

## Sennheiser CX 350BT

# Sennheiser CX 350BT Bluetooth Neckband Earphones User Manual

Model: CX 350BT

## 1. INTRODUCTION

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Thank you for choosing the Sennheiser CX 350BT Bluetooth Neckband Earphones. These earphones are designed to provide high-quality audio and convenient wireless connectivity. This manual provides essential information for setting up, operating, and maintaining your device.

## 2. PACKAGE CONTENTS

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Ensure all items are present in the package:

- Sennheiser CX 350BT Earphones
- USB-C Charging Cable
- Ear Adapter Set (XS, S, M, L)
- Quick Guide & Safety Guide



Image: Sennheiser CX 350BT Earphones, showing the neckband design and earbuds.

## 3. SETUP

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### 3.1 Charging the Earphones

Before first use, fully charge the earphones. Connect the USB-C charging cable to the charging port on the neckband and to a USB power source. The LED indicator will show charging status. A full charge provides up to 10 hours of battery life.



Image: Close-up view of the CX 350BT neckband, highlighting the charging port and battery unit.

### 3.2 Pairing with a Bluetooth Device

1. Ensure the earphones are turned off.
2. Press and hold the multi-function button until the LED flashes blue and red, indicating pairing mode.
3. On your device (smartphone, tablet, etc.), enable Bluetooth and search for available devices.
4. Select "Sennheiser CX 350BT" from the list.
5. Once connected, the LED will flash blue.

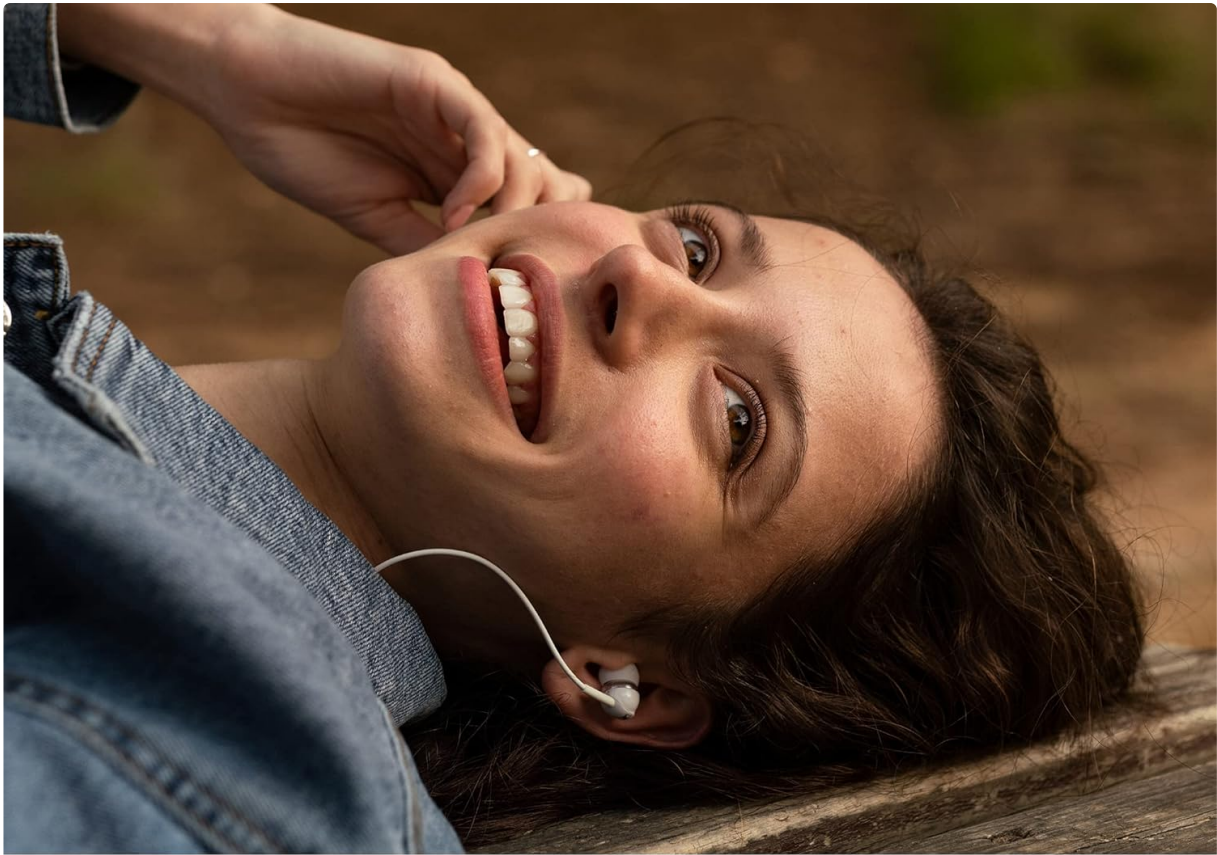
The CX 350BT supports Bluetooth 5.0 and can maintain a stable connection up to 30 meters. It also supports multi-connection, allowing you to connect to two devices simultaneously.



Image: Graphic representing transparent connectivity, indicating easy Bluetooth pairing.

### 3.3 Fitting the Earphones

Select the appropriate ear adapter size for a secure and comfortable fit. A good seal is crucial for optimal sound quality and bass response. Gently insert the earbuds into your ear canals and adjust the neckband for comfort.



# Your music, not distractions



4 ear  
adapter sizes

Image: A person wearing the CX 350BT earphones, demonstrating proper fit and usage.

## 3.4 Sennheiser Smart Control App

Download the Sennheiser Smart Control app for additional features, including equalizer adjustments and firmware updates. The app allows you to customize your audio experience.



Image: A smartphone displaying the Sennheiser Smart Control app, illustrating customization options.

## 4. OPERATING THE EARPHONES

## 4.1 Power On/Off

- **Power On:** Press and hold the multi-function button for 2 seconds. The LED will flash blue.
- **Power Off:** Press and hold the multi-function button for 4 seconds. The LED will flash red and then turn off.

## 4.2 Using the 3-Button Remote Control

The earphones feature an intuitive 3-button remote control located on the neckband for easy management of music and calls.



# Long day, no problem



Up to 10 hrs  
battery life



USB-C  
Charging

Image: Detailed view of the 3-button remote control on the earphone cable.

- **Play/Pause:** Press the center button once.
- **Next Track:** Press the '+' button once.
- **Previous Track:** Press the '-' button once.
- **Volume Up:** Press and hold the '+' button.
- **Volume Down:** Press and hold the '-' button.
- **Answer/End Call:** Press the center button once.
- **Reject Call:** Press and hold the center button for 2 seconds.
- **Activate Voice Assistant:** Press the dedicated voice assistant button (usually located above the '+' button).

## 5. MAINTENANCE

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### 5.1 Cleaning

Regularly clean the earphones to ensure optimal performance and hygiene.

- Use a soft, dry cloth to wipe the earbuds and neckband.
- Remove ear adapters and clean them with mild soap and water. Ensure they are completely dry before reattaching.
- Do not use harsh cleaning agents or solvents.

### 5.2 Storage

When not in use, store the earphones in a clean, dry place away from extreme temperatures and direct sunlight.

### 5.3 Water Resistance

The Sennheiser CX 350BT earphones are water-resistant. This means they can withstand splashes and light rain, but they are not designed for submersion in water. Avoid exposing them to heavy rain or showering with them.

## 6. TROUBLESHOOTING

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If you encounter issues with your earphones, refer to the following common solutions:

- **No Sound:** Ensure the earphones are powered on, paired correctly, and the volume is not muted on either the earphones or the connected device.
- **Poor Sound Quality:** Check the ear adapter fit for a proper seal. Ensure there are no obstructions between the earphones and the connected device. Try adjusting the equalizer settings in the Sennheiser Smart Control app.
- **Connection Issues:** Ensure Bluetooth is enabled on your device and the earphones are within range (up to 30 meters). Try unpairing and re-pairing the earphones.
- **Earphones Not Charging:** Verify the charging cable is securely connected to both the earphones and the power source. Ensure the power source is active.
- **Microphone Issues:** Ensure the microphone is not obstructed and is positioned correctly. If using for calls, ensure the earphones are selected as the audio input device on your phone.

For further assistance, consult the Sennheiser Smart Control app for firmware updates or visit the official Sennheiser support website.

## 7. SPECIFICATIONS

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|                      |            |
|----------------------|------------|
| <b>Brand</b>         | Sennheiser |
| <b>Model Name</b>    | CX 350BT   |
| <b>Color</b>         | White      |
| <b>Ear Placement</b> | In-ear     |
| <b>Form Factor</b>   | In-ear     |

|  |   |
|--|---|
| <b>Noise Control</b>                     | Acoustic Isolation  |
| <b>Connectivity Technology</b>           | Wireless (Bluetooth)  |
| <b>Wireless Communication Technology</b> | Bluetooth   |
| <b>Bluetooth Version</b>                 | 5.0   |
| <b>Bluetooth Range</b>                   | 30 Meters   |
| <b>Battery Life (Average)</b>            | 10 Hours  |
| <b>Charging Time</b>                     | 10 Hours (Note: This likely refers to total usage time, not charging time. Please refer to product packaging for accurate charging time.) |
| <b>Audio Driver Type</b>                 | Dynamic Driver  |
| <b>Frequency Range</b>                   | 20 Hz - 20,000 Hz   |
| <b>Material</b>                          | Silicone (ear adapters)   |
| <b>Water Resistance Level</b>            | Water Resistant   |
| <b>Item Weight</b>                       | 13 Grams  |

## 8. WARRANTY AND SUPPORT

Sennheiser products are manufactured to the highest quality standards. For information regarding warranty terms and conditions, please refer to the warranty card included in your package or visit the official Sennheiser website. For technical support or service inquiries, please contact Sennheiser customer service.

Official Sennheiser Website: [www.sennheiser.com](http://www.sennheiser.com)