MOMENTUM True Wireless 5

True Wireless stereo earbuds
Model: MTW5, MTW5 R, MTW5 L, MTW5 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”

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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 if 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 and never insert them without ear tips. 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"/ 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). Especially the product's active noise cancellation can make ambient sounds inaudible or drastically change the perception of acoustic warning signals.
- Do not use external power supply that can deliver more than 20 V or 60 W.

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.
- To avoid loud, unusual (whistling or beeping) noise and to ensure proper noise cancellation, do not cover the microphone openings of the active noise cancellation circuitry located on the outside of the product.
- We recommend to use only attachments/accessories/spare parts supplied or recommended by Sonova Consumer Hearing.
- Clean the product only with a soft, dry cloth. Product parts with ingress protection (IP protection rating) can be cleaned with a slightly damp 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

	Keep away from children. • Keep small cells and batteries which are considered swallowable out of the reach of children. • Swallowing may lead to burns, perforation of soft tissue, and death. Severe burns can occur within 2 hours of ingestion. • In case of ingestion of a cell or battery, seek medical assistance immediately.
	In the event of a cell leaking, do not allow the liquid to come into contact with the skin or eyes. In case of contact, wash the affected area with copious amounts of water and seek medical assistance immediately.
	Leaving a battery in a low air pressure environment may result in an explosion or the leakage of flammable liquid or gas.
	Mechanical deformation of a battery, including compression, impact, cutting or puncture, may result in an explosion.
	Do not mutilate or dismantle.
	Observe correct polarity.
	Pack/store charged rechargeable batteries so that the terminals cannot contact each other to avoid danger of fire hazard.
	Only charge rechargeable batteries at ambient temperatures between 5°C and 35°C/41°F and 95°F.
	Do not heat above 70°C/158°F, e.g. do not expose to sunlight or throw into a fire, a hot oven or a high-temperature environment.
	When not using rechargeable batteries for extended periods of time, charge them regularly (about every three months).
	Do not expose to moisture.
	Sonova Consumer Hearing recommends using batteries that are compatible with all technical specifications provided by Sonova and approved to local regulation(s). Replacing with a non-compatible battery can defeat a safeguard.

	Do not continue using defective or swollen rechargeable batteries and dispose of them 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.
	Ensure disposal of batteries at special collection points or return them to your specialist dealer to facilitate recycling.
	Do not charge the product/rechargeable batteries in a damp environment. Make sure that the charging socket is free from moisture and contamination.
	Do not leave the product/rechargeable batteries unattended while charging.

Notes on the ingress protection rating of the earbuds

The earbuds feature an IP54 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.

Notes on data collection and processing and on firmware updates

This product stores individual settings such as the volume and the Bluetooth addresses of paired devices. This data is required for the operation of the product and is not transferred to Sonova Consumer Hearing GmbH or companies commissioned by Sonova Consumer Hearing GmbH and is not processed.

Using the “Sennheiser Smart Control Plus” 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 Sonova Consumer Hearing servers in order to provide and transfer

suitable firmware updates: hardware identifier, hardware revision number, firmware version of the product, operating system type (Android, iOS) and version, version of the app. The data is only used for the purpose of providing and transferring the firmware updates and is not 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.

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.

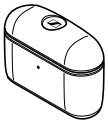
Sonova Consumer Hearing GmbH is not liable for damages resulting from the loss of connection due to flat or overaged rechargeable batteries or exceeding the Bluetooth transmission range.

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

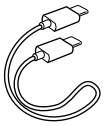
Package contents



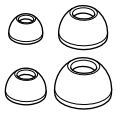
Earbud R for right ear (model: MTW5 R) and earbud L for left ear (model: MTW5 L) with replaceable rechargeable batteries



Charging case (model: MTW5 C) for the earbuds with wireless charging function and replaceable rechargeable battery



USB charging cable with 2x USB C connector, approx. 0,4 m



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



Battery replacement tool



Quick guide



Safety guide



Compliance sheet



Battery information sheet

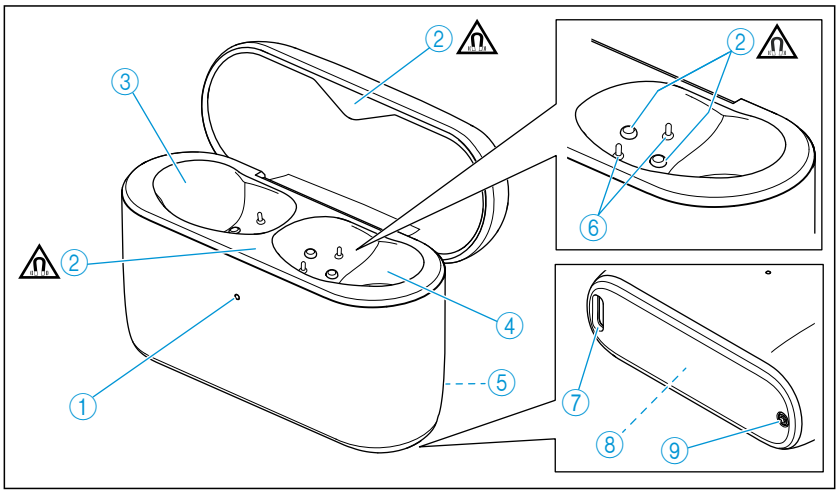
Online you can find:

- this detailed instruction manual and additional information (www.sennheiser-hearing.com/download)
- the Sennheiser Smart Control Plus app for configuring the earbuds and for additional functions
  – Google® Play: click
  – Apple® App Store®: click
- a list of accessories on the MOMENTUM True Wireless 5 product page at
  www.sennheiser-hearing.com/momentum-true-wireless-5
  (to purchase online or contact your local Sonova Consumer Hearing partner:
  global.sennheiser-hearing.com/pages/support)

Product overview

Charging case

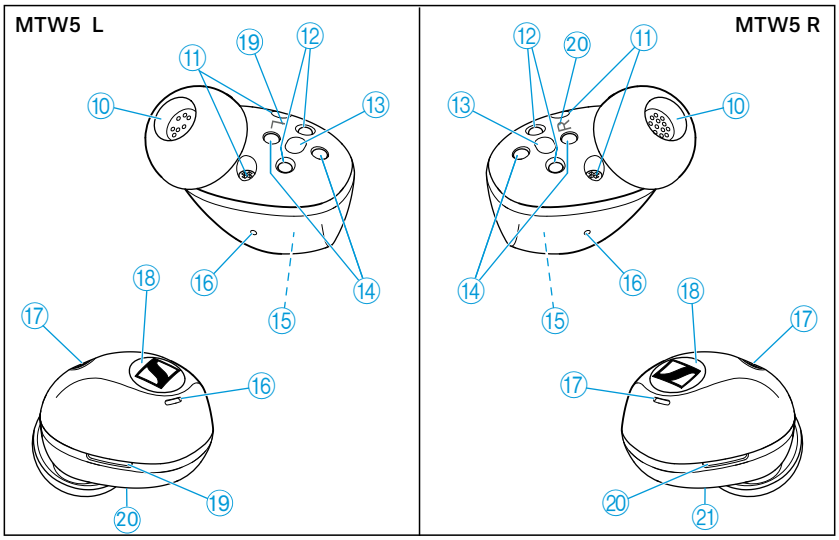
Model: MTW5 C



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. Magnetic holders
3. Charging compartment for the left earbud L
4. Charging compartment for the right earbud R
5. Contact area (on the backside)
   for wireless charging of the rechargeable battery
6. Charging contacts
7. Input for USB C connector
   for charging the rechargeable battery
8. Replaceable rechargeable battery (inside the battery compartment) for charging the earbuds on the go
9. Phillips screw
   for opening the battery compartment

Earbuds

Model: MTW5 R and MTW5 L



⑩ Replaceable silicone ear tip

⑪ Captive screws
for opening the housing to replace the rechargeable batteries

⑫ Charging contacts

⑬ Infra-red proximity sensor

⑭ Magnetic holders

⑮ Replaceable rechargeable battery (inside the housing)

⑯ Acoustical ventilation opening

⑰ Microphones for active noise cancellation, transparency mode and for phone calls

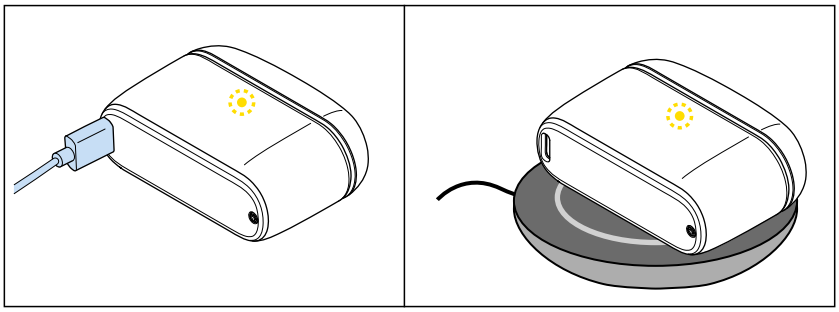
⑱ Touch control panel

⑲ Slotted recess
for opening the housing to replace the rechargeable batteries

⑳ Left earbud L

㉑ Right earbud R

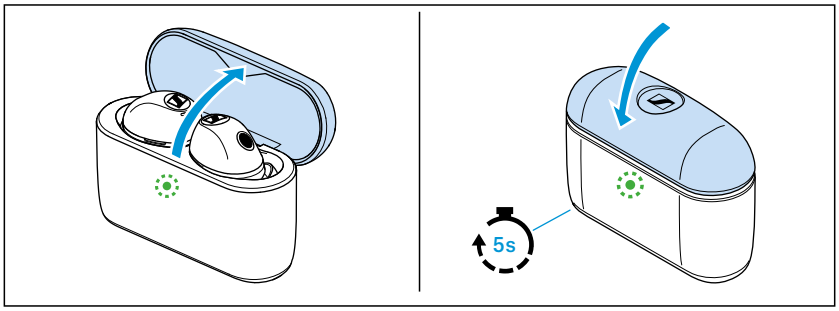
Overview of the LED display of the charging case



When a USB cable is connected or the charging case is placed on a wireless charging dock, the LED of the charging case will stay on to indicate the charging status.

When charging wirelessly, the LED switches off once the charging case's battery is fully charged.

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 38).	Charging case has a charging error/ battery error (see page 38).



If the charging case lid is open and no USB cable is connected or the charging case is not placed on a wireless charging dock, the LED of will display the battery charge status or the charging status of the earbuds. When you close the lid of the charging case, the LED display goes off after 5 seconds.

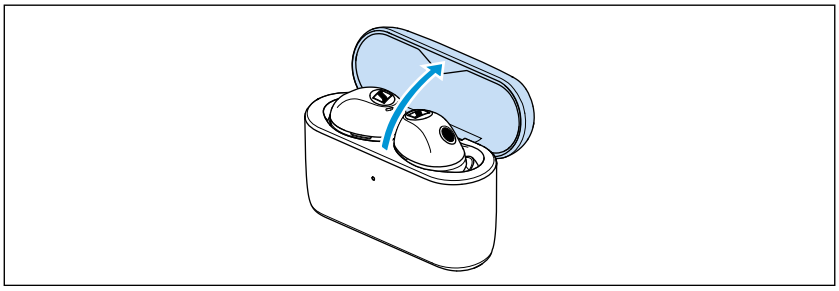
LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	lights up green	Earbuds are fully charged, charging case is more than 50% charged.	Charging case is more than 50% charged.
	pulses yellow	Earbuds are being charged via the rechargeable battery of the charging case.	–
	lights 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. No charging of the earbuds possible.	Rechargeable battery of the charging case is almost empty.
	flashes red	At least one earbud has a charging error/ battery error (see page 38).	Charging case has a charging error/ battery error (see page 38).

If the LED display does not light up:

- Clean the contacts on the earbuds and in the charging case (see page 36).
- Make sure that the charging case rests on the wireless charging dock (maximum distance 3 mm).
- Wait for at least 10 seconds. Some wireless charging docks may have a slight delay before charging starts.
- Observe the installation instructions of the wireless charging dock and make sure that no electromagnetic fields or materials influence the charging station (see the instruction manual of the wireless charging dock).
- Charge both the earbuds and charging case until the LED display lights up again (at least 30 minutes) (see page 15).

Getting started

1. Powering on the earbuds



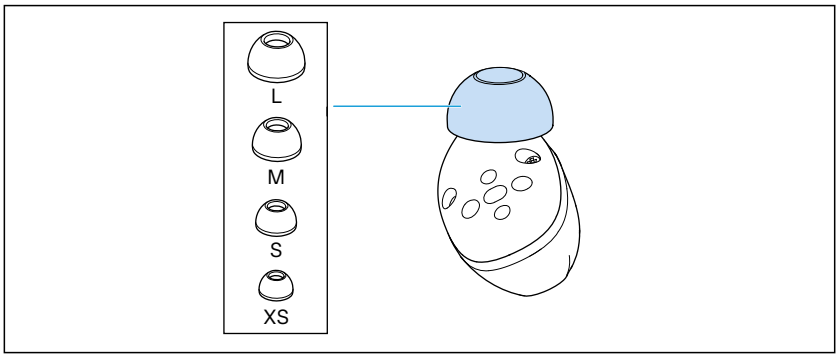
With the earbuds in the charging case, open the lid of the charging case to power on the earbuds.

▷ Remove the MOMENTUM True Wireless 5 from its packaging.

▷ Open the charging case.
The earbuds and the charging case are now ready for use.

We recommend charging the earbuds and the charging case for a complete charging cycle without interruption before using them for the first time (see page 15).

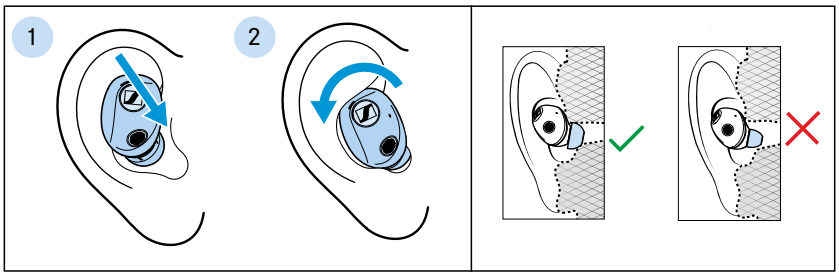
2. Selecting suitable ear tips for optimum fit of the earbuds in the ears



The correct fit of the earbuds plays a significant role in determining perceived sound quality, including bass performance, noise cancellation effectiveness, voice clarity during phone calls, and secure placement in the ears. To accommodate different ear shapes, ear tips are available in multiple sizes.

You can choose between 4 different ear tips in size XS, S, M and L (see page 18).

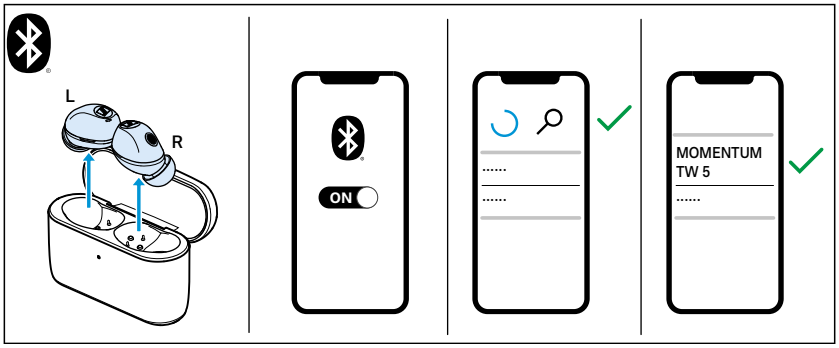
▷ Try out the different ear tip sizes to find the best fit, sound quality, and the best wearing comfort.



1. Wear the right earbud to your right ear and the left earbud to your left ear.
2. 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 and auricle (see page 18).

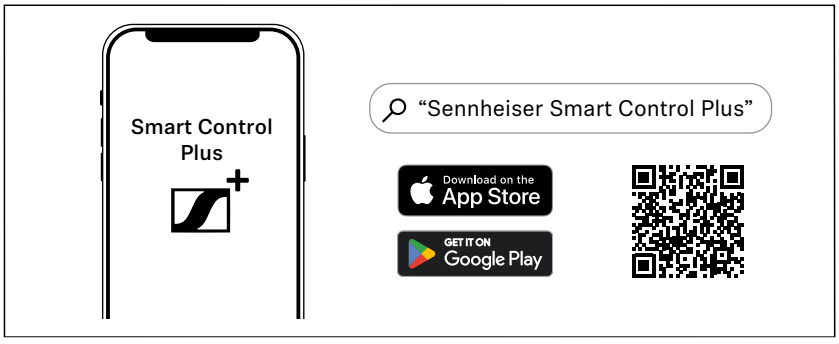
You can use the Fit Test function in the Smart Control Plus app to test the fit of the earbuds in your ears and to select the right size of the ear adapters.

3. Connecting the earbuds to a Bluetooth device



When the earbuds are switched on for the first time after initial charging, they will automatically enter Bluetooth pairing mode. If no devices have been paired yet, pairing mode remains active until a device is paired.

4. Installing the Smart Control Plus app on your smartphone

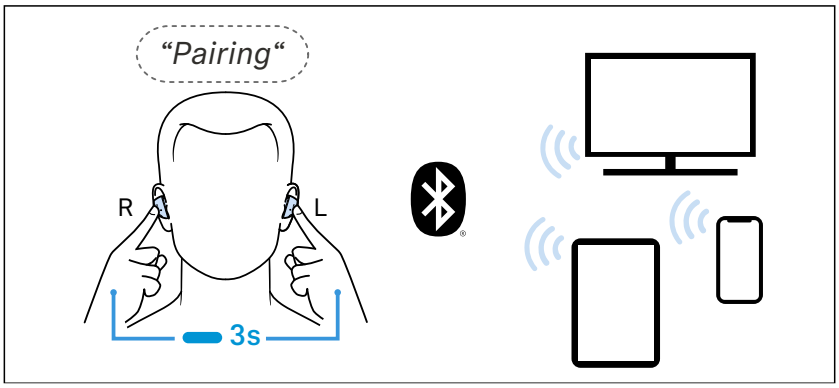


The Sennheiser Smart Control Plus app provides access to all functions and settings of the earbuds, including the ability to adjust the sound to your personal preference using the equalizer, and more (see page 23).

– Google Play: click

– Apple App Store: click

5. Connecting additional Bluetooth devices



▷ You can connect the earbuds to additional devices via Bluetooth (see page 22).

The earbuds can save the connection profiles of up to six Bluetooth devices. Audio playback is only possible from one device at a time.

In the Smart Control Plus app under “Connections”, you can view all paired devices and manage their connections individually or enable Bluetooth Multipoint. The Multipoint function is deactivated by default (see page 21).

Using the earbuds

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

Charging the product

You can use one of the following options to charge the earbuds and charging case:

- the supplied USB cable
- a wireless charging dock (Qi-compatible, not included)

The earbuds must be inserted into the charging case for charging, ensuring they are always safely stored and charged, even while on the move.

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

When the charging case is connected to a USB cable connected to a power source or when it is placed on a wireless charging dock, the charging case will start charging. When the earbuds are inserted into the charging case, they will start charging at the same time. The LED display of the charging case indicates the charging status (see page 9).

When the charge status of the earbuds drops to a critical level, a voice prompt will ask you to recharge the earbuds (“Recharge headset”).

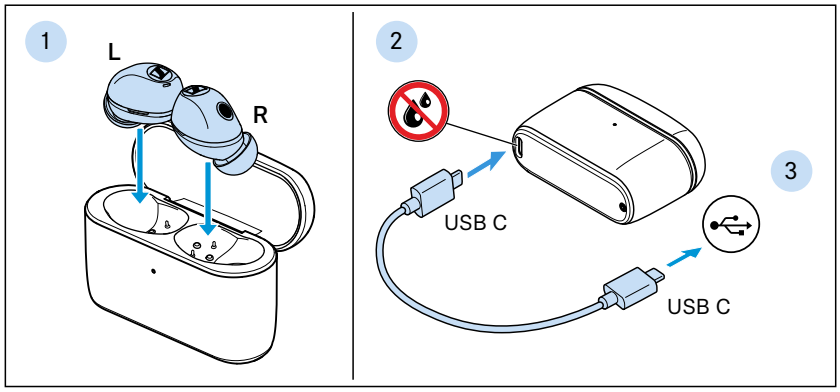
Charging time

A complete charging cycle of the charging case and the earbuds takes about 1.5 hours. The quick charge function gives you an approx. of 1 hour of playback time after 8 minutes of charging. The charging time can vary depending on the power source used and the ambient temperature.

Replacing rechargeable batteries

At the end of its operational lifetime, this product with its rechargeable batteries must be disposed of separately from normal household waste. The rechargeable batteries can be replaced to extend the products’ service life (see page 38). You can find more information on battery disposal here: see page 48.

Charging via USB cable



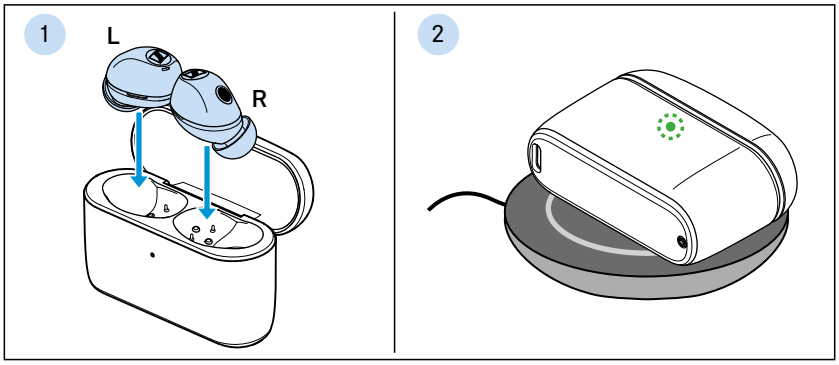
1. Open the lid on the charging case and insert the left earbud into the left charging compartment, then the right earbud into the right charging compartment.
   The earbuds will be magnetically pulled into the charging compartments.
2. Make sure that the charging socket is free from moisture and contamination. Connect the USB C connector of the charging cable to the USB socket of the charging case.
3. Connect the second USB C connector to a corresponding socket of a USB power source (not included). Make sure that the USB power source is connected to a power supply.
   The earbuds and the charging case will start charging.
   If no earbuds are inserted into the charging case, only the charging case will be 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 38).	Charging case has a charging error/battery error (see page 38).

If the LED display does not light up:

- Clean the contacts on the earbuds and in the charging case (see page 36).
- Clean the USB C socket of the charging case.
- Charge both the earbuds and charging case until the LED display lights up again (at least 30 minutes).
- Replace the rechargeable batteries of the charging case and/or the earbuds (see page 38).

Charging via wireless charging dock



1. Open the lid on the charging case and insert the left earbud into the left charging compartment, then the right earbud into the right charging compartment.
   The earbuds will be magnetically pulled into the charging compartments.
2. Place the bottom of the charging case centered on a wireless charging dock (Qi-compatible, not included).
   The earbuds and the charging case will start charging.

   If no earbuds are inserted into the charging case, only the charging case will charge.

   The LED display of the charging case indicates the charge status (see page 15).

If the LED display does not light up:

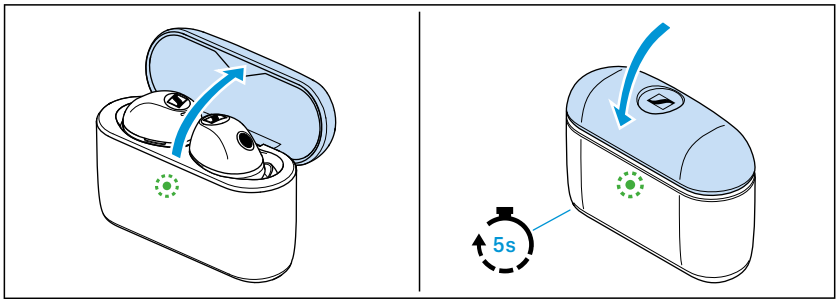
- Clean the contacts on the earbuds and in the charging case (see page 36).
- Make sure that the charging case rests on the wireless charging dock (maximum distance 3 mm).
- Wait for at least 10 seconds. Some wireless charging docks may have a slight delay before charging starts.
- Observe the installation instructions of the wireless charging dock and make sure that no electromagnetic fields or materials influence the charging station (see the instruction manual of the wireless charging dock).
- Charge both the earbuds and charging case until the LED display lights up again (at least 30 minutes) (see page 15).
- Replace the rechargeable batteries of the charging case and/or the earbuds (see page 38).

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).

The Smart Control Plus app also displays the charge status of the earbuds and the charging case.

Displaying the battery charge status using the charging case



If no USB cable is connected to the charging case or the charging case is not placed on a wireless charging dock:

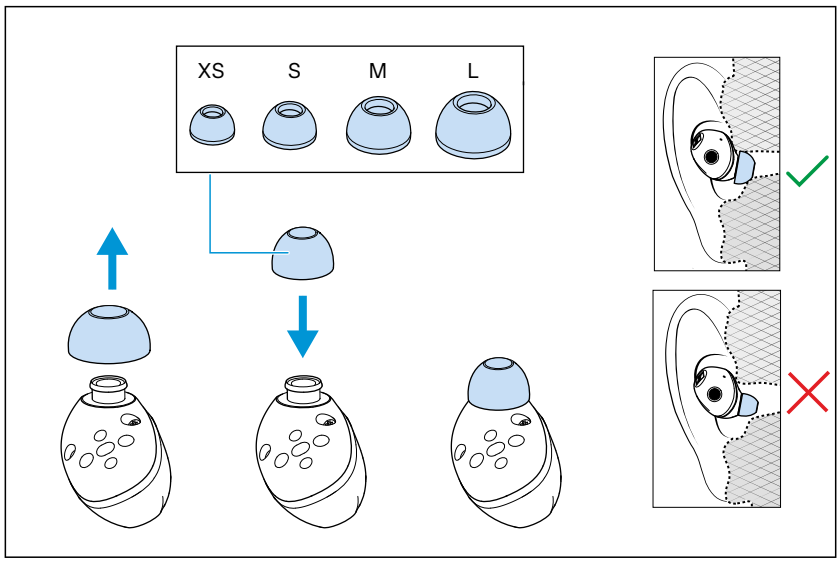
▷ Open the lid of the charging case.
The LED display of the charging case indicates the battery charge status.

When 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 38).	Charging case has a charging error/ battery error (see page 38).

Selecting the right ear tips for an optimum fit

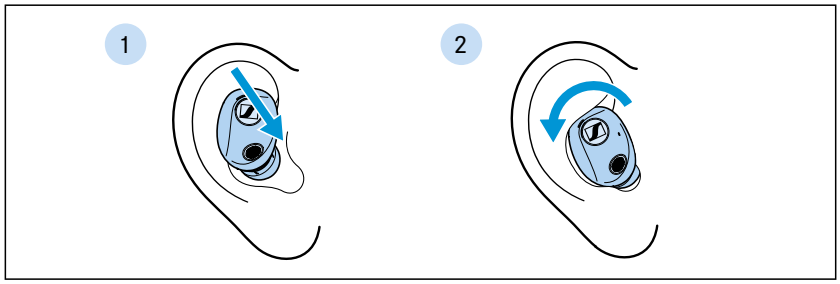
For the best sound quality, bass performance, noise cancellation, call clarity, and also a comfortable and secure fit, it is essential to select suitable ear tips for a secure fit. Choose from the provided ear tips, available in multiple sizes, to find a pair that works best for you.



- ▷ Pull the ear tip away from the in-ear sound tunnel and off the earbud.
- ▷ Attach the new ear tip to the sound tunnel until it locks in place.
- ▷ Test each ear tip size to find the best sound quality and wearing comfort.
  You can choose between four different ear tips in different sizes, XS, S, M and L. The ear tips should fit snugly in the ear canal and fully seal your ears.

You can use the Fit Test function in the Smart Control Plus app to test the fit of the earbuds in your ears.

Inserting the earbuds into the ears

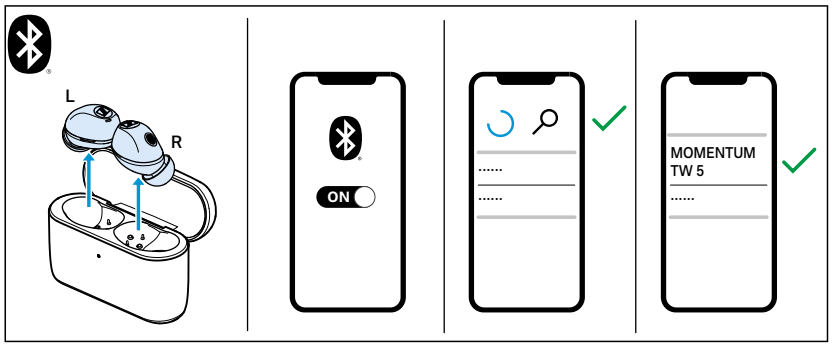


- ▷ Wear the right earbud to your right ear and the left earbud to your left ear.
- ▷ Insert the earbuds at a slight angle into the ears and twist them slightly into the ear canal so that they sit comfortably and snugly in the ear canal and auricle.

Each earbud can be used independently. Placing one earbud in the charging case during use may cause a brief interruption in the other.

Pairing the earbuds to a Bluetooth device

To connect wirelessly, the earbuds must first be paired with your Bluetooth device via your device's Bluetooth settings.



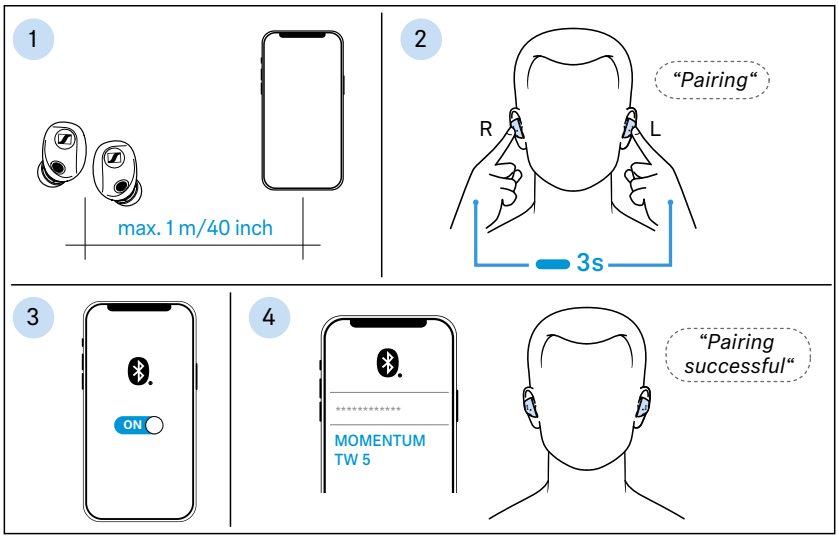
The earbuds automatically enter Bluetooth pairing mode the first time you switch them on after initial charging. If no devices have been paired yet, pairing mode remains active until a device is paired.

If the process differs from the steps described, refer to the instruction manual of your Bluetooth device.

Pairing the earbuds with other Bluetooth devices

Follow the steps in this section only if you want to pair additional Bluetooth devices after the initial pairing.

Conventional pairing



1. Take both earbuds out of the charging case and insert them into your ears (see page 18). The distance between the earbuds and the Bluetooth device should not exceed 40"/1 m.
2. Simultaneously touch and hold both the right and the left touch control panels for 3 seconds until you hear the voice prompt "Pairing" and a repeating melody.
   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 device are displayed.
   From the list of found Bluetooth devices, select “MOMENTUM TW 5”.
   If pairing was successful, you will hear the voice prompt “Pairing successful”.

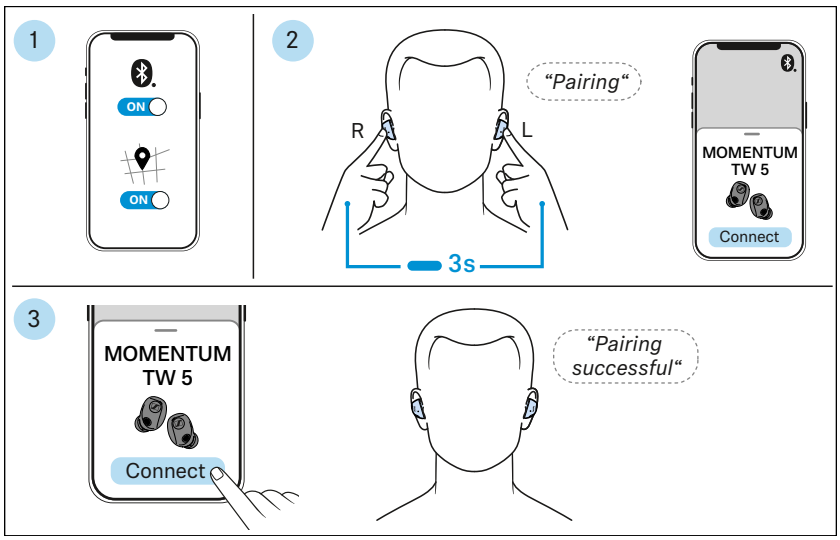
If no connection is established within 2 minutes, pairing mode is canceled and the earbuds will switch to idle mode. If necessary, repeat the steps described above.

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

The Bluetooth device name of the earbuds can be changed via the Smart Control Plus app (see page 23). Once changed, the name is saved on the earbuds.

Google Fast Pair (from Android version 6.0 or higher)

If you have a Bluetooth Android device that supports Google Fast Pair function, you can easily pair the earbuds with your device.



1. Activate Bluetooth and the location services on your Bluetooth device.
2. Take both earbuds out of the charging case and insert them into your ears. Simultaneously touch and hold both he right and the left touch control panels for 3 seconds until you hear the voice prompt “Pairing” and a repeating melody.
   The earbuds are in pairing mode.
   On your Bluetooth device, a notification appears prompting you to pair the earbuds.

If no notification is displayed, check whether the notifications for the Google Play Services app on your device is turned on.

3. Confirm the establishment of the Bluetooth connection on your device.
   You will hear the voice prompt “Pairing successful”. A notification will confirm the connection to the earbuds.

Information on the Bluetooth wireless connection

The earbuds are Bluetooth 6.0 compliant.

Bluetooth Classic

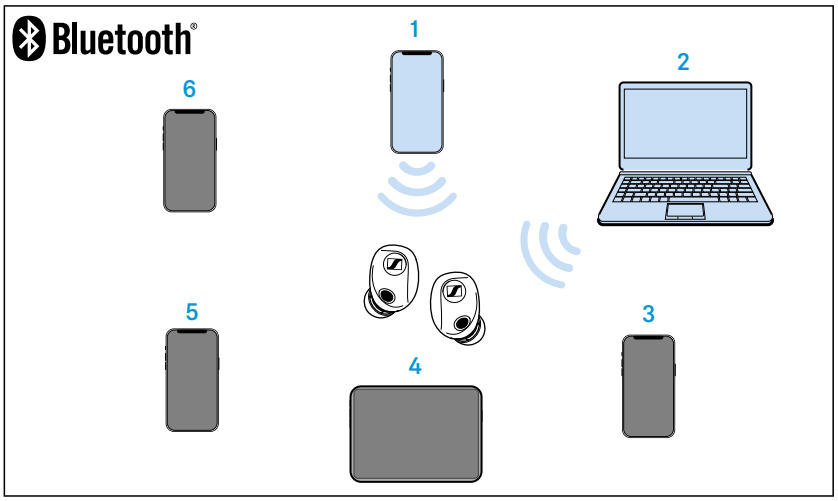
If your audio source supports one of the following high-resolution audio encoding methods, music is automatically played in high audio quality: aptX™ Adaptive or AAC. Otherwise the earbuds will play your music in normal audio quality (SBC). The audio coding in use is displayed via the Smart Control Plus app.

Once switched on, paired device will connect automatically via Bluetooth and is ready for use.

It is possible to activate the Bluetooth Multipoint function so the earbuds can be connected to more than one device at a time (see page 22). 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 six Bluetooth devices. Audio playback is only possible from one device at a time.

If you pair the earbuds with a seventh Bluetooth device, the connection profile of the least used Bluetooth device will be overwritten. If you want to connect to the Bluetooth device again later, you have to pair the earbuds with the device again.

On the “Connections” tab on the Smart Control Plus app, you can view the list of paired devices and selectively connect and disconnect devices (see page 21).





Paired and connected Bluetooth device



Paired Bluetooth device (currently not connected)

Switching connections between paired Bluetooth devices

To connect to a specific paired Bluetooth device, go to the “Connection Management” tab in the Smart Control Plus app (see page 23).

▷ In the Smart Control Plus app, tap on “Connection Management”. A list of available Bluetooth devices previously paired with the earbuds will appear.

▷ From the list, select the paired device to which you want to connect the earbuds to. Ensure that the desired device is switched on and Bluetooth is activated.
The Bluetooth audio connection between the desired Bluetooth device and the earbuds is established.
The device with Smart Control Plus installed remains connected to the earbuds for app communication and its name will appear in bold.

You can also use the “Connection Management” tab to remove previously paired devices without factory resetting the earbuds.

Disconnecting the earbuds from a Bluetooth device

▷ On your Bluetooth device’s settings, disconnect the connection to the earbuds.
You will hear the voice prompt “No connection”.
The earbuds are disconnected from the Bluetooth device and will start searching for other paired devices. If no device is found, the earbuds will switch to idle mode.

You can also use the “Connection Management” tab to connect to a previously paired device without disconnecting from an existing paired device or deleting the paired device’s information (see page 21).

If you want to clear the earbuds’ Bluetooth pairing list, use the Smart Control Plus app or reset the earbuds to factory settings (see page 43).

Activating Bluetooth Multipoint

To connect your earbuds to more than one Bluetooth device at a time, turn on the Bluetooth Multipoint function. This is helpful if you want to switch the connection between two Bluetooth devices quickly, e.g. when switching from music playback on your smartphone to a video call on your PC.

▷ In the Smart Control Plus app, open the “Connection management” section.

▷ Tap on the “Bluetooth Multipoint” slider to activate.

▷ Switch on the Bluetooth devices you want to connect to the earbuds. Pair them if necessary (see page 19).
If the earbuds are already paired previously, they will connect automatically.

To deactivate Bluetooth Multipoint:

▷ Tap on the “Bluetooth Multipoint” slider in the app again.

▷ Restart the Bluetooth device you want to keep connected to the earbuds (e.g. by switching it off and on again).
The earbuds will reconnect to the chosen device.
Once Bluetooth Multipoint is turned off, only one Bluetooth connection can be active at a time.

Installing the Smart Control Plus app

Download the free Sennheiser Smart Control Plus app to personalize your earbud settings and unlock all available features.

▷ Download the app from the Apple App Store or Google Play and install it on your smartphone.
  – Google Play: click
  – Apple App Store: click

Alternatively, you can scan the QR code or visit the link below:
www.sennheiser-hearing.com/smart-control-plus-app



▷ Connect your smartphone to the earbuds via Bluetooth (see page 19).

▷ Start the Smart Control Plus app.
Follow the instructions in the app.

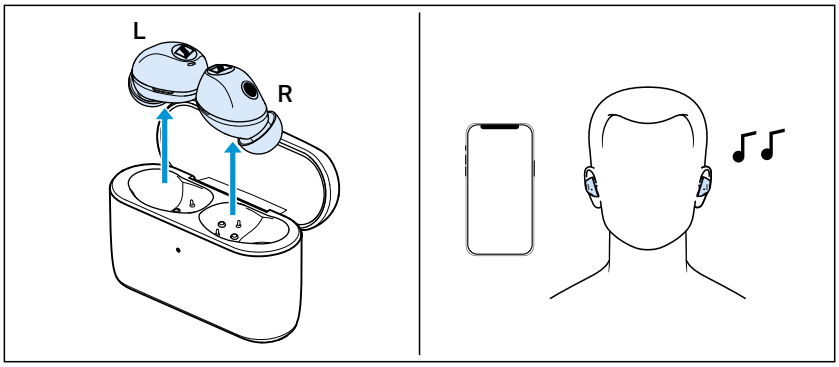
Switching the earbuds on

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 25).
- ▷ Do not continuously expose yourself to high volume levels.



Opening the lid of the charging case will automatically switch on the earbuds.

- ▷ Open the lid of the charging case and take out both earbuds.
- ▷ Insert the earbuds into your ears (see page 18).
  If a paired Bluetooth device is within the transmission range, the earbuds will automatically establish a connection, followed by a tone prompt to indicate successful connection.

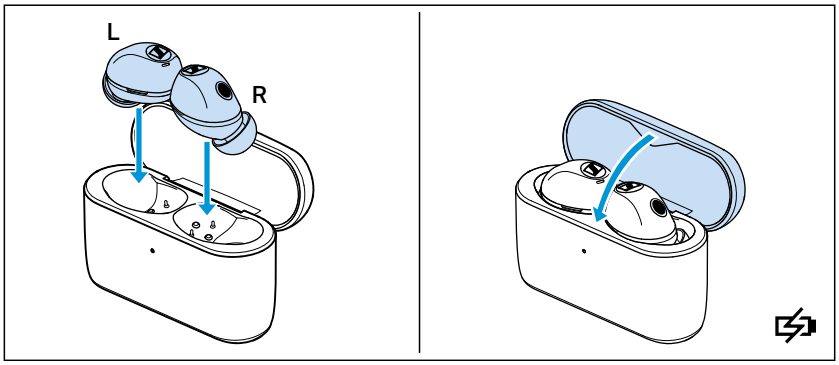
If you take the earbuds out of the charging case during an incoming call, the call is automatically accepted and you can use the earbuds directly to make calls.

The Auto Call function can be deactivated via the Smart Control Plus app (see page 28).

The earbuds will remain switched on even if no paired Bluetooth device is found within its transmission range. You can change this setting via the Smart Control Plus app (see page 23).

You can switch on the earbuds once it powers off by touching the touch control panels 1x or by briefly inserting them into the charging case.

Switching the earbuds off



The earbuds do not need to be manually switched off.

▷ 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 will switch off and start charging (see page 15).

If you do not close the lid of the charging case, the earbuds will start charging while the Bluetooth connection remains active. In this case, the earbuds can be used immediately after removing them from the charging case without waiting for the Bluetooth connection to be established.

Adjusting the volume

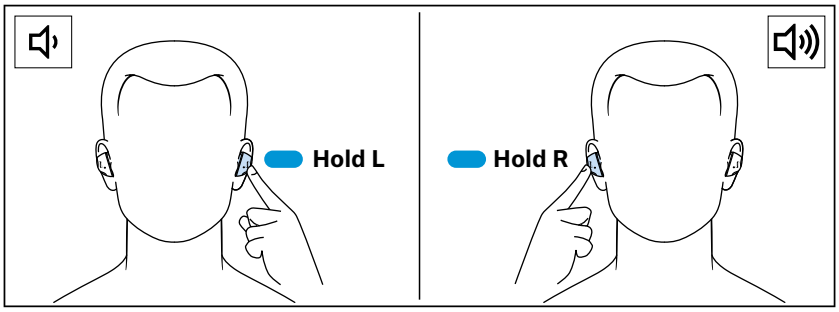
WARNING

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

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

If you have activated the voice assistant (see page 32) and then change the volume of the earbuds, the volume of the voice assistant is adjusted accordingly and saved permanently.

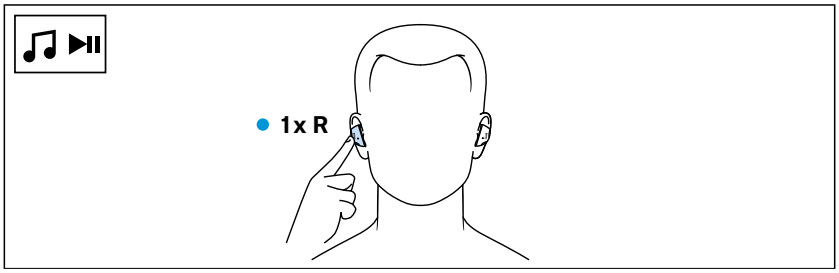
If the earbuds volume seem too low even at maximum:

- ▷ Make sure the volume is set to maximum on both your earbuds and Bluetooth device. Some Android smartphones have separate volume controls for Bluetooth headsets and smartphone speakers.
- ▷ Check whether your Bluetooth device has hearing protection or limiter setting turned on. If these settings are turned on, the maximum volume available via Bluetooth is limited.
- ▷ Make sure the earbuds are properly seated in your ears. Use the right ear tip size to ensure a snug fit and a proper seal in the ear canal (see page 18).
- ▷ With the Sennheiser Smart Control app, perform an earbud fit test that checks the correct seal of your earbuds.

Controlling music playback

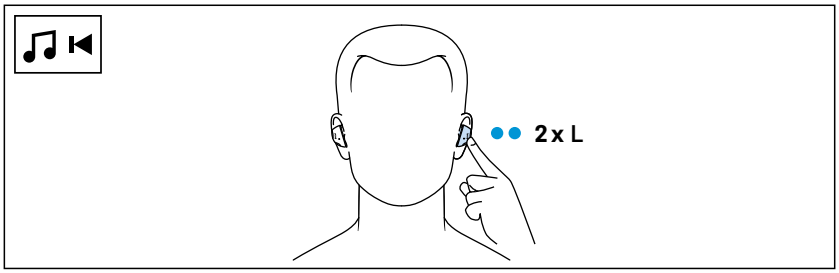
The music playback functions are only available when the earbuds and the Bluetooth device are connected. Some smartphones or music players may not support all functions.

Playing/pausing music



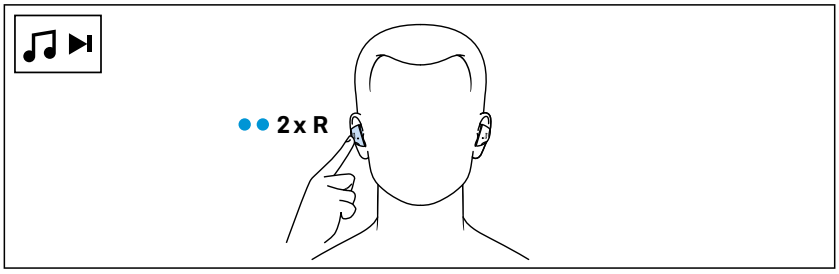
- ▷ Tap the touch control panel of the right earbud 1x.

Playing the previous track



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

Playing the next track

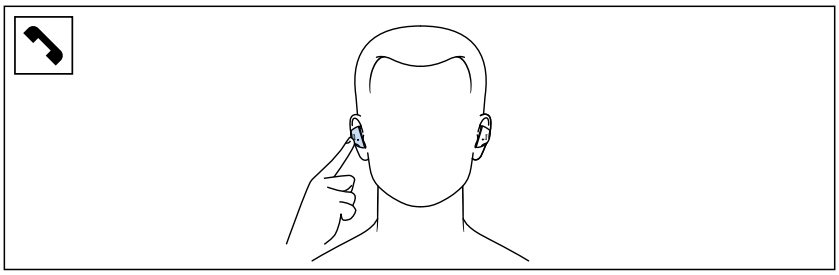


▷ Tap the touch control panel of the right earbud 2x.

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 phone number.
If your Bluetooth device does not automatically transfer the call to the earbuds, select “MOMENTUM TW 5” as the output device on your device (see the instruction manual of your device if necessary).

Accepting/rejecting/ending a call

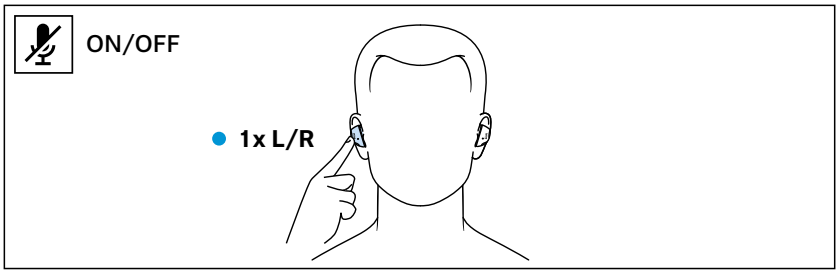
If your earbuds are connected to a Bluetooth device and you receive a call, you will hear your ringtone playing on the earbuds.

If music is playing when you receive a call, the music will pause until the call is rejected or when the call ends.

Right or left touch control panel		Function
	Tap 1x ●	Accepts a call
	Tap 2x ● ●	Ends a call Voice prompt “Call ended”
	Tap 2x ● ●	Rejects a call Voice prompt “Call rejected”

Right or left touch control panel		Function
	Tap 2x ● ●	Rejects an incoming call and continues the active call Voice prompt “Call rejected”
	Tap 1x ●	Accepts an incoming call and ends the active call

Muting the microphones



To mute the earbuds’ microphones during a call:

▷ Tap the touch control panel of the right or left earbud 1x.
You will hear the voice prompt “Mute on”.
The microphones are muted.

To activate the microphones again:

▷ Tap the touch control panel of the right or left earbud 1x.
You will hear the voice prompt “Mute off”.
The microphones are activated again.

Using the Auto Call function

If you take the paired earbuds out of the charging case during an incoming call, the call is automatically accepted and you can use the earbuds directly to answer the call.

You can activate (default setting) or deactivate this function via the Smart Control Plus app. Note that both earbuds must be switched on to adjust the settings for both earbuds (right and left).

Each earbud can be used independently. Placing one earbud in the charging case during use may cause a brief interruption in the other.

Customizing the touch control functions

To customize the touch control functions, you will need the Smart Control Plus app (see page 23).

The app offers the ability to customize earbuds' touch control functions, select from predefined controls, or even to disable them entirely. Some basic functions (e.g. call control) cannot be changed.

Overview of voice/tone prompts

The earbuds will play voice and tone prompts to indicate various events and scenarios. If you tap the touch control panels on the earbuds, you will hear corresponding tone prompts as a feedback.

With the Smart Control Plus app, you can:

- change the language of the voice prompts
- choose voice or tone prompts
- deactivate status messages with a few exceptions (e.g. rechargeable battery is empty)

Voice prompt	Meaning
“Pairing successful”	Bluetooth pairing was successful.
“Pairing canceled”	Bluetooth pairing mode was canceled.
“Pairing failed”	Bluetooth pairing was not successful.
“No connection”	Earbuds are not connected via Bluetooth.
“Recharge headset”	Rechargeable battery is almost empty. Recharge the rechargeable battery.
“Call rejected”	Incoming call rejected.
“Call ended”	Call ended.
“Mute on”	Muting of the microphones during an active call.
“Mute off”	Muting of the microphones is canceled.
“Volume min”	Volume set to minimum.
“Volume max”	Volume set to maximum.

You will hear tone prompts when the earbuds:

- are powered off
- successfully connected to a device from the pairing list via Bluetooth
- activates or deactivates active noise cancellation (ANC)
- receive a gesture via the touch control panels (increasing/decreasing the volume, starting/pausing music playback, accepting/holding/rejecting calls)

▷ receive an incoming call (user device’s ringtone)

Customizing voice/tone prompts

To set the voice or tone prompts, you require the Smart Control Plus app (see page 23).

▷ You can choose between voice prompts and tone prompts, or deactivate the status messages with a few exceptions (e.g. rechargeable battery is empty). Note that both earbuds must be switched on to adjust the settings for both earbuds (right and left).

Information on Active Noise Cancellation

The in-canal fit provides an effective passive isolation from ambient noise.

The earbuds also offer active noise cancellation (ANC), which reduces ambient sounds to a minimum while maintaining optimal sound quality.

You can also use the earbuds to create a quiet space in noisy environments by activating ANC.

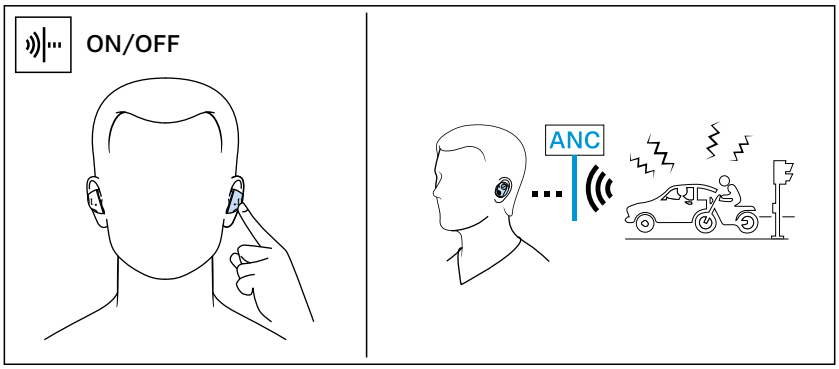
With the Smart Control Plus app, you can customize ANC settings to suit your environment. Noise cancellation intensity is also adjusted automatically based on your environment's ambient noise in real time.

Notes on active noise cancellation

- Low-frequency noise such as the humming of motors or the hissing of fans is particularly well suppressed.
- Speech or high-frequency noise is significantly reduced, but can remain perceptible.
- Constant noise is suppressed, as well as transient noise, e.g. footsteps while walking.
- ANC can also adapt optimally to changing ambient sounds.
- If unusual (whistling or beeping) noise occurs, remove the earbuds from your ears and reinsert them. Make sure the earbuds are properly seated in your ears and form a good seal with the ear canal. If the problem still occurs, reset the earbuds (see page 42).
- To avoid loud, unusual (whistling or beeping) noise and to ensure proper noise cancellation, do not cover the microphone openings of the active noise cancellation circuitry located on the outside of the earbuds.
- When ANC is activated, the overall battery life of the earbuds will be reduced.

Activating/deactivating Active Noise Cancellation

ANC is enabled by default. It can be activated or deactivated via the Smart Control Plus app. This action can also be assigned to the touch controls under the "Controls" tab in the Smart Control Plus app (see page 21).



Once the action is assigned to an earbud, tap according to the control you have set in the app. to enable or disable ANC.

Active Noise Cancellation modes

To customize ANC settings, you require the Smart Control Plus app (see page 23). The “Noise control” tab allows you to select between ANC/Transparency/Off.

Each noise control effects produce a different result depending on your choice, the sound environment, and conditions.

Noise control effects	Result
ANC*	Reduction of low-frequency noise and background noise depending on the noise conditions: – maximum reduction in a noisy environment – minimum reduction in a quiet environment
Anti-wind	Strong wind or movement noise is minimized, while a small amount of ambient sounds remains audible.

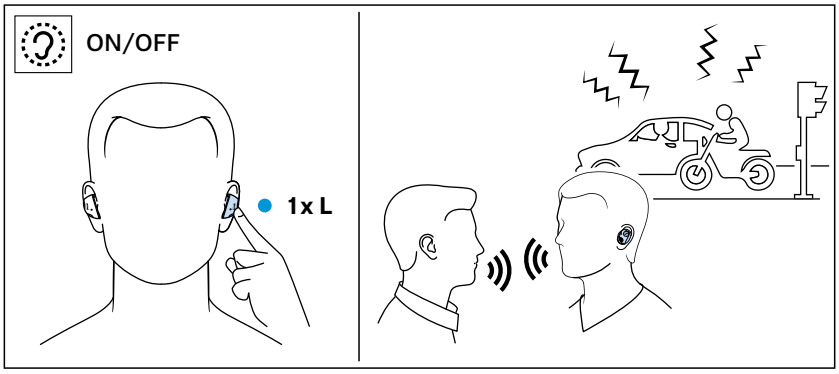
*default setting

Anti-wind can be turned on or off via the Smart Control Plus app, under the Noise control tab.

Activating/deactivating transparency mode

With transparency mode activated, you can hear ambient sounds or communicate without removing the earbuds or pausing audio playback. This is useful in situations such as hearing the announcements in the train or aircraft or to have short conversations.

In the Smart Control Plus app, you can adjust the intensity of transparency mode with the “Transparency level” slider bar. This allows you to control how much ambient noise reaches your ears. You can also enable transparency during phone calls and adjust its intensity using the dedicated slider bar.



▷ Tap the touch control panel of the left earbud 1x.
Transparency mode is activated. You can hear ambient sounds without removing the earbuds from your ears.

To deactivate transparency mode:

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

Adjusting the playback pause in transparency mode

You can select how audio playback behaves when transparency mode is activated. To adjust this setting, you require the Smart Control Plus app (see page 23).

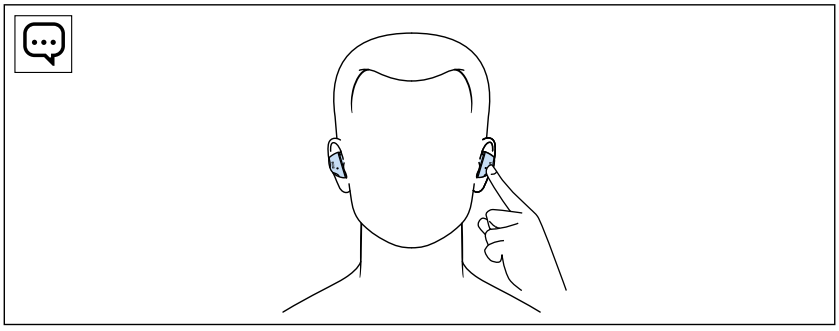
Select the desired setting in the “Noise control” tab of the Smart Control Plus app:

“Automatic Pause”	Description
activated*	Audio playback (e.g. music) is muted and you hear only ambient sounds.
deactivated	Audio playback (e.g. music) continues and is mixed with ambient sounds.

*default setting

Using Voice Assistant

You can activate your paired device’s voice assistant in two ways. Assign the function to one of the earbuds’ touch controls in the “Controls” tab of the Smart Control Plus app (see page 23) or activate it from your Bluetooth device.



To activate the voice assistant via touch control:

▷ Tap according to the control you have set in the app.

The available voice assistant of your paired device is activated (this depends on the system used or app installed: Siri®, Google Assistant or similar).

▷ Speak your request.

If you have activated the voice assistant and then change the volume of the earbuds (see page 25), the volume of the voice assistant is adjusted accordingly and its settings saved in the earbuds.

Using the Smart Pause function

The earbuds automatically detect whether they are being worn and pause playback when removed. If the earbud is removed for more than 2 minutes, audio playback will not resume automatically.

You can activate (default setting) or deactivate the function via the Smart Control Plus app.

Sound customization

Selecting EQ presets

To select a preferred EQ preset, you require the Smart Control Plus app (see page 23).

- ▷ In the Smart Control Plus app, tap on the “My sound” tab and select your desired presets under “Graphic EQ”. You can also turn on “Bass boost” to further enhance the bass in your audio playback.
- ▷ The selected EQ preset will be stored in the earbuds and will be in use even without the Smart Control Plus app, i.e. when you are using a different Bluetooth device.

8-band Graphic EQ

To customize your own EQ preset, you require the Smart Control Plus app (see page 23).

- ▷ In the Smart Control Plus app, tap on the “My sound” tab, then tap on “Create new” button. Select “Create with band EQ” to start customizing a new EQ preset.
- ▷ Tap and hold to adjust the gain (dB) of each band by either boosting or cutting the band. Each band is related to frequencies either focused on bass, mids, or highs.
- ▷ Once ready, rename the preset and save it. It will then be listed under the available EQ presets.

Creating new EQ presets with Sound Check

Sound Check is a guided audio-tuning process that allows you to create personal EQ presets tailored to your listening preferences. Tap “Create new” and follow the step-by-step guide to create a new EQ preset.

You will need music playing to start Sound Check. Listen to the options presented and select the options that sounds best to you. Once complete, your preset is saved and added to the list of available EQ presets in the Smart Control Plus app.

Customizing with Sound Personalization

Sound Personalization uses an algorithm to create unique sound profiles that best fit your listening preferences. Tap “Create new” and follow the step-by-step guide to create a new EQ preset.

You will need to put on the earbuds to start the Sound Personalization process. Use the slider bar to adjust the settings. Once complete, you can further fine-tune the results by dragging the blue dot on screen. Once complete, your preset is saved and added to the list of available EQ presets in the Smart Control Plus app.

Dolby Atmos® and Dolby Head Tracking

Activating Dolby Atmos

Dolby Atmos for headphones delivers an immersive and precise audio experience. With the introduction of additional layers of dimension, distance and realism, the technology ensures improved accuracy and a true sense of spatial awareness.

You can activate or deactivate Dolby Atmos using the Smart Control Plus app (see page 23). Once activated, Dolby Atmos will transform the audio by using object-based audio technology to create a 3D sound field around you. Not limited to just left and right channels, Dolby Atmos is able to assign each sound element where voices, instruments, and effects can move naturally around you in any direction, including above and below you. For the full effect, the audio content played must also support Dolby Atmos.

Activating Dolby Head Tracking

Dolby Head Tracking is a complementing feature of Dolby Atmos. When activated, the earbuds can detect and respond to head movements in real time, while keeping the sound anchored to a fixed point in front of you. When you start turning your head, the audio will stay fixed in place rather than moving with you, creating a more realistic and immersive spatial experience.

For guidance on enabling Dolby Atmos on supported apps such as Tidal and Apple Music, refer to the “Immersive audio” tab.

Setting audio modes priority

With the Smart Control Plus app (see page 23), you can manage the audio mode settings of your earbuds according to your preferences.

- ▷ Start the Smart Control Plus app.
- ▷ Tap on the “Settings” symbol (⚙).
- ▷ In the “Settings” section, tap on “Audio mode priority”.
- ▷ Select the required audio mode.

Robust Connection mode

Select this mode to prioritize a stable Bluetooth connection and longer battery life while maintaining high sound quality. It is recommended for everyday use, especially in busy wireless environments.

In Robust Connection mode, the use of the aptX™ Bluetooth codec is deactivated and audio data is transmitted exclusively via SBC or AAC. This reduces the transmission bandwidth of the earbuds and increases the operating time of the battery.

Advanced Sound Quality modes

Activate one of these modes if you prioritize the audio codecs with the highest quality. In this case, the Bluetooth transmission range may be slightly reduced.

Hi-Res 24 bit/96 kHz

A full bandwidth of sound is offered by the high resolution audio mode via the aptX™ Adaptive Bluetooth codec. The audio data is compressed and transmitted with a sampling frequency of 96 kHz and a sampling depth of 24 bits.

This mode requires an audio source (player or Bluetooth device) that supports aptX™ Adaptive and audio material in high resolution quality.

Lossless 16 bit/44.1 kHz

The lossless audio mode offers maximum sound quality. The audio data is transmitted uncompressed and bit-accurate in CD quality via the Bluetooth codec aptX™ Lossless, with a sampling frequency of 44.1 kHz and a sampling depth of 16 bits.

A correspondingly high-resolution quality of the audio material to be played back is required.

Battery protection mode

When the battery protection mode is activated, the rechargeable batteries of the earbuds are charged in a controlled manner, up to a charge level of approx. 80%. This prevents battery degradation and extends the battery life over a long period of time with several charge cycles. The maximum playback time of the earbuds is reduced accordingly to approx. 80% of the standard playback time.

You can activate the battery protection mode via the Smart Control Plus app (see page 23).

Storing or transporting the earbuds in the charging case

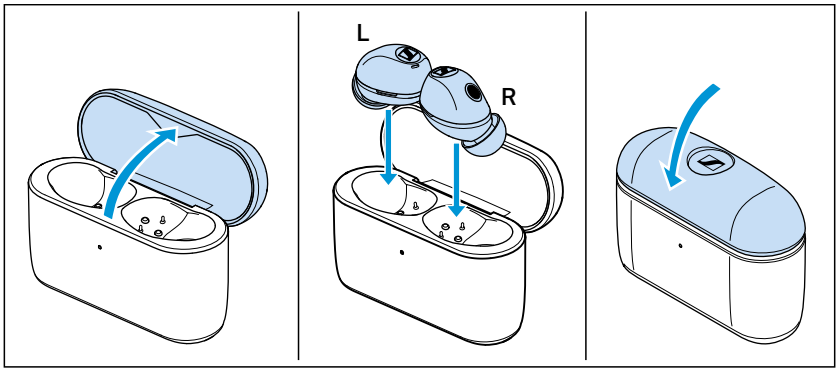
ATTENTION

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. Once placed in the charging case, the earbuds will automatically start charging.



▷ Open the lid of the charging case and insert the left earbud into the left charging compartment and the right earbud into the right charging compartment.
The earbuds will be magnetically pulled into the charging compartments.

▷ Close the lid of the charging case.

Care and maintenance

ATTENTION

Liquids can damage the electronics of the product!

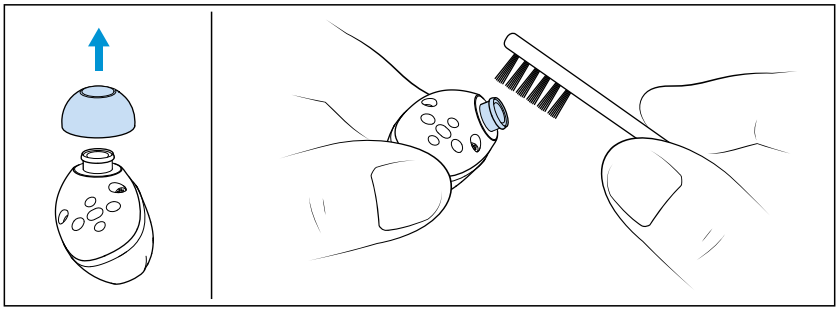
Liquids entering the housing of the product can cause a short-circuit and damage the electronics.

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

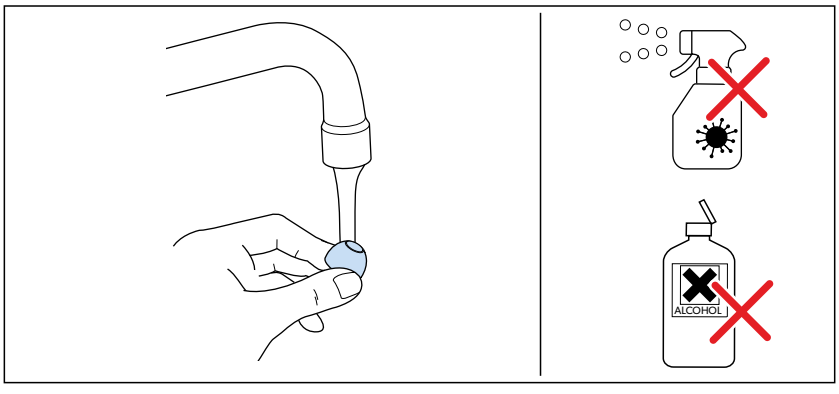
Cleaning the earbuds and the charging case

- ▷ Only clean the charging case with a soft, dry cloth.
- ▷ Clean the earbuds with a slightly damp cloth.

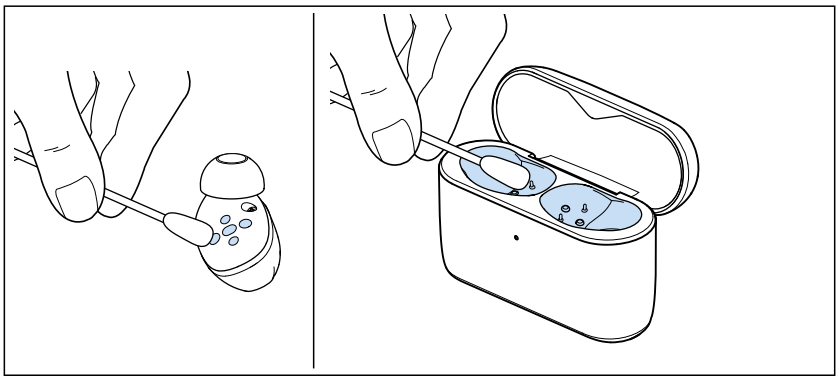
If you notice that the sound quality of the earbuds is deteriorating due to clogging:



- ▷ Remove the ear tips from the earbuds.
- ▷ Using a dry, clean brush (e.g. toothbrush), lightly brush over the in-ear sound tunnel openings to remove any dirt above the protective fabric. Avoid damaging the protective fabric within the in-ear sound tunnels to prevent dirt or debris from entering the electronics.

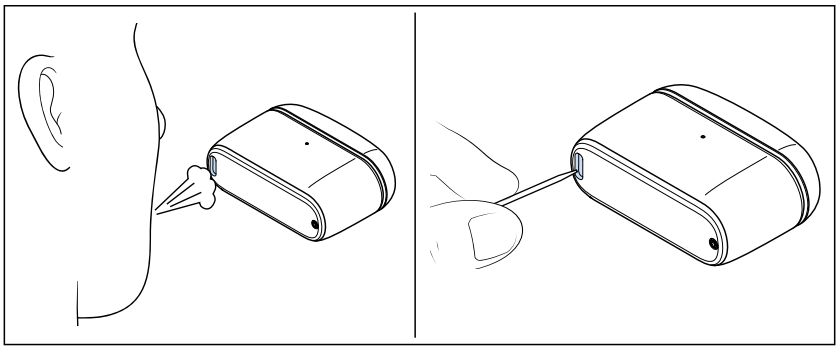


- ▷ You can clean the silicone ear tips under lukewarm running water. Let the ear tips dry at room temperature for at least 12 hours before re-attaching them to the earbuds.



▷ 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:



▷ Blow into the USB socket or carefully brush a fine object (e.g. a toothpick or the bristles of a toothbrush) through the opening of the socket.

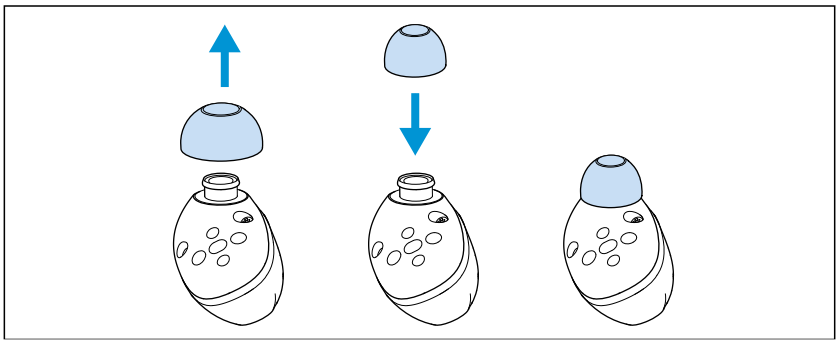
If the earbuds have gotten wet:

▷ Remove the ear tips and dry the earbuds and ear tips with a dry cloth. If necessary, let the earbuds and ear tips dry at room temperature for approx. 12 hours.

Replacing the ear tips

For hygiene reasons, it is recommended to replace the ear tips after a period of time (see page 18). Spare ear tips can be found on the MOMENTUM True Wireless 5 product page at www.sennheiser-hearing.com/momentum-true-wireless-5.

You can use the Fit Test function in the Smart Control Plus app to test the fit of the earbuds in your ears.



- ▷ Pull the ear tip away from the in-ear sound tunnel and off the earbud.
- ▷ Attach the new ear tip to the sound tunnel until it locks in place.

Replacing the rechargeable batteries

To extend the service life of the product, the earbuds and the charging case have rechargeable batteries that can be replaced.

ATTENTION

Replacing with a non-compatible battery can defeat safeguard!

The use of non-compatible rechargeable third-party batteries can lead to a limited operating time of the headphones or damage to the product.

- ▷ Use rechargeable spare batteries supplied or recommended Sennheiser.
- ▷ If you consider using batteries from third-party providers, you need to ensure the batteries comply with all technical specifications as shown in the chapter “Specifications” and are approved by local regulation(s).

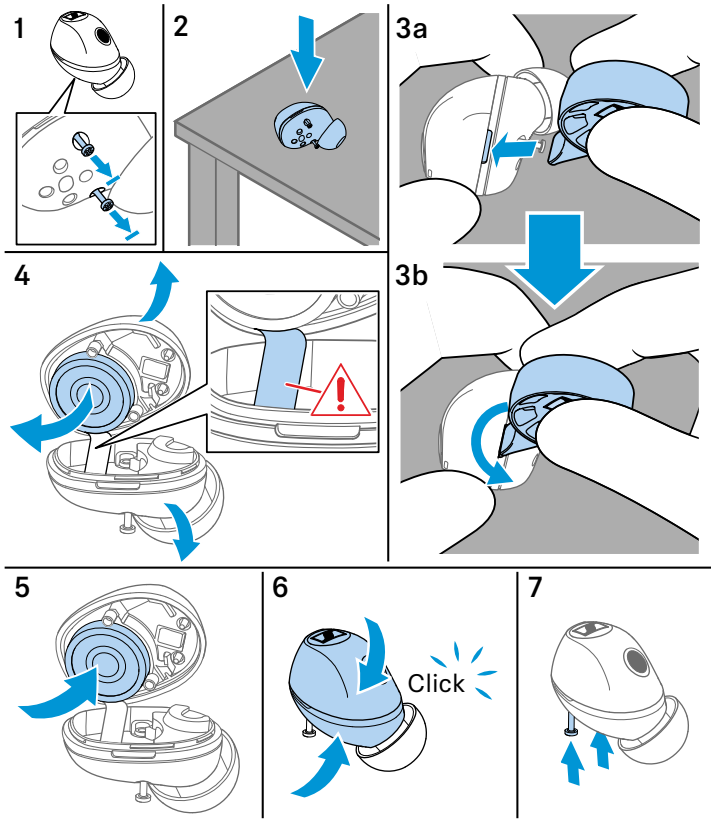
The compatible Sennheiser batteries are BA 501 (Set of 2 earbud batteries) and BA 502 (Charging case battery). They will be available in the EU and further selected countries.

For online availability or to contact the Customer Service for further information, visit global.sennheiser-hearing.com/pages/support.

Replacing the rechargeable batteries of the earbuds

Tools required:

- Phillips screwdriver PH000 (not included)
- Special tool for opening the earbuds (included in delivery)



To remove the rechargeable battery:

1. Loosen the two captive Phillips head screws from the bottom of the earbud. The captive screws are not removable.
2. **Attention! Risk of damage to the earbud's housing or the flexible printed circuits. Do not use sharp or pointed objects to open the housing. Open the housing carefully. Only touch and move the parts that are required for the battery replacement.**
   Attention! Risk of damage to the speaker cable. Do not pull the housing halves too far apart.
   To open the housing of the earbud, place the supplied special tool on the slotted recess (a) and twist it slightly (b). Lever the two halves of the housing apart.
3. Remove the rechargeable battery by taking it out of the battery holder.

To insert the new rechargeable battery:

4. Place the rechargeable battery into the battery holder. Pay attention to the polarity.
5. **Attention! Risk of damage to the earbud's flexible printed circuits or the speaker cable. Close the housing carefully. Do not touch any sensitive electronic parts. Do not pinch the speaker cable between the housing halves.**
   Close the housing of the earbud:
   – Carefully and loosely place the two halves of the housing on top of each other so that they are well aligned.

- Make sure that you do not pinch the speaker cable between the housing halves.
- Press the two halves of the housing together until they click into place with an audible click sound.

6. Attach the housing halves by tightening the two Philips head screws.

To test the function of the earbud with the new rechargeable battery:

▷ Insert the earbud into the charging case, but do **not** close the lid.

▷ Take the earbud out of the charging case.

▷ Check whether the Bluetooth connection and audio playback are working.

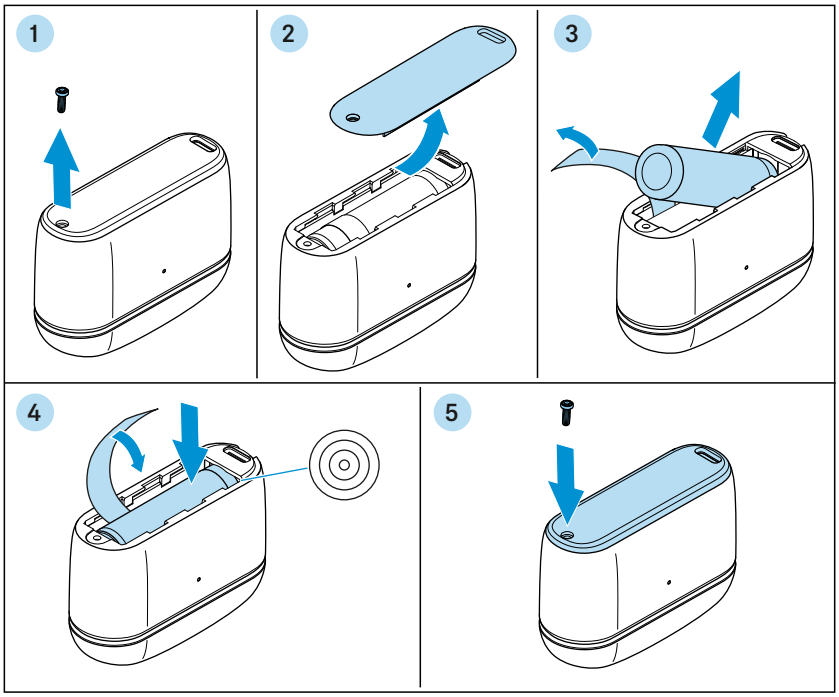
▷ Repeat this test another two times.

▷ Repeat all the steps above with the second earbud.

Replacing the rechargeable battery of the charging case

Tools required:

- Phillips screwdriver PH000 (not included)



To remove the rechargeable battery:

1. Remove the Phillips head screw from the bottom of the charging case.
2. Slide the battery compartment cover open and lift off the cover.
3. Pull the battery release strip to release the rechargeable battery and remove the battery from the battery compartment.

To insert the new rechargeable battery:

4. Place the rechargeable battery into the battery compartment. Pay attention to the polarity and make sure to place the rechargeable battery over the release strip.
5. Place the battery compartment cover on the battery compartment and slide it closed. Attach the battery compartment cover by tightening the Philips head screw.

To test the function of the charging case with the new rechargeable battery:

▷ Open and close the lid of the charging case to check the functionality of the LED display (see page 15).

▷ Repeat this test another two times.

Information on the replaceable 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 9), 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

global.sennheiser-hearing.com/pages/support.

At the end of its operational lifetime, this product with its rechargeable battery must be disposed of separately from normal household waste. You can find more information here: see page 48.

In the Smart Control Plus app, you can activate the battery protection mode for optimized charging and longer battery life (see page 35).

Installing firmware updates

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

▷ Make sure that the rechargeable batteries are fully charged before updating (see page 15).

▷ Take the earbuds out of the charging case before updating and do not reinsert them into the charging case during the update.

▷ Connect the earbuds to your smartphone and start the Smart Control Plus app (see page 23).
The app provides information on available firmware updates and guides you through the installation process.

▷ Avoid connecting or disconnecting the USB power supply during the update process.

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. Connect the earbuds to the Smart Control Plus app to install the latest firmware (see page 41).
2. Reset the earbuds to the factory default settings (see page 43).
3. Check the list of frequently asked questions to see if there is a solution to the problem (see page 42).
4. Contact your Sonova Consumer Hearing partner to solve the problem (see page 42).

Current list of frequently asked questions (FAQ)

Visit the MOMENTUM True Wireless 5 product page at

www.sennheiser-hearing.com/momentum-true-wireless-5

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

global.sennheiser-hearing.com/pages/support

Leaving the Bluetooth transmission range

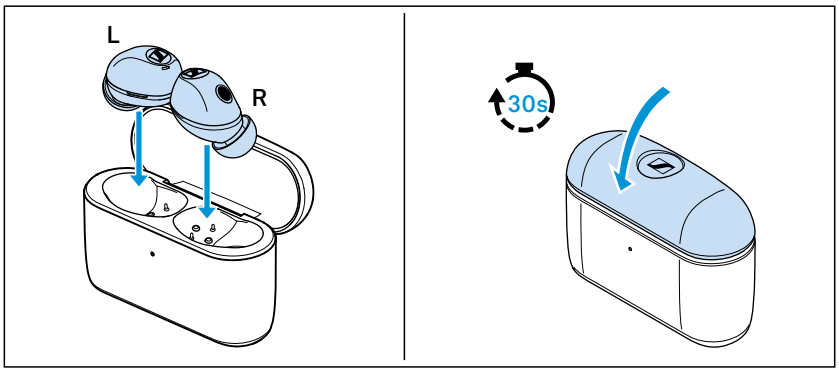
Wireless calling and audio streaming are only possible in the Bluetooth transmission range of your smartphone. The transmission range largely depends on environmental conditions such as wall thickness, wall composition etc. With a free line of sight, the transmission range of most smartphones and Bluetooth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

If you move out of the Bluetooth range of your smartphone, audio will start breaking up until the connection drops and you hear “No connection”. Moving back into range immediately will automatically restore the connection and you will hear “Connected”. If the connection does not restore automatically, tap the touch control panel of either earbud 1x.

Bluetooth transmission is also affected by the audio mode selected. High Resolution Audio and Lossless Audio modes may reduce connection stability.

Resetting the earbuds

If the earbuds are not performing as expected, reset the earbuds. Resetting the earbuds will not delete pairing settings.



▷ Insert the earbuds into the charging case and close the lid. The earbuds will restart automatically after 30 seconds.

Resetting the earbuds to the factory default settings

If the earbuds are not functioning as expected and a reset does not help, restore the earbuds to factory default settings. Note that this will delete all settings, including paired Bluetooth devices.

The easiest way to restore the earbuds to factory default settings is via the Smart Control Plus app:

▷ Start the Smart Control Plus app.

▷ Tap on the “Settings” symbol (⚙).

▷ In the “Settings” section, tap on “Factory Reset”.

▷ Follow the instructions in the app.

Specifications

MOMENTUM True Wireless 5

Model: MTW5, MTW5 R, MTW5 L, MTW5 C

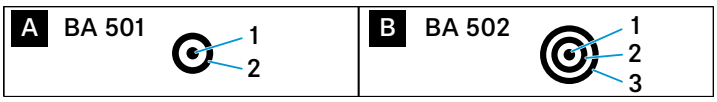
Wearing style	True wireless stereo earphones
Ear coupling	ear canal
Frequency response	5 Hz to 21 kHz
Transducer principle	Dynamic
Transducer type/size	TrueResponse™ dynamic, 7mm diameter
Sound pressure level (SPL)	107 dB (1 kHz/1 mW)
Speaker THD	< 0.08% (1 kHz/94 dB)
Active noise cancellation	Hybrid Adaptive ANC technology
Microphone principle	MEMS
Microphone frequency response	Up to 16 kHz (super wideband telephony mode)
Microphone pick-up pattern (speech and ANC)	4 mics per earbud incl. bone conducted mic, AI and beamforming for de-noising
Power supply	**Lithium rechargeable batteries, user-replaceable with standard tools:** earbuds (R and L): 3.8 V ⎓, 72 mAh, 0.274 Wh or 3.85 V ⎓, 87 mAh, 0.335 Wh charging case: 3.7 V ⎓, 760 mAh, 2.812 Wh **input:** earbuds (R and L): 5 V⎓, max. 100 mA charging case: 5 V ⎓, max. 1000 mA **output:** earbuds (R and L): none charging case: 5 V ⎓, max. 100 mA x 2 (R and L)
Charging method via charging case	USB charging via USB C socket: 5 V ⎓, 1000 mA max; Qi wireless charging (Version 2.1)
Operating time	12 hrs with rechargeable battery of the earbud (ANC deactivated) 6 hrs with rechargeable battery of the earbud (ANC activated) 40 hrs with rechargeable battery of the charging case (test conditions: iPhone®, mid volume)
Charging time of rechargeable batteries	approx. 1.5 hours for full charge approx. 8 minutes for 1 hour of music playback (ambient temperatures < 15°C or 30 °C and Qi wireless charging increase the charging time)

Temperature range	*operation:* 0 to +40 °C *charging:* +5 to +35 °C *storage:* –20 to +60 °C
Relative humidity	*operation:* 25 to 75%, non condensing *storage:* 10 to 90%
Magnetic field strength	earbuds: 1.48 mT charging case: 97 mT
Ingress protection of the earbuds	IP54, dust and splash resistant (earbuds only)
Weight	earbuds: approx. 7 g each charging case: approx. 55 g both earbuds and charging case: approx. 69 g
App support	Sennheiser Smart Control Plus for iOS™ and Android™

Bluetooth

Version	Bluetooth 6.0 compliant, class 1, 10 mW (max)
Transmission frequency	Classic BDR/EDR and BLE 1M: 2,402 MHz to 2,480 MHz BLE 2M: 2,404 MHz to 2,478 MHz (without 2,426 MHz)
Transmission modulation	GFSK, π/4 DQPSK, 8DPSK
Supported profiles	A2DP, AVRCP, HFP
Output power	10 mW (max)
Supported codecs	SBC, AAC, aptX™, aptX™ Adaptive/ Lossless
Device name	MOMENTUM TW 5
Number of active connections	2

Compatible batteries



	BA 501 **(Set of two earbud batteries)**	**BA 502** **(Charging case battery)**
Nominal voltage	3.8 V ⎓	3.6-3.7 V ⎓
Minimum capacity	72 mAh	760 mAh
Discharge current	0.5 C (0 – 60 °C), 0.2 C (-20 – 0 °C)	1.0 C (-10 – 60 °C), 0.2 C (-20 – -10 °C)
Discharge cut-off voltage	3 V	3 V
Charging end voltage	4.3 V	4.2 V
Charging current (3.0 – full)	2.0 C (15 – 45 °C), 0.2 C (5 – 15 °C), 0.1 C (0 – 5 °C)	1.0 C (15 – 45 °C), 0.25 A (0 – 15 °C)
Charging current (<3.0 V)	0.1 C	0.1 C
Charge cut-off current	0.05 C	0.05 C

Charge temperature range	0 to 45°C	0 to 45°C
Mechanical dimensions	ø12.30mm x 6.20mm max.	ø14.63mm ± 0.37mm x 46.65mm ± 0.5mm
Battery contacts (see illustrations A, B)	1: positive pole, 2: negative pole	1: positive pole, 2: NTC thermistor, 3: negative pole
PCM - Protection Circuit Module	—	integrated
NTC	—	10 K, B = 3435 K ±1 % (25-85 °C)
Housing flammability	—	Metal/UL94 V-1 or above

Manufacturer declarations

Warranty

Sonova Consumer Hearing GmbH gives a warranty of 12 months 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.

LIMITED AVAILABILITY OF REPLACEMENT PARTS AND REPAIR SERVICES

Most Products are covered by a 2-year Limited Warranty. Please see our full warranty terms and conditions here, which also include a list of the Products the warranty applies to: www.sennheiser-hearing.com/warranty-conditions.

Beyond the terms of the Limited Warranty, Sonova Consumer Hearing GmbH does not warrant or guarantee the availability of, and hereby disclaims any implied, statutory or other warranty or guarantee of availability of, any spare or replacement parts, repair services or information necessary for the maintenance or repair of the Products offered for sale at www.sennheiser-hearing.com by Sonova Consumer Hearing GmbH.

We recommend to use original Sennheiser batteries. The compatible Sennheiser batteries are BA 501 (Set of 2 earbud batteries) and BA 502 (Charging case battery). They will be available in the EU and further selected countries. For online availability or to contact the Customer Service for further information, visit global.sennheiser-hearing.com/pages/support. If you consider to use batteries from third-party providers, you need to ensure that the batteries comply with all technical specifications as shown in the chapter “Specifications” of the online manual and are approved to local regulation(s).

Important note: Sonova does not assume any warranty for malfunctions or damages to the product caused by non-compatible or defective batteries from third-party providers. Replacing with a non-compatible battery can defeat safeguard.

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

CE

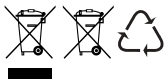
- Battery Regulation (EU) 2023/1542
- RoHS Directive (2011/65/EU)

Hereby, Sonova Consumer Hearing GmbH declares that the radio equipment type MTW5 (MTW5 R, MTW5 L, MTW5 C) is in compliance with the directive 2014/53/EU.

The full text of the EU declaration of conformity is available 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 Regulation (EU) 2023/1542
- 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 packagings 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.

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