable?

Test the different ear adapters to find the size that suits you best and delivers the best sound quality (> 16).

The earphones are connected via the Smart Control app, but music playback is not possible?

If you connect the earphones only via the Smart Control app, you only establish the connection for controlling the earphones (via Bluetooth Low Energy). In order to enable music playback, you have to pair the earphones with your smartphone using the smartphone's Bluetooth menu (> 13).

Your question has not been answered or the problem persists?

If a problem occurs that is not listed in the FAQ section or if the problem cannot be solved with the proposed solutions, please contact your Sennheiser partner for assistance.

To find a Sennheiser partner in your country, search at www.sennheiser.com > “Service & Support”.

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 you, and therefore the earphones, leave the Bluetooth transmission range of the smartphone, the sound quality deteriorates increasingly until you hear the voice prompt “No connection” and the connection breaks down completely. If you immediately re-enter the Bluetooth transmission range of the smartphone, the connection is automatically re-established and you hear the voice prompt “Connected”. If this is not the case, tap the touch control panel of the earbud once.

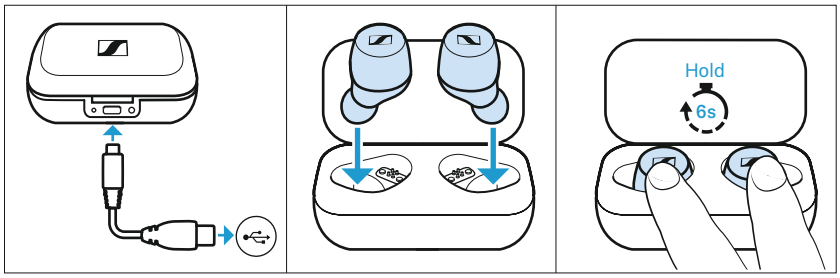
The right earbud (master earbud) can be used alone. The left earbud (slave earbud) cannot be used alone because it requires the right earbud for Bluetooth transmission.

Restarting the earphones

If the function of the earphones is disturbed, perform a restart:

▷ Use the USB cable to connect the charging case to a power source (> 12).

▷ 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.
The earphones are restarted.

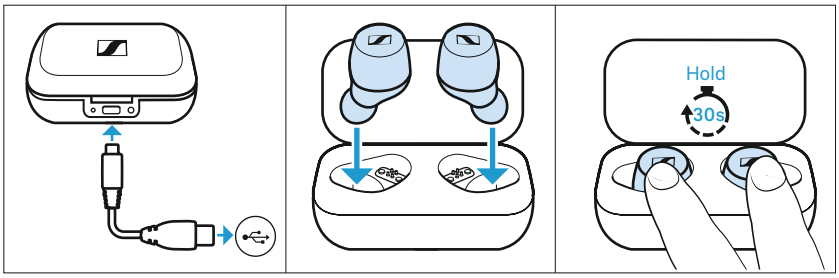


Resetting the earphones to the factory default settings/Reset

If the function of the earphones is disturbed and a manual restart (> 28) does not improve, reset the earphones 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 (> 12).

▷ 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 earphones are reset to the factory default settings.



You can also reset the earphones to the factory default settings using the Smart Control app.

Specifications

MOMENTUM True Wireless M3IETW

Wearing style	True wireless stereo earphones
Ear coupling	ear canal
Frequency response	5 Hz to 21 kHz
Transducer principle	dynamic, closed-back
Transducer size	7 mm
Sound pressure level (SPL)	107 dB (1 kHz/1 mW)
THD (1 kHz, 94 dB SPL)	< 0.08 %
Microphone principle	MEMS
Microphone frequency response	100 Hz to 10 kHz
Microphone sensitivity	94 dB SPL at 1 kHz
Microphone pick-up pattern (speech audio)	2-mic beamforming array
Power supply	built-in Lithium rechargeable batteries, 3.7 V ⎓ left earbud: 60 mAh right earbud: 85 mAh charging case: 600 mAh USB charging via USB-C socket of the charging case: 5 V ⎓, 650 mA
Operating time	4 hrs (music playback via A2DP) with rechargeable batteries of the earbuds; 12 hrs with rechargeable battery of the charging case
Charging time of rechargeable batteries	approx. 1.5 hours
Temperature range	*operation:* 0 to +40°C *storage:* -25 to +60°C
Relative humidity	*operation:* 10 to 80%, non condensing *storage:* 10 to 90%
Magnetic field strength	earbuds: 1.6 mT charging case: 130 mT
Ingress protection of the earbuds	splash proof (IPX4)
Weight	left earbud: approx. 6 g right earbud: approx. 7 g charging case: approx. 57 g

Bluetooth

Version	Bluetooth 5.0 compatible, class 1, BLE
Transmission frequency	2,402 MHz to 2,480 MHz
Modulation	GFSK, π/4 DQPSK, 8DPSK
Profiles	HSP, HFP, AVRCP, A2DP
Output power	10 mW (max)
Codec	aptX®, aptX® LL, AAC, SBC

Manufacturer Declarations

Warranty

Sennheiser electronic GmbH & Co. KG gives a warranty of 24 months on this product.

For the current warranty conditions, please visit our website at www.sennheiser.com or contact your Sennheiser partner.

In compliance with the following requirements

- General Product Safety Directive (2001/95/EC)
- Compliant to Sound Pressure Limits according to country specific requirements

EU declaration of conformity

- RoHS Directive (2011/65/EU)

Hereby, Sennheiser electronic GmbH & Co. KG declares that the radio equipment type M3IETW L, M3IETW R, M3IETW C is in compliance with the Radio Equipment Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: www.sennheiser.com/download.

Notes on disposal



- Battery Directive (2006/66/EC & 2013/56/EU)
- WEEE Directive (2012/19/EU)

The symbol of the crossed-out wheeled bin on the product, the battery/rechargeable battery (if applicable) and/or the packaging indicates that these products must not be disposed of with normal household waste, but must be disposed of separately at the end of their operational lifetime. For packaging disposal, please observe the legal regulations on waste segregation applicable in your country.

Further information on the recycling of theses products can be obtained from your municipal administration, from the municipal collection points, or from your Sennheiser partner.

The separate collection of waste electrical and electronic equipment, batteries/rechargeable batteries (if applicable) and packagings is used to promote the reuse and recycling and to prevent negative effects caused by e.g. potentially hazardous substances contained in these products. Herewith you make an important contribution to the protection of the environment and public health.

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