

Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

Manuals.plus /

› [Sennheiser](#) /

› Sennheiser PXC 550-II Wireless Noise-Cancelling Headphones: User Manual

Sennheiser PXC 550-II

Sennheiser PXC 550-II Wireless Noise-Cancelling Headphones: User Manual

Model: PXC 550-II

1. PRODUCT OVERVIEW

The Sennheiser PXC 550-II Wireless headphones are designed for superior audio quality and adaptive noise cancellation, offering wireless freedom and comfort. They feature touch-sensitive controls, a triple microphone array for clear calls, and up to 30 hours of battery life.



Figure 1: Sennheiser PXC 550-II Wireless Headphones, front view.

This image displays the Sennheiser PXC 550-II headphones in black, showcasing their over-ear design and sleek finish. The earcups are padded, and the headband is adjustable.

What's in the Box:

- PXC 550-II Headphones
- Carry Case
- USB Charging Cable (USB-A to Micro-USB)
- Audio Cable
- Flight Adapter



Figure 2: Headphones shown with included accessories: carry case, USB charging cable, audio cable, and flight adapter.

The image illustrates the headphones resting on a light blue surface, accompanied by their black carry case, a USB charging cable, an audio cable, and a flight adapter, illustrating the complete package contents.

2. SETUP

2.1 Initial Charging

Before first use, fully charge the headphones. Connect the supplied USB charging cable to the Micro-USB port on the headphones and to a USB power source.

- Charging Time: Approximately 3 hours for a full charge.

- Battery Life: Up to 30 hours with Active Noise Cancellation (ANC) enabled.

2.2 Powering On/Off

To power on, rotate the earcups from their flat storage position to the wearing position. The headphones will automatically power on. To power off, rotate the earcups back to the flat storage position.



Figure 3: The headphones shown in their folded, compact state for storage or transport.

This image illustrates the headphones folded inward, demonstrating their collapsible design for easy portability. This position also serves to power off the device automatically.

2.3 Bluetooth Pairing

1. Ensure the headphones are powered on.
2. Press and hold the Bluetooth pairing button (located on the right earcup) for 4 seconds until the LED flashes blue and red.
3. Activate Bluetooth on your device (smartphone, tablet, etc.) and search for "PXC 550-II".
4. Select the headphones from the list of available devices to complete pairing.

The headphones support Bluetooth 5.0 and can connect to two devices simultaneously.

2.4 Sennheiser Smart Control App

For full functionality and customization, download the Sennheiser Smart Control app from your device's app store. The app allows you to:

- Adjust Noise Cancellation levels.
- Customize sound settings (equalizer presets).

- Manage connected devices.
- Update firmware.

3. OPERATING THE HEADPHONES

3.1 Touchpad Controls

The right earcup features a touch-sensitive control panel for managing audio and calls:

- **Volume Control:** Swipe up/down on the touchpad.
- **Play/Pause:** Tap the center of the touchpad.
- **Skip Track:** Swipe forward/backward on the touchpad.
- **Answer/End Call:** Tap the center of the touchpad.
- **Reject Call:** Press and hold the center of the touchpad.



Figure 4: Close-up of the right earcup, highlighting the touch-sensitive control panel and physical buttons.

This image provides a detailed view of the right earcup, showing the smooth, matte black surface that functions as a touchpad for various controls. A small switch for noise cancellation is also visible.

3.2 Noise Cancellation (NoiseGard)

The PXC 550-II features NoiseGard Adaptive Noise Cancellation, which can be adjusted via the Smart Control app or a physical switch on the earcup.

- **Adaptive ANC:** Automatically adjusts noise cancellation based on your environment.
- **Anti-Wind Mode:** Reduces wind noise for clearer audio during outdoor use.

3.3 Voice Assistant Button

Press the dedicated Voice Assistant button to activate your device's virtual assistant (Siri, Google Assistant, Alexa).

3.4 Smart Pause and Auto On/Off

- **Smart Pause:** Music automatically pauses when you take off the headphones and resumes when you put them back on. This feature can be activated via the app.
- **Auto On/Off:** The headphones power on when rotated to the wearing position and power off when folded flat.

4. MAINTENANCE

- Clean the headphones regularly with a soft, dry cloth.
- Avoid using cleaning agents or solvents that may damage the materials.
- Store the headphones in their carry case when not in use to protect them from dust and damage.
- Avoid exposing the headphones to extreme temperatures or humidity.

5. TROUBLESHOOTING

5.1 No Sound or Poor Sound Quality

- Ensure headphones are charged and powered on.
- Check Bluetooth connection and re-pair if necessary.
- Adjust volume on both the headphones and the connected device.
- If using the audio cable, ensure it is securely connected.

5.2 Noise Cancellation Not Working Effectively

- Ensure the NoiseGard feature is activated via the switch or the Smart Control app.
- Check for proper fit of the earcups to ensure a good seal around your ears.

5.3 Headphones Not Charging

- Verify the USB cable is correctly connected to both the headphones and the power source.
- Try a different USB cable or power source.

6. SPECIFICATIONS

Feature	Detail
Model Name	PXC 550-II
Connectivity Technology	Bluetooth, Wired
Wireless Communication Technology	Bluetooth 5.0
Noise Control	Active Noise Cancellation (NoiseGard Adaptive)
Battery Life	Up to 30 Hours
Charging Time	Approx. 3 Hours
Control Type	Touch, Voice Control, App
Headphones Jack	3.5 mm Jack
Item Weight	8 ounces (227 Grams)
Product Dimensions	2.4 x 5.3 x 6.8 inches
Earpiece Shape	Over-Ear Cups
Material	Plastic, Faux Leather (earpads)
Supported Audio Codecs	AAC, aptX, aptX LL

7. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Sennheiser website or contact their customer service. Keep your proof of purchase for warranty claims.