



ACCENTUM Open

Open True Wireless stereo earbuds

Model: OTW1, OTW1 R, OTW1 L, OTW1 C



Instruction manual

Use the search function, the navigation (left) or the following links:

„Start“

“Product overview”

“Getting started”

“Using the earbuds”

“FAQ/If a problem occurs...”

“Specifications”

Sonova Consumer Hearing GmbH

Am Labor 1

30900 Wedemark

Germany

www.sennheiser-hearing.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 the product if it is obviously defective or makes loud, unusual (whistling or beeping) noise.
- ▷ 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 earbuds are used at high volume levels for long periods of time. Sennheiser earbuds sound exceptionally good at low and medium volume levels. 
- ▷ Do not insert the earbuds too deep into your ears. Always remove the earbuds 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"/10cm 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).

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. The normal operating temperature is from 0°C to 40°C/32°F to 104°F.
- ▷ Do not use if immersed into liquid.
- ▷ Use only attachments/accessories/spare parts supplied or recommended by Sonova Consumer Hearing.
- ▷ Clean the product only with a soft, dry cloth.

Safety instructions for Lithium rechargeable batteries



WARNING

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

- explosion
- heat and fire development
- smoke and/or gas development
- damage to health and/or the environment

	Only use rechargeable batteries and chargers recommended by Sonova Consumer Hearing.
	Do not leave the product/rechargeable batteries unattended while charging.
	Only charge the product/rechargeable batteries at ambient temperatures between 5°C and 35°C/41°F and 95°F and do not charge them near easily flammable objects.
	Do not charge the product/rechargeable batteries in a damp or humid environment. Make sure that the charging socket is free from moisture and contamination.
	Do not heat the product/rechargeable batteries above 70°C/158°F. Avoid exposure to sunlight and do not throw the product/rechargeable batteries into fire.
	Switch rechargeable battery-powered products off after use.
	When not using the product/rechargeable batteries for extended periods of time, charge them regularly (about every 3 months).
	This product contains coin rechargeable batteries. If you think the product/a coin rechargeable battery has been swallowed or is lodged in the body, seek medical assistance immediately.
	Avoid prolonged skin contact with the product, rechargeable battery, charger or charging cable when connected to a power source. These components can heat up during charging and cause skin irritation.
	Dispose of defective products with built-in rechargeable batteries at special collection points or return them to your specialist dealer to facilitate recycling.

Notes on the ingress protection rating of the earbuds

The earbuds feature an IPX4 ingress protection rating which means they are protected from the ingress of water (protection class according to International Protection Marking (IP code), IEC standard 60529, tested under laboratory conditions).

The earbuds can be used in the rain, for example. However, they are not suitable for immersion in water or for wearing in the shower. In case of permanent moisture/wetness, the ingress protection can be reduced and the product can be damaged.

- ▷ Do not charge wet earbuds. Completely dry wet earbuds with a dry cloth before charging them.

The charging case is not splash waterproof.

- ▷ Do not use if immersed into liquid.
- ▷ Always keep the charging case dry.
- ▷ Make sure that the charging socket is free from moisture and contamination.
- ▷ Only use high-quality USB charging cables with USB-IF certification.

If the charging case has become damp or wet:

- ▷ Dry the charging case completely with a dry cloth.
- ▷ Allow the charging case to dry at room temperature for at least 24 hours before using and charging it again.
- ▷ Do not continue to use the product if it is obviously defective.

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.

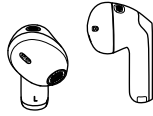
It is considered improper use when the product is used for any application not named in the corresponding product documentation.

Sonova Consumer Hearing GmbH does not accept liability for damage arising from misuse or improper use of this product and its attachments/accessories. Sonova Consumer Hearing GmbH is not liable for damages to USB devices that are not consistent with the USB specifications.

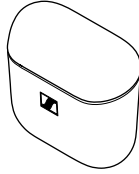
Sonova Consumer Hearing GmbH is not liable for damages resulting from the loss of connection due to flat or overaged rechargeable batteries or exceeding the Bluetooth transmission range.

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

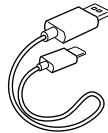
Package contents



Earbud R for right ear (model: OTW1 R) and earbud L for left ear (model: OTW1 L)



Charging case (model: OTW1 C) with built-in rechargeable battery for the earbuds



USB charging cable with USB C and USB A connector, approx. 0,4 m



Quick guide



Safety guide



Compliance sheet

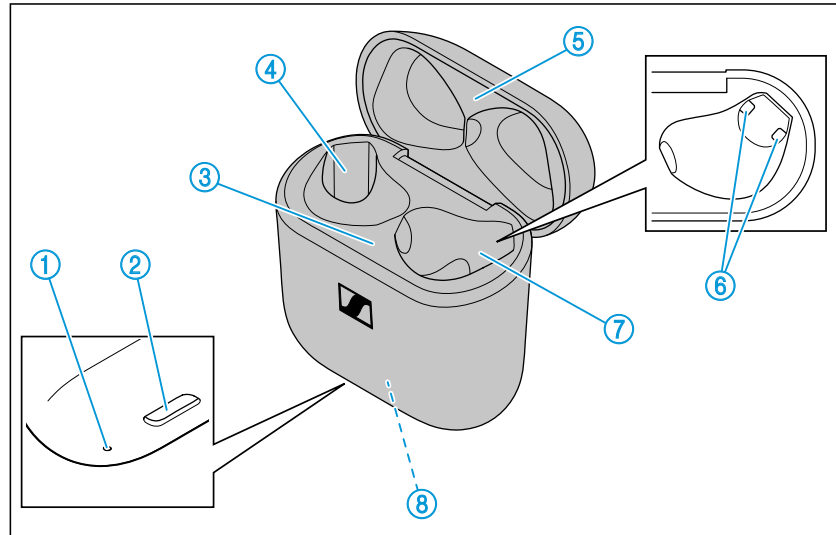
Online you can find:

- this detailed instruction manual and additional information (www.sennheiser-hearing.com/download)
- the option to purchase online or contact your local Sonova Consumer Hearing partner:
www.sennheiser-hearing.com/service-support

Product overview

Charging case

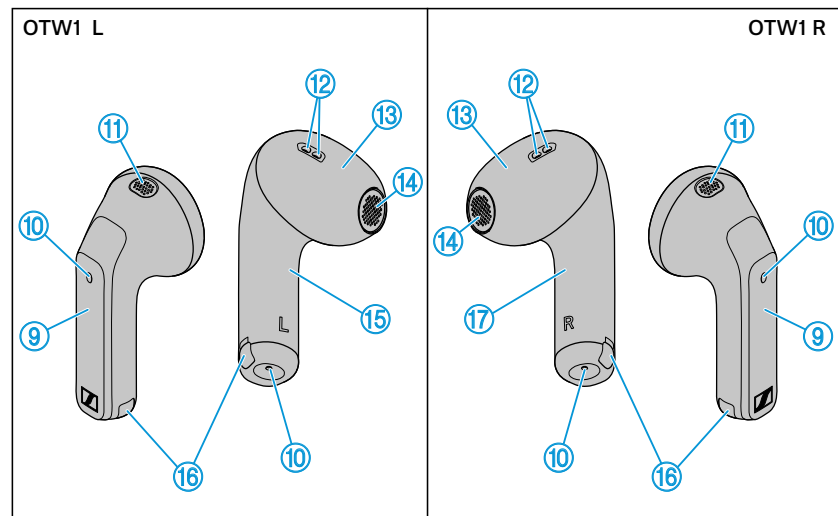
Model: OTW1 C



- ① LED display
indicates the charging process/charge status of the rechargeable battery of the charging case or of the earbuds (when inserted into the charging case)
- ② Input for USB C connector
for charging the rechargeable batteries
- ③ Bottom cradle
- ④ Charging compartment for the left earbud **L**
- ⑤ Top cradle
- ⑥ Charging contacts
- ⑦ Charging compartment for the right earbud **R**
- ⑧ Built-in rechargeable battery for charging the earbuds on the go

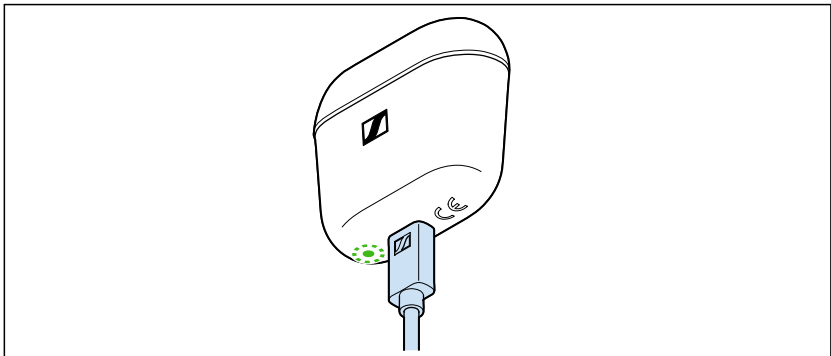
Earbuds

Model: OTW1 R and OTW1 L



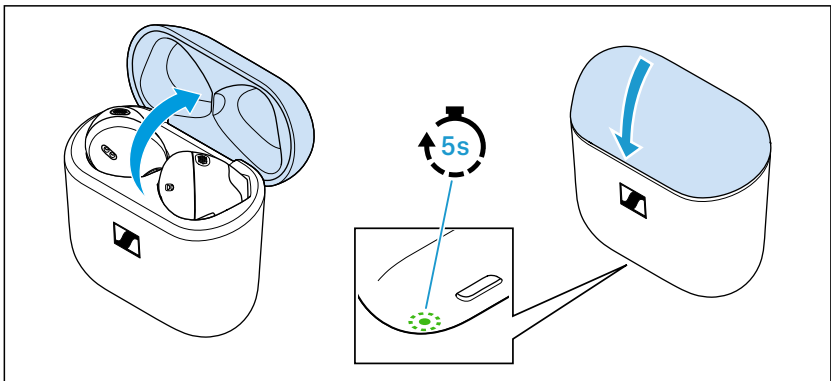
- ⑨ Touch control panel
- ⑩ Microphones for beamforming noise reduction
- ⑪ Acoustic rear ventilation
- ⑫ Acoustic front ventilation
- ⑬ Built-in rechargeable battery
- ⑭ Speaker
- ⑮ Left earbud **L**
- ⑯ Charging contacts
- ⑰ Right earbud **R**

Overview of the LED display of the charging case



When a USB cable is connected to the USB socket of the charging case, 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	At least one earbud has a charging error/battery error (see page 25).	Charging case has a charging error/battery error (see page 25).



If you open the lid of the charging case and no USB cable is connected, the LED of the charging case displays the battery charge status or the charging process of the earbuds. If you close the lid of the charging case, the LED display switches off after 5 seconds.

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	lights up green	Earbuds are fully charged, charging case is more than 50% charged.	Charging case is more than 50% charged.

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	pulses yellow	Earbuds are being charged via the rechargeable battery of the charging case.	–
	lights up yellow	Earbuds are fully charged, charging case is less than 50% charged.	Charging case is charged less than 50%.
	lights up red	Rechargeable batteries of the earbuds and the charging case are almost empty.	Rechargeable battery of the charging case is almost empty.
	flashes red	At least one earbud has a charging error/battery error (see page 25).	Charging case has a charging error/battery error (see page 25).



If the LED display does not light up:

- Clean the contacts on the earbuds and in the charging case (see page 24).
- Charge the rechargeable batteries of the charging case and the earbuds until the LED display lights up again (at least 30 minutes) (see page 14).

Notes on tone prompts

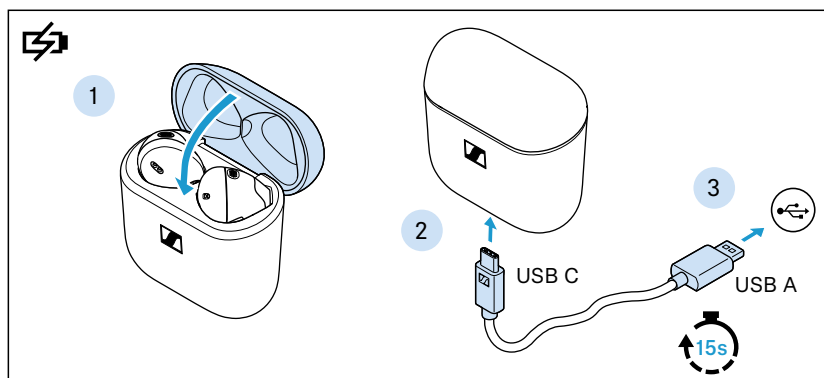
The earbuds output signal tones and ringtone sounds for events (the table gives some examples).

If you tap the touch control panels on the earbuds, you will hear corresponding tone prompts as a feedback.

Tone prompt	Meaning
“Power off” Descending sequence of 2 tones	Earbuds switch off.
“Pairing successful”/“Connected” Ascending sequence of 2 tones	Bluetooth pairing was successful. Earbuds are connected via Bluetooth.
“No connection” Descending sequence of 2 tones	Earbuds cannot be connected via Bluetooth or earbuds have lost Bluetooth connection.
“Pairing” Short, repeating melody	Earbuds are in Bluetooth pairing mode.
“Pairing failed” Error tone	Bluetooth pairing failed.
“Low battery” Sequence of 3 tones	Rechargeable battery is almost empty. Recharge the rechargeable battery.
“Volume min” Quick sequence of 2 high tones	Volume set to minimum.
“Volume max” Quick sequence of 2 high tones	Volume set to maximum.
“Call” Ringtone	Call incoming.
Knock on tone every 2 seconds	Call incoming during active call.
Descending sequence of 4 tones	In-ear detection is deactivated.
Ascending sequence of 4 tones	In-ear detection is activated.

Getting started

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



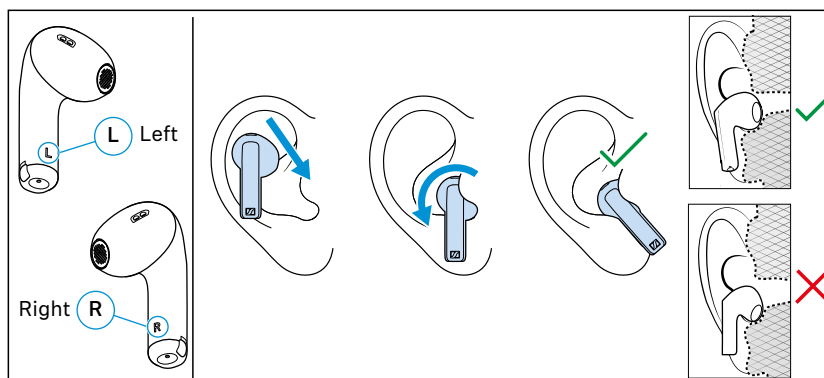
Upon delivery, the rechargeable batteries of the earbuds and the charging case are in sleep mode and have to be woken up by connecting them to a USB power source once.

1. Insert the earbuds into the charging case and close the lid of the charging case.
2. Connect the USB C cable to the charging case.
3. Connect the cable to a USB power source (see page 14) and charge the rechargeable batteries for at least 15 seconds. The earbuds and the charging case are woken up and the rechargeable batteries are being charged. The earbuds are now ready for use.

i We recommend charging the earbuds and the charging case for a complete charging cycle without interruption before using for the first time.

2. Inserting the earbuds in your ears

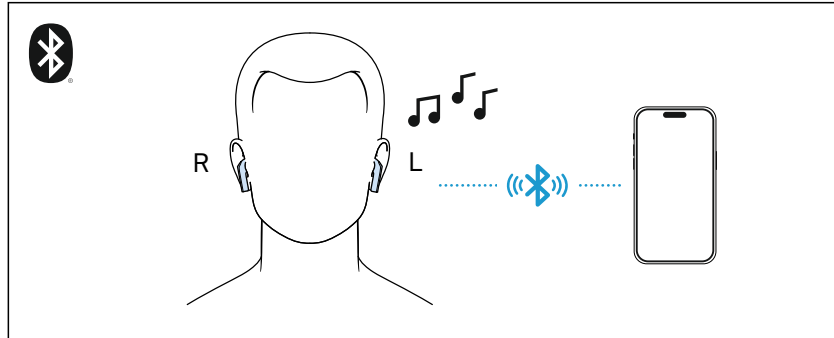
The correct fit of the earbuds in your ears gives you the best sound quality, the best voice quality for phone calls and the best wearing comfort.



- ▷ Assign the right earbud to your right ear and the left earbud to your left ear.

- ▷ Insert the earbuds straight into your ears with the stem pointing downwards.
- ▷ Twist the earbuds slightly in the ear so that the stem points towards your mouth until the earbuds sit comfortably and snugly in the ear.

3. Connecting the earbuds to a Bluetooth device

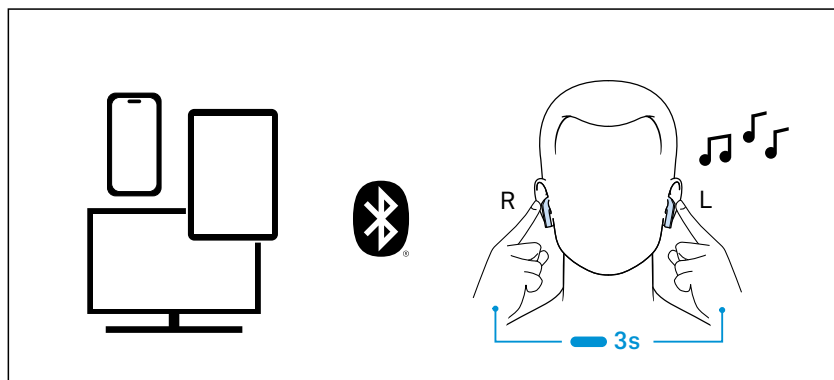


When you take the earbuds out of the charging case for the first time after initial charging, they automatically switch to Bluetooth pairing mode. If the earbuds have not yet been paired with any Bluetooth device (the pairing list is empty), pairing mode remains permanently activated.

As soon as the earbuds are in pairing mode, you will hear a short, repetitive melody.

- ▷ Connect the earbuds to your smartphone via Bluetooth (see page 16).

4. Connecting additional Bluetooth devices



- ▷ If desired, connect the earbuds to additional devices via Bluetooth (see page 16).

The earbuds can save the connection profiles of up to eight Bluetooth devices with which they have been paired.

The earbuds can have two active Bluetooth connections to two different Bluetooth devices at the same time. Audio playback is only possible from one device at a time.

Using the earbuds

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.

To charge the rechargeable batteries, you can use the supplied USB cable.

The earbuds must be inserted into the charging case for charging. Thus, even on the go, the earbuds are always safely stored and charged.

Upon delivery, the rechargeable batteries of the earbuds and the charging case are in sleep mode and have to be woken up by connecting them to a USB power source for at least 15 seconds. The lid of the charging case must be closed during this process.

A complete charging cycle of the charging case and the earbuds takes about 1 hour. The quick charge function gives you approx. 1.5 hours of playback time after 10 minutes of charging. The charging time can vary depending on the power source used and the ambient temperature.

We recommend charging the earbuds and the charging case for a complete charging cycle without interruption before using for the first time.

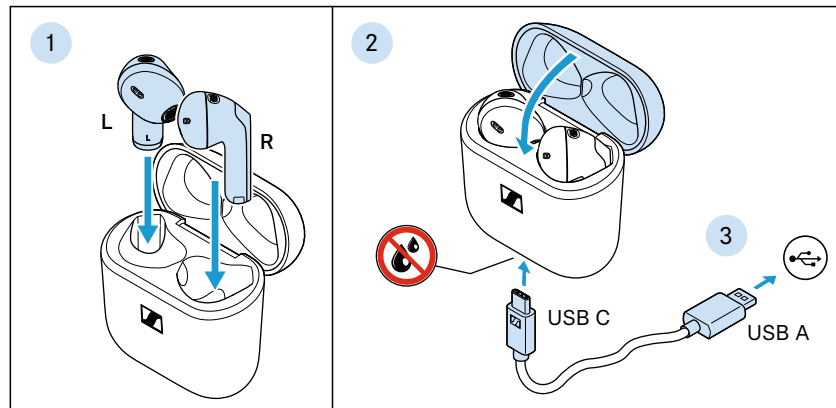
When a USB cable connected to a power source is connected to the charging case, the rechargeable battery of the charging case is being charged. When the earbuds are inserted into the charging case, their rechargeable batteries are being charged at the same time. The LED display of the charging case indicates the charging process (see page 8).

When the charge status of the earbuds' rechargeable batteries drops to a critical level, you will hear a sequence of three tones.

The charge status of the rechargeable battery of the charging case is indicated by the LED display on the charging case (see page 8).

At the end of its operational lifetime, this product with its built-in rechargeable battery must be disposed of separately from normal household waste. You can find more information here: see page 31.

Charging the rechargeable batteries using the USB cable



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. Close the lid of the charging case and make sure that the charging socket is free from moisture and contamination. Connect the USB C connector of the charging cable to the USB 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 earbuds and the charging case are being charged.

If no earbuds are inserted into the charging case, only the rechargeable battery of the charging case is being charged.

The LED display of the charging case indicates 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	At least one earbud has a charging error/battery error (see page 25).	Charging case has a charging error/battery error (see page 25).

i If the LED display does not light up:

- Clean the contacts on the earbuds and in the charging case (see page 24).
- Clean the USB C socket of the charging case.
- Charge the rechargeable batteries of the charging case and the earbuds until the LED display lights up again (at least 30 minutes).

Connecting the earbuds to a Bluetooth device

To be able to use the Bluetooth wireless connection, you must register both devices (earbuds and Bluetooth device, e.g. smartphone) via the settings of your Bluetooth device. 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.

i When you switch on the earbuds for the first time after initial charging, they automatically switch to Bluetooth pairing mode.

Information on the Bluetooth wireless connection

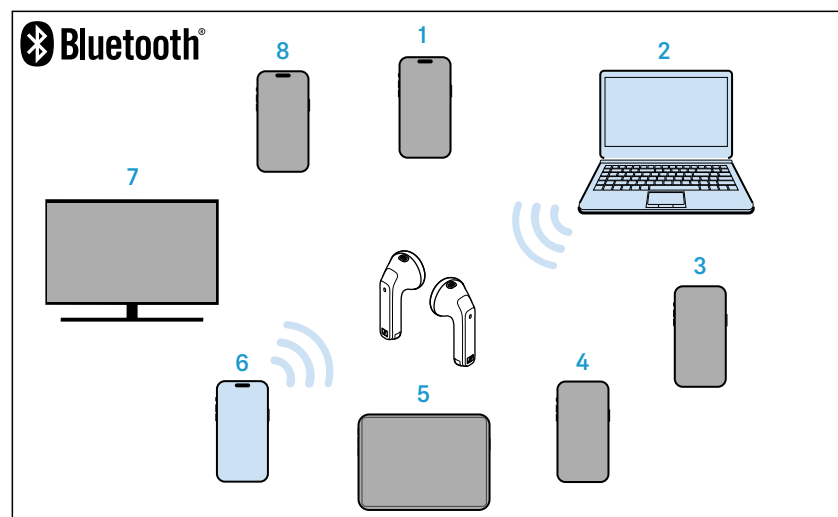
The earbuds are Bluetooth 5.3 certified.

If your audio source supports the high-resolution audio encoding method AAC, music is automatically played in high audio quality. Otherwise the earbuds will play back your music in normal audio quality (SBC).

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

When switched on, the earbuds will automatically try to connect to the last two Bluetooth devices used. The earbuds can save the connection profiles of up to eight Bluetooth devices with which they have been paired. Audio playback is only possible from one device at a time.

If you pair the earbuds with the ninth Bluetooth device, the connection profile of the first connected Bluetooth device will be overwritten. If you want to connect to this Bluetooth device again later, you have to pair the earbuds again.

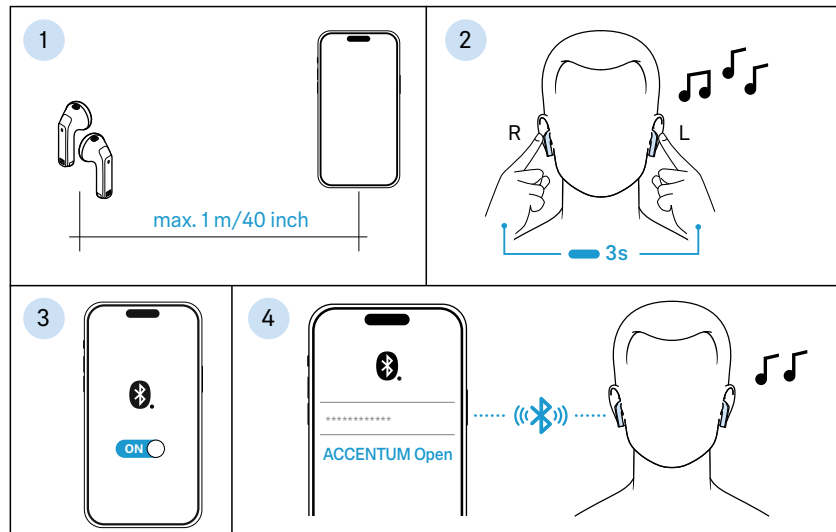


Paired and connected Bluetooth device



Paired Bluetooth device (currently not connected)

Pairing the earbuds with a Bluetooth device



1. Take both earbuds out of the charging case and insert them into your ears (see page 17). The distance between the earbuds and the Bluetooth device should not exceed 40"/1 m.
2. Simultaneously touch and hold the right and the left touch control panel for 3 seconds until you hear a short, repetitive melody.
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 device are displayed.
From the list of found Bluetooth devices, select "ACCENTUM Open". If necessary, enter the default pin code "0000".
If pairing was successful, you hear an ascending sequence of two tones.

i If no connection is established within 2 minutes, pairing mode is terminated and the earbuds switch to idle mode. If necessary, repeat the steps described above.

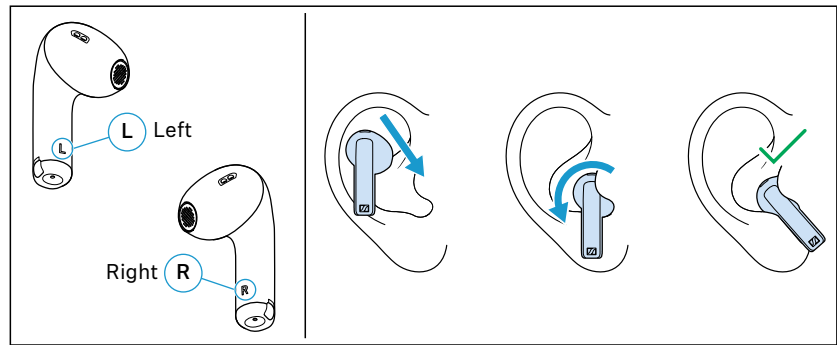
If the earbuds are not paired with any Bluetooth device (the pairing list is empty), pairing mode is permanently active.

Disconnecting the earbuds from a Bluetooth device

- ▷ Via the menu of your Bluetooth device, disconnect the connection to the earbuds.
The earbuds are disconnected from the Bluetooth device and you hear a descending sequence of two tones.
The earbuds search for other paired devices. If no device is found, the earbuds switch to idle mode.

i If you want to clear the Bluetooth pairing list of the earbuds, reset the earbuds to the factory default settings (see page 28).

Inserting the earbuds into the ears



- ▷ Assign the right earbud to your right ear and the left earbud to your left ear.
- ▷ Insert the earbuds straight into your ears with the stem pointing downwards.
- ▷ Twist the earbuds slightly in the ear so that the stem points towards your mouth until the earbuds sit comfortably and snugly in the ear.

i The right or left earbud can be used alone. If you insert one earbud into the charging case during use, a short interruption of playback may occur in the other earbud.

i The Smart Pause function automatically stops music playback when you remove an earbud from the ear (see page 19).

Switching the earbuds on

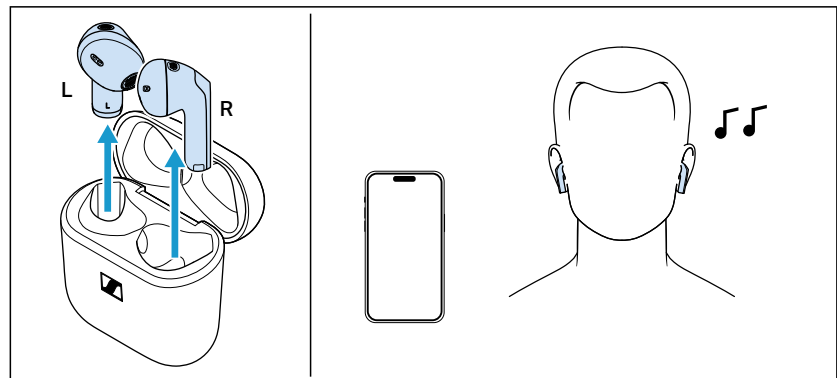


WARNING

Danger due to high volume levels!

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

- ▷ Before inserting the earbuds into your ears, adjust the volume to a low level (see page 18).
- ▷ Do not continuously expose yourself to high volume levels.



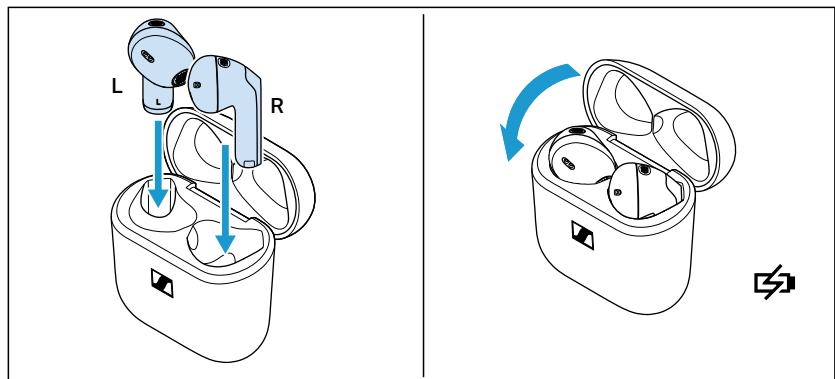
The earbuds switch on automatically as soon as the lid of the charging case is opened.

- ▷ Open the lid of the charging case and take out both earbuds.

- ▷ Insert the earbuds into your ears (see page 17).
If a paired Bluetooth device is within the transmission range, the earbuds automatically establish a connection and you hear an ascending sequence of two tones.

i The earbuds automatically switch to idle mode if no paired Bluetooth device can be found within 15 minutes.
You can wake up the earbuds from idle mode by touching their touch control panels 1x 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 and close the lid to switch them off.
As soon as the earbuds are inserted into the charging case and the lid of the charging case is closed, the earbuds switch off and are being charged (see page 14).

Adjusting the volume

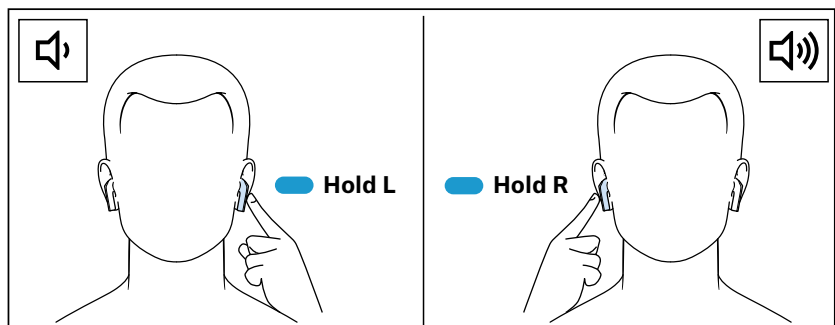


WARNING

Danger due to high volume levels!

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

- ▷ Adjust the volume to a low level before inserting the earbuds or changing the audio source.
- ▷ Do not continuously expose yourself to high volume levels.



To reduce the volume:

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

To increase the volume:

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

When the minimum or maximum volume is reached, you will hear a sequence of two high tones.

i You can also adjust the volume using the connected Bluetooth device.

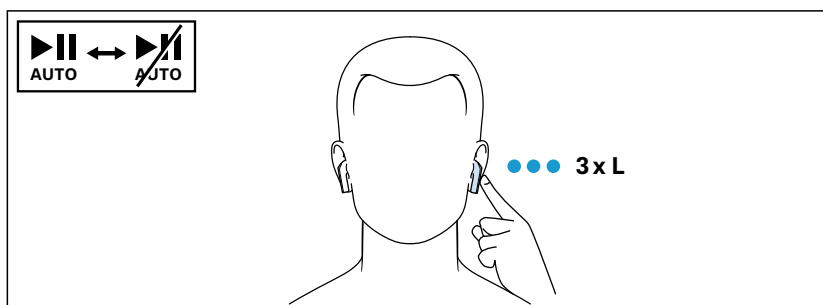
Using the Smart Pause function

The earbuds automatically detect whether you are wearing the earbuds in your ear or removing them.

Music playback pauses when you remove an earbud from the ear and continues when you insert it again. If there is an interruption of more than 3 minutes, playback will not start automatically.

To disable or enable the Smart Pause function:

- ▷ Tap the touch control panel of the left earbud 3x.

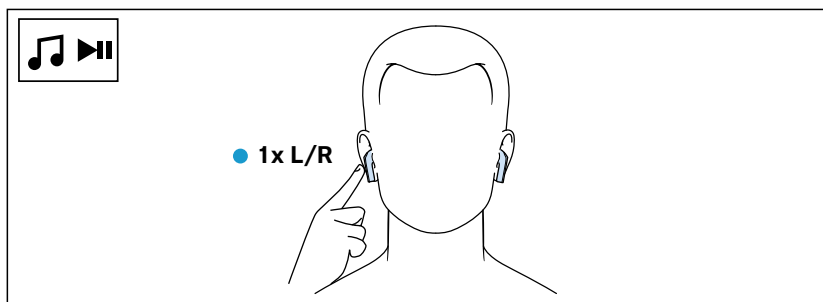


Controlling music playback

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

Playing/pausing music

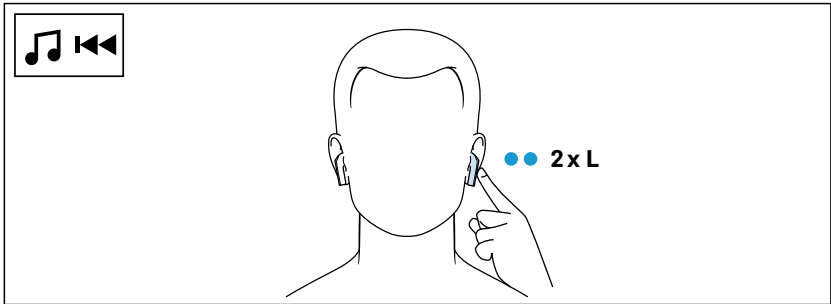
- ▷ Tap the touch control panel of the right or the left earbud 1x.



Right or left earbud		Function
	Tap 1x 	Plays or pauses music

Playing the previous track

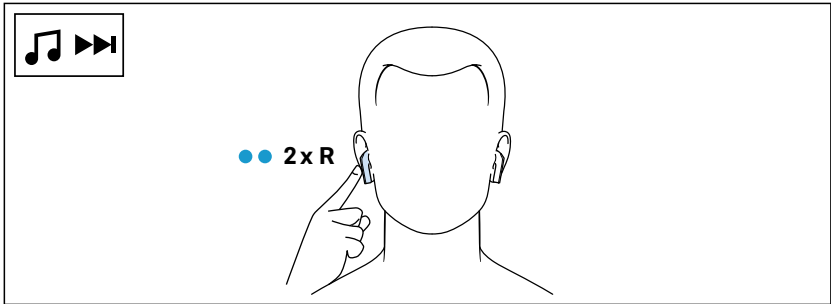
▷ Tap the touch control panel of the left earbud 2x.



Left earbud		Function
	Tap 2x 	Plays the previous track in the playlist

Playing the next track

▷ Tap the touch control panel of the right earbud 2x.

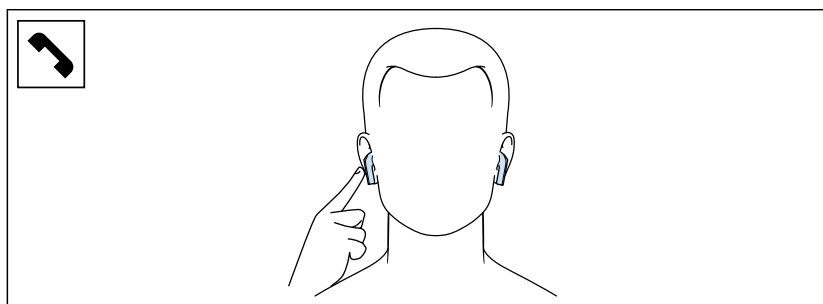


Right earbud		Function
	Tap 2x 	Plays the next track in the playlist

Making calls using the earbuds

The call functions are only available when the earbuds and the Bluetooth device are connected. Some smartphones and telephony apps (e.g. WhatsApp, MS Teams, WeChat) may not support all call control functions.

During a call, you can use the [right and/or left earbud](#) to control the call functions.



Making a call

- ▷ Dial the desired phone number.
If your Bluetooth device does not automatically transfer the call to the earbuds, select “ACCENTUM Open” as the output device on your device (see the instruction manual of your device if necessary).

Accepting/rejecting/ending a call

If your earbuds are connected to a Bluetooth device and you receive a call, you hear a ring tone in the earbuds.

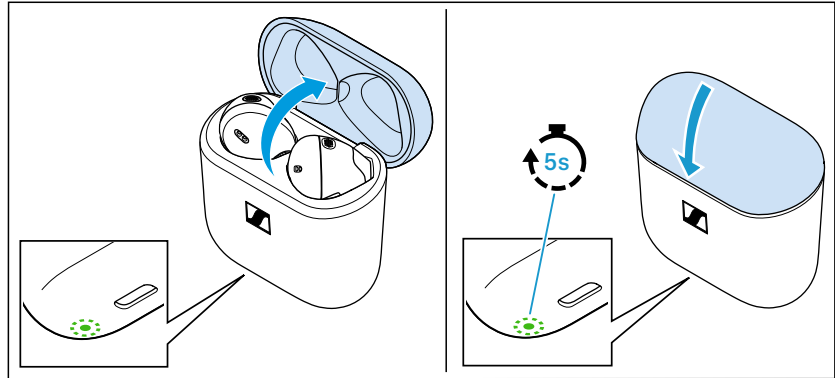
If you are playing music when you receive a call, the music pauses until you end the call.

Right or left earbud		Function
	Tap 1x 	Accepts a call
	Tap 1x 	Accepts an incoming call and ends the active call
	Tap 2x 	Ends a call
	Tap 2x 	Rejects a call
	Tap 2x 	Rejects an incoming call and continues the active call

Displaying the battery charge status

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

Displaying the battery charge status using the charging case



If no USB cable is connected to the charging case:

- ▷ Open the lid of the charging case.
The LED display of the charging case indicates the battery charge status.

If you close the lid of the charging case, the LED display goes off after 5 seconds.

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	lights up green	Earbuds are fully charged, charging case is more than 50% charged.	Charging case is more than 50% charged.
	pulses yellow	Earbuds are being charged via the rechargeable battery of the charging case.	–
	lights up yellow	Earbuds are fully charged, charging case is less than 50% charged.	Charging case is charged less than 50%.
	lights up red	Rechargeable batteries of the earbuds and the charging case are almost empty.	Rechargeable battery of the charging case is almost empty.
	flashes red	At least one earbud has a charging error/battery error (see page 25).	Charging case has a charging error/battery error (see page 25).

Storing or transporting the earbuds in the charging case

ATTENTION

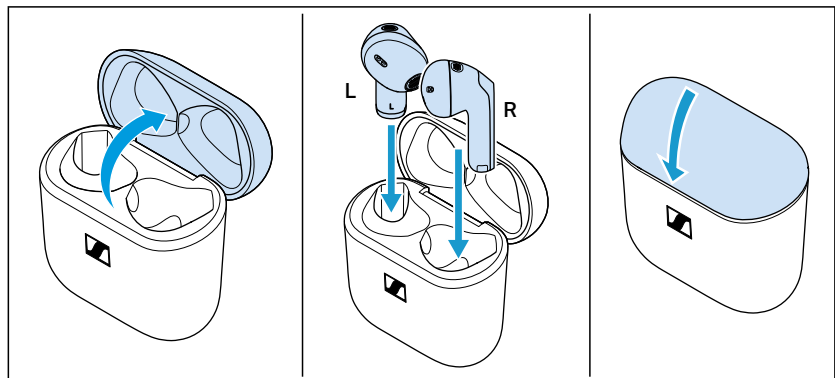
Moisture and dirt can damage the electronics of the charging case and the earbuds!

If moisture and dirt get inside the charging case, this can impair its function.

- ▷ Do not place the earbuds in the charging case when they are wet or dirty.

Store the earbuds in the charging case to prevent damage to the earbuds when not in use or during transport. The earbuds 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.
- ▷ 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 lid of the charging case.



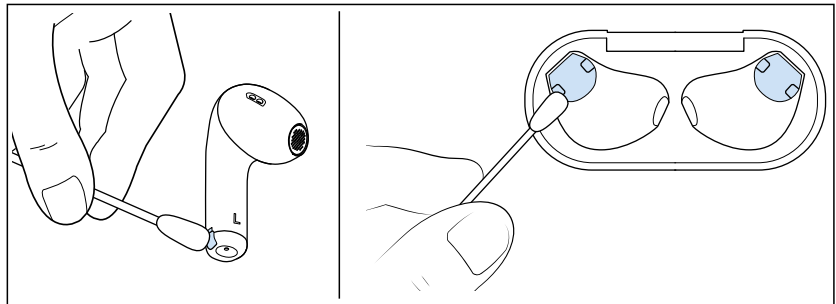
Care and maintenance of the earbuds/charging case

ATTENTION

Liquids can damage the electronics of the product!

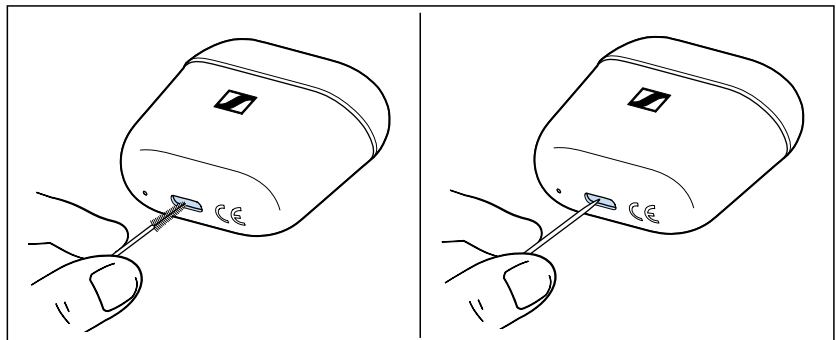
Liquids entering the housing of the product can cause a short-circuit and damage the electronics.

- ▷ Keep all liquids far away from the product.
 - ▷ Do not use any solvents or cleansing agents.
-
- ▷ Only clean the charging case with a soft, dry cloth.
 - ▷ Clean the earbuds with a slightly damp cloth.
 - ▷ Clean the charging contacts on the earbuds and in the charging case from time to time, e.g. with a cotton swab.



To remove any dirt such as dust accumulation or lint from the USB socket of the charging case:

- ▷ Carefully swipe a fine object (e.g. toothpick or interdental brush) through the opening of the socket.



If the earbuds have gotten wet:

- ▷ Dry the earbuds with a dry cloth. If necessary, let the earbuds dry at room temperature for approx. 12 hours.

Information on the built-in rechargeable battery

Sonova Consumer Hearing 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 (see page 8), stop using the product, disconnect it from the power supply system and contact your Sonova Consumer Hearing partner. Your Sonova Consumer Hearing partner will coordinate the repair/replacement with you.

Do not return a product with a defective battery to your dealer or Sonova Consumer Hearing partner unless requested to do so. To find a partner in your country, search at

www.sennheiser-hearing.com/service-support.

At the end of its operational lifetime, this product with its built-in rechargeable battery must be disposed of separately from normal household waste. You can find more information here: see page 31.

FAQ/If a problem occurs...

If a problem has occurred, proceed in the following order until the problem is solved and you can use the earbuds again:

1. Insert the earbuds into the charging case and close the lid. Wait for at least 10 seconds (see page 27).
2. Reset the earbuds to the factory default settings (see page 28).
3. Check the list of frequently asked questions to see if there is a solution to the problem (see page 26).
4. Contact your Sonova Consumer Hearing partner to solve the problem (see page 26).

Current list of frequently asked questions (FAQ)



Visit the ACCENTUM Open product page at

www.sennheiser-hearing.com

There you will find a current list of frequently asked questions (FAQ) and suggested solutions.

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 Sonova Consumer Hearing partner for assistance.

To find a partner in your country search at

www.sennheiser-hearing.com/service-support

Leaving the Bluetooth transmission range

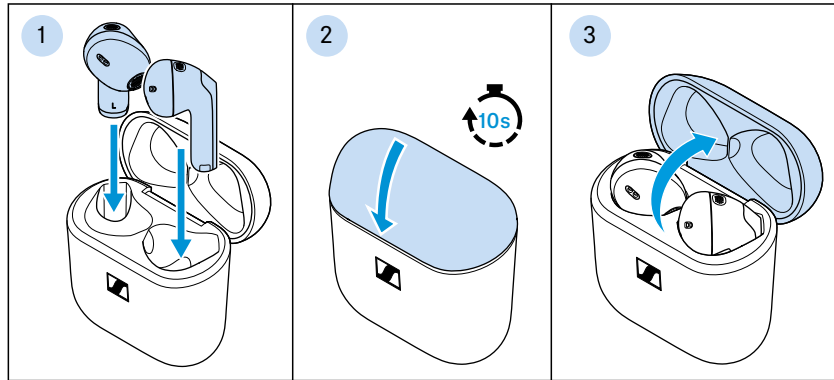
Wireless calling and streaming are only possible in the Bluetooth transmission range of your smartphone. The transmission range largely depends on environmental conditions such as wall thickness, wall composition etc. With a free line of sight, the transmission range of most smartphones and Bluetooth devices is up to 10 meters.

If you, and therefore the earbuds, leave the Bluetooth transmission range of your Bluetooth device, the sound quality deteriorates increasingly until the connection breaks down completely. In this case, you will hear a descending sequence of two tones. If you immediately re-enter the Bluetooth transmission range of your device, the connection is automatically re-established and you hear an ascending sequence of two tones. If this is not the case, tap the touch control panel of one earbud one time.

Resetting the earbuds

If the function of the earbuds is disturbed, perform a reset. Individual settings such as the pairing settings are not deleted.

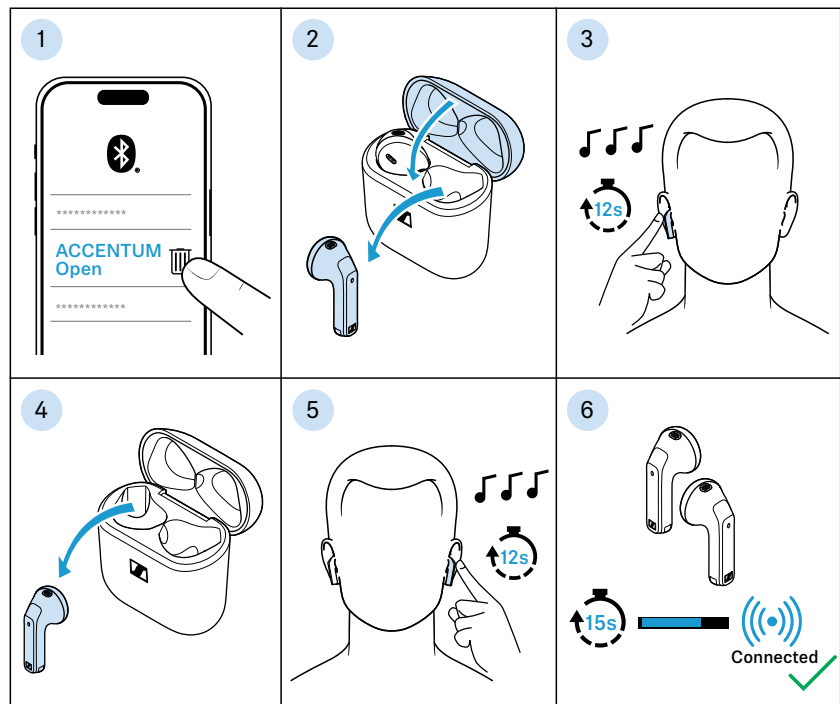
1. Insert the earbuds into the charging case.
2. Close the lid of the charging case and wait at least 10 seconds.
3. Open the lid again.
The earbuds will restart (reset).



Resetting the earbuds to the factory default settings

If the function of the earbuds is disturbed and a reset (see page 27) does not improve, reset the earbuds to the factory default settings. This deletes, among other things, all pairing settings.

1. Disconnect all existing connections between Bluetooth devices and your earbuds, e.g. by removing “ACCENTUM Open” from the list of Bluetooth devices found on your device.
 2. Take one earbud out of the charging case, insert it in your ear and close the lid of the charging case. The second earbud remains in the charging case.
 3. Tap and hold the touch control panel of the earbud that is not in the charging case for 12 seconds.
You hear a sequence of three tones.
 4. Take the second earbud out of the charging case and insert it in your ear.
 5. Tap and hold the touch control panel of the second earbud for 12 seconds.
You hear a sequence of three tones.
 6. Remove the earbuds from the ear and place them as close together as possible.
The earbuds connect to each other within 15 seconds.
The earbuds are successfully reset to the factory settings and peer paired.
- ▷ Pair your earbuds with your Bluetooth device again (see page 16).



Specifications

ACCENTUM Open

Model: OTW1, OTW1 R, OTW1 L, OTW1 C

Wearing style	True Wireless stereo earbuds
Ear coupling	in-concha
Frequency response	25 Hz to 15 kHz
Transducer principle	dynamic
Transducer size	11 mm
Sound pressure level (SPL)	109 dB (1 kHz/1 mW)
THD (1 kHz, 94 dB SPL)	< 0.08 % (1 kHz/94 dB)
Noise cancellation	n/a
Microphone principle	MEMS
Microphone frequency response	100 Hz to 10 kHz
Microphone pick-up pattern (speech)	2 microphones per earbud beamforming array for noise reduction
Power supply	built-in lithium rechargeable batteries: <i>earbuds (R and L):</i> 3.85V ---, 35-36mAh, 0.139Wh max. <i>charging case:</i> 3.7V ---, 380-400mAh, 1.48Wh max. input: <i>earbuds (R and L):</i> 5 V---, max. 100 mA <i>charging case:</i> 5 V ---, max. 500 mA output: <i>earbuds (R and L):</i> none <i>charging case:</i> 5 V ---, max. 100 mA x 2 (R and L)
Charging method via charging case	USB charging via USB C socket: 5 V ---, 500 mA
Operating time	6.5 hrs with rechargeable battery of the earbud 21.5 hrs with rechargeable battery of the charging case (test conditions: smartphone within 1 m distance, Bluetooth AAC codec, volume level 50%)
Charging time of rechargeable batteries	approx. 1 hour for full charge approx. 10 minutes for 1.5 hour of music playback (ambient temperatures <15°C or >30°C increase the charging time)
Temperature range	<i>operation:</i> 0 to +40°C <i>charging:</i> +5 to +35°C <i>storage:</i> -20 to +60°C

Specifications

Relative humidity	<i>operation:</i> 10 to 80%, non condensing <i>storage:</i> 10 to 90%
Magnetic field strength	<i>earbuds:</i> 60 mT <i>charging case:</i> 47 mT
Ingress protection	<i>earbuds:</i> splash proof (IPx4)
Weight	<i>earbuds:</i> approx. 4.35 g each <i>charging case:</i> approx. 29.3 g <i>both earbuds and charging case:</i> approx. 38 g
Dimensions	<i>earbuds:</i> approx. 18.27 x 33.34 x 19.38 mm (W x H x D) <i>charging case:</i> approx. 51.77 x 50.18 x 25.36 mm (W x H x D)
Sensors	in-ear sensor, capacitive touch sensor

Bluetooth

Version	Bluetooth 5.3 certified, class 1
Transmission frequency	2,402 MHz to 2,480 MHz
Modulation	GFSK, $\pi/4$ DQPSK, 8DPSK
Profiles	AVRCP, A2DP, HFP
Output power	10 mW (max)
Codec	AAC, SBC
Device name	ACCENTUM Open
Number of active connections	2
Required apps	no companion app

Manufacturer declarations

Warranty

For North America, Latin America & Caribbean and Asia-Pacific, Sonova Consumer Hearing GmbH offers a 12-month warranty on this product.

For Europe and the Middle East, Sonova Consumer Hearing GmbH offers a 24-month warranty on this product.

For the current warranty conditions, please visit our website at www.sennheiser-hearing.com/warranty or contact your Sonova Consumer Hearing partner.

In compliance with the following requirements

- General Product Safety Regulation (EU) 2023/988
- Compliant to **Sound Pressure Limits** according to country specific requirements

EU declaration of conformity



- Battery Regulation (EU) 2023/1542
- RoHS Directive (2011/65/EU)

Hereby, Sonova Consumer Hearing GmbH declares that the radio equipment type OTW1 (OTW1 R, OTW1 L, OTW1 C) is in compliance with the directive 2014/53/EU.

The full text of the EU declaration of conformity is available in English language at the following Internet address:
www.sennheiser-hearing.com/download

UK declaration of conformity



- RoHS Regulations (2012)
- Radio Equipment Regulations (2017)

Notes on disposal



- EU: WEEE Directive (2012/19/EU)
- EU: Battery Directive (2006/66/EC & 2013/56/EU)
- UK: WEEE Regulations (2013)
- UK: Battery Regulations (2015)

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, observe the legal regulations on waste segregation applicable in your country. Improper disposal of packaging materials can harm your health and the environment.

The separate collection of waste electrical and electronic equipment, batteries/rechargeable batteries (if applicable) and packaging is used to promote the reuse and recycling and to prevent negative effects on your health and the environment, e.g. caused by potentially hazardous substances contained in these products. Recycle electrical and electronic equipment and batteries/rechargeable batteries at the end of their operational lifetime in order to make contained recyclable materials usable and to avoid littering the environment.

If batteries/rechargeable batteries can be removed without damaging them, you are obliged to dispose of them separately (for the safe removal of batteries/rechargeable batteries, see the instruction manual of the product). Handle lithium-containing batteries/rechargeable batteries with special care, as they pose particular risks, such as the risk of fire and/or the risk of ingestion in the case of coin batteries. Reduce the generation of battery waste as much as possible by using longer-life batteries or rechargeable batteries.

Further information on the recycling of these products can be obtained from your municipal administration, from the municipal collection points, or from your Sonova Consumer Hearing partner. You can also return electrical or electronic equipment to distributors who have a take-back obligation. Herewith you make an important contribution to the protection of the environment and public health.

Trademarks

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