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## Sennheiser CX TW

# Sennheiser CX True Wireless Earbuds User Manual

Model: CX TW

## INTRODUCTION

Welcome to the Sennheiser CX True Wireless Earbuds user manual. These earbuds are designed to deliver high-quality audio with features like passive noise reduction, customizable touch controls, and extended battery life. This guide will help you set up, operate, and maintain your earbuds for an optimal listening experience.

## WHAT'S IN THE BOX

Your Sennheiser CX True Wireless package includes the following items:

- CX True Wireless Earbuds
- Charging Case
- Silicone Ear Adapter Sets (XS, S, M, L)
- USB-C Charging Cable
- Quick Guide
- Safety Guide



Image: Sennheiser CX True Wireless earbuds and their charging case.

## SETUP

### 1. Charging the Earbuds and Charging Case

Before first use, fully charge the earbuds and the charging case.

- Place the earbuds into the charging case.
- Connect the USB-C cable to the charging case and a power source.
- The charging case provides up to 27 hours of battery life for the earbuds.



Image: Sennheiser CX True Wireless earbuds inside their charging case, indicating charging status.

## 2. Fitting the Earbuds

Proper fit is crucial for sound quality and passive noise reduction.

1. Select the silicone ear adapters that provide a comfortable and secure fit for your ears. Four sizes (XS, S, M, L) are included.
2. Insert the earbuds into your ears at a slight angle.
3. Gently twist them into the ear canal until they feel comfortable and securely sealed.



Image: A person wearing the Sennheiser CX True Wireless earbuds, demonstrating proper fit.

## 3. Pairing with a Bluetooth Device

The earbuds use Bluetooth 5.0 for wireless connectivity.

1. Open the charging case. The earbuds will automatically enter pairing mode.
2. On your smartphone or tablet, go to Bluetooth settings and search for available devices.
3. Select "Sennheiser CX TW" from the list to connect.
4. A voice prompt will confirm successful pairing.

## 4. Sennheiser Smart Control App

Download the Sennheiser Smart Control app for iOS/Android to customize your earbuds' functions, including touch controls and equalizer settings.



Image: Screenshots of the Sennheiser Smart Control app, displaying earbud connection status and equalizer settings.

## OPERATING INSTRUCTIONS

### Audio Playback

The CX True Wireless earbuds feature 7mm TrueResponse transducers for clear audio.

- **Deep Bass:** Activate the special equalizer preset via the Smart Control app for enhanced bass.
- **Passive Noise Reduction:** The ergonomic design and proper ear adapter fit provide effective passive noise isolation.

### Customizable Touch Controls

The earbuds feature fully digital, customizable touch controls for music, calls, and voice assistant functions.

- Refer to the Smart Control app to personalize touch commands according to your preferences.
- Common functions include play/pause, track skipping, volume adjustment, and answering/ending calls.

### Water Splash Resistance (IPX4)

The earbuds are IPX4 rated, meaning they are resistant to water splashes from any direction. This

makes them suitable for use during workouts or in light rain.



Image: Sennheiser CX True Wireless earbuds shown with water splashing on them, illustrating IPX4 water resistance.

### Product Overview Video

Your browser does not support the video tag.

Video: An official product video showcasing the features and benefits of the Sennheiser CX True Wireless earbuds, including sound quality, controls, and durability.

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## MAINTENANCE

To ensure the longevity and optimal performance of your Sennheiser CX True Wireless earbuds, follow these maintenance guidelines:

- **Cleaning:** Regularly clean the ear adapters and the earbuds' surfaces with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials.
- **Storage:** When not in use, store the earbuds in their charging case to protect them from dust and damage.
- **Avoid Extreme Conditions:** Do not expose the earbuds to extreme temperatures, humidity, or direct sunlight for prolonged periods.

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## TROUBLESHOOTING

If you encounter issues with your earbuds, try the following solutions:

Problem	Solution
No sound or poor sound quality	<ul style="list-style-type: none"> <li>◦ Ensure earbuds are charged.</li> <li>◦ Check Bluetooth connection to your device.</li> <li>◦ Adjust earbud fit and try different ear adapter sizes.</li> <li>◦ Clean any debris from the earbud nozzles.</li> </ul>
Earbuds not pairing	<ul style="list-style-type: none"> <li>◦ Ensure earbuds are in pairing mode (open case).</li> <li>◦ Disable and re-enable Bluetooth on your device.</li> <li>◦ Forget the device in your phone's Bluetooth settings and re-pair.</li> </ul>
Charging issues	<ul style="list-style-type: none"> <li>◦ Ensure the USB-C cable is properly connected.</li> <li>◦ Check the charging contacts on both the earbuds and the case for obstructions.</li> <li>◦ Try a different USB-C cable or power adapter.</li> </ul>
Touch controls unresponsive	<ul style="list-style-type: none"> <li>◦ Ensure earbuds are clean and dry.</li> <li>◦ Restart the earbuds by placing them in the case and closing it for a few seconds.</li> <li>◦ Check the Smart Control app for any custom settings that might affect responsiveness.</li> </ul>

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## SPECIFICATIONS

Feature	Detail
Brand	Sennheiser
Model Name	CX TW
Color	Black
Ear Placement	In-Ear
Form Factor	In-Ear
Impedance	16 Ohms
Noise Control	Passive Noise Reduction
Sensitivity	110 dB
Connectivity Technology	Bluetooth
Bluetooth Version	5.0
Battery Life (with case)	Up to 27 Hours
Charging Time (case)	5 days
Frequency Range	20 Hz - 20,000 Hz
Audio Driver Type	Dynamic
Audio Driver Size	7 Millimeters
Water Resistance Level	IPX4 (Splash-proof)
Control Type	App, Touch
Item Weight	49 Grams
Case Weight	41 Grams

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## WARRANTY AND SUPPORT

Sennheiser CX True Wireless earbuds come with a **2-year manufacturer's warranty**. For technical support, warranty claims, or further assistance, please visit the official Sennheiser support website or contact their customer service.

[Sennheiser Support Website](#)