

CX True Wireless

True wireless stereo earphones

Model: CX200TW1, CX200TW1 L, CX200TW1 R, CX200TW1 C



Frequently asked questions (FAQ)

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Before you start...

What makes the CX True Wireless so unique?

Answer:

The CX True Wireless from Sennheiser lets you enjoy superior crystal-clear sound, great battery life and effortless ease of use for an outstanding everyday audio experience. German-made TrueResponse Transducers create Sennheiser's signature sound quality. With 9 hours' play back time and a further 18 hours battery life via on the go charging, you can enjoy this superior experience all day – and in any environment thanks to the great passive noise cancellation provided by the secure fitting ergonomic design. Control on the go is effortless thanks to customizable touch controls for audio, calls and voice assistant access, while Bass Boost and the Built-In EQ let you tailor the sound experience.

Does the CX True Wireless come with the same outstanding sound signature as other Sennheiser True Wireless products?

Answer:

Yes, the new CX True Wireless utilizes the same 7mm dynamic drivers designed by Sennheiser's audio experts that were used for other Sennheiser True Wireless products. Learn more about the technology behind here: TrueResponse Transducers

I work, commute, and travel all the time. Is the CX True Wireless a good option when on the go?

Answer:

The CX True Wireless has been created to deliver the best possible sound experience at any time. With enhanced technology such as TrueResponse Transducers, improved ergonomics, superior all-day battery life and IPX4 splash resistance it is now even better to enjoy on the go. Furthermore, effortless ease of use ensures that it is the ideal everyday audio companion! In addition to everything mentioned above, it offers great passive sound isolation which blocks out ambient noise, thanks to the earphones' perfect fit in the ear canal.

Can the CX True Wireless block out ambient noise?

Answer:

Yes, CX True Wireless blocks out ambient noise thanks to its Passive Noise Cancellation feature which works in combination with the perfect fit in the ear canal. This allows you to create a relaxing sound environment and to enjoy its superior hi-fi sound even in noisy environments such as on trains or in busy offices. To achieve best possible sound isolation, it is important to choose the ear adapters that best fits your ears - this is made easy by the choice of four sizes (XS, S, M, L) of adapter sets that are included.

Does the CX True Wireless feature the latest Bluetooth technology?

Answer:

CX True Wireless is Bluetooth 5.2 compatible and supports best-in-class reliable and stable Bluetooth connection. The CX True Wireless has enhanced Bluetooth device management that makes it easy to switch between audio sources.

What Bluetooth codecs are supported by the CX True Wireless?

Answer:

CX True Wireless supports current Bluetooth codecs such as SBC, AAC and aptX. Advanced audio codecs (like AAC and aptX) provide hi-fi audio that allows you to enjoy the rich uncompromised listening experience that the Sennheiser user expects.

What is the battery life of the earbuds?

Answer:

CX True Wireless delivers up to 9 hours of playback time. Using the charging case, which features an integrated power bank, the earphones can be charged on-the-go for a total of 27 hours of playback time.

Do the charging case and earbuds use power when not in use?

Answer:

The CX True Wireless utilizes latest Bluetooth technology which prevents power drain of the earbuds when stored in the charging case. Despite this, this new technology ensures that they still can quickly and automatically switch on and make a rapid Bluetooth connection, so they are ready to go when you need them.

When the earbuds are not in use, it is recommended to store them in the charging case.

How do I charge the earbuds and carrying case?

Answer:

The earbuds charge automatically once placed into the charging case. The case itself charges via a USB-C cable.

The CX True Wireless does not feature wireless charging. However, due to the 27 hours total playback time, charging of the CX True Wireless is only rarely necessary.

Is the internal equalizer (EQ) controllable via the companion app?

Answer:

Yes, the Sennheiser Smart Control app offers a very intuitive way to set up the internal EQ. Once the EQ set-up is done, all EQ parameters are stored inside the earbuds, making the personalized sound available with any music source.

CX True Wireless features Bass Boost - a special EQ pre-set which can be activated via the Smart Control App for more intense bass.

Can I change the touch control assignments?

Answer:

Operation is brilliantly intuitive thanks to customizable touch controls that let the user define their preferred way of controlling audio, calls or activating the voice assistant like Google Assistant or Apple Siri.

Left and right earbuds may have different control assignments and can be changed easily by the Sennheiser Smart Control app.

Although customization is made easy, the default touch control assignments have been created to be a great option for users that want to control music, phones calls and voice assistance.

Can I use one single earbud as a stand-alone device?

Answer:

CX True Wireless earphones deliver stereo audio via their left and right earbuds. It provides intuitive controls and is very easy to handle. To make it even more convenient to use, we introduced a "Role Switching" feature. In a nutshell, role switching is about possibility to use earbuds individually. It can be used in different situations - for example when you need to stay aware while still listening to the important call. You can dynamically decide whether you want to use both earbuds or only one.

Here we have two cases - when listening to the music or consuming content and while being on the call. In the first case, when putting one of the earbuds back into the charging case you might experience a small interruption in music reproduction due to the fact that earbuds will change their "roles" - from the primary to the secondary or back. In the second case, you will not experience any interruptions and will be able to stay 100% focused on the call.

During a call I did put one earbud into the charging case and walked out of the room with the other earbud still in my ear and the phone in my hand. Why dropouts occurred or the connection to my earbuds was lost?

Answer:

If during a call you put the former primary earbud into the charging case, it will stay active as long as the call is active. Only the microphones are switched to the other earbud. Thus, if you walk away from the charging case, your phone will lose the Bluetooth connection. In that case, make sure you have your phone and the charging case together in one room.

How do I access the voice assistant?

Answer:

Users can activate a preferred voice assistant such as Google Assistant or Siri by a convenient touch gesture on the earbud. The voice assistant selection depends on the specific smartphone configuration. Via the Sennheiser Smart Control app, the user can customize this control to use another touch gesture for voice assistant selection or, if preferred can disable voice assistant access.

Are the CX True Wireless waterproof?

Answer:

CX True Wireless earbuds has a splash resistant design for all weather conditions. They have been successfully tested to meet IPX4* standards, which means they are splash resistant and can be used in the rain. However, they are not meant to be submerged under water, worn in the shower or rinsed under running water. Wetted earbuds should be dried up with cloth before docking back to charging case.

* Rating according to International Protection Marking standard IEC 60529. The earbuds were tested under controlled laboratory conditions. The earbuds are splash resistant for non-water sports and exercise. Splash resistance might decrease as a result of normal use. Do not charge wet earbuds. The charging case is not splash resistant.

Can I connect to more than one Bluetooth device simultaneously (so-called "Bluetooth Multipoint Connection")?

Answer:

You can pair CX True Wireless with up to eight different Bluetooth devices. The CX True Wireless stores and remembers these pairings. However, you can only be connected to one device at a time, e.g. play music from one Bluetooth device.

To change from one Bluetooth device to another, disconnect the current Bluetooth connection by switching off Bluetooth at the current device and connect to your second Bluetooth device by selecting the CX True Wireless entry in the Bluetooth menu.

Within the Sennheiser Smart Control app you can get an overview of the paired Bluetooth devices and manage your BT connections.

What does "Adjustable Sidetone" feature mean?

Answer:

CX True Wireless delivers an amazing audio experience for music listening. When considering sound, the quality of your voice during calls is equally important to us. To enhance your call experience we developed the "Adjustable Sidetone" feature.

In a nutshell, Sidetone is the ability to hear your own voice during a call. The benefit of hearing yourself while on a call is being able to adjust your voice level based on your environment. In a quiet environment you can lower your voice so you don't disturb people around you. In a loud environment you can raise your voice so you can be heard clearly. In very loud environments you might want to temporarily disable the "Adjustable Sidetone" to avoid picking up a lot of external noise.

The "Adjustable Sidetone" can be customized with the slide setting in the Sennheiser Smart Control app.

Can I use the CX True Wireless without the Sennheiser Smart Control app?

Answer:

Yes, you can use the CX True Wireless without the Sennheiser Smart Control app for music listening, phone calls and voice assistant access. The Smart Control app further enhances this experience by adding several additional personalization options such as adjusting the audio EQ (incl. Bass Boost), customizing the touch controls and selecting the voice prompt language. The Smart Control app also enables you to receive the latest firmware updates.

Are the batteries replaceable?

Answer:

The batteries of the earbuds and charging case cannot be exchanged.

Which ear adapters are included in the box?

Answer:

The CX True Wireless comes with four sizes of silicone ear adapters (XS, S, M, L) included in the box. It is recommended to use the correct ear adapter size to form a perfect seal within the ear-canal for an optimal listening experience.

Where can I find further CX True Wireless product information?

Answer:

Further information e.g. a downloadable user manual, can be found on Sennheiser's CX True Wireless product page in the section "Downloads".

During use...

What do I need to do to get the best experience once I unbox my new CX True Wireless?

Answer:

- Wake up and charge the earbuds by placing them into the charging case (don't forget to remove protection film before putting earbuds back) and connecting the USB-C cable.
- Select the correct ear adapter from a selection of four sizes (XS, S, M, L). Choose the ear adapter size that provides a very good seal in order to enjoy the best possible audio experience.
- Twist the earbuds slightly into your ear for perfect and secure fit.
- Pair the earbuds with your smartphone. The Bluetooth pairing mode is activated automatically once you first activate the earphones. Alternatively, you can manually activate pairing mode by pressing both touchpads for at least 3 seconds. In the Bluetooth menu of your smartphone, select "CX True Wireless".
- A voice prompt will inform you once the pairing has been completed successfully.
- Download the Sennheiser Smart Control app from your app store to personalize your CX True Wireless experience.
- For further information and support, consult the supplied quick guide or online user manual, downloadable from Sennheiser website.

How can I control the sidetone during calls?

Answer:

For comfortable calls the CX True Wireless has an integrated sidetone feature. "Sidetone" is the term given to the sound that is generated when a user hears their own voice in their own earbud. The sidetone feature enables a natural experience of hearing one's own voice when speaking during a call (own voice reception).

You can enable and adjust or disable the sidetone in the Smart Control app's device settings.

What should I check or adjust to make sure the sound is at its very best?

Answer:

The CX True Wireless has been created to provide exceptional sound performance, thanks to TrueResponse Transducers technology, the internal audio EQ and latest high-quality Bluetooth codecs.

However, to experience this sound to the full, it is essential to correctly place the earbuds in the ear-canal and to choose the best-fitting ear adapter set. The CX True Wireless comes with four sizes of ear adapters (XS, S, M, L) included in the box. The CX True Wireless quick guide explains precisely how to twist the earbuds into your ears to form a perfect seal within the ear-canal.

Please note that the sound may have been adjusted using the EQ function of the Smart Control app. To see if this is the case, connect to the Smart Control app and check the equalizer settings to ensure the desired sound.

What settings are recommended to get the 9-hour battery life that's specified?

Answer:

The specified battery time of 9 hours has been confirmed for music listening under the following conditions:

- CX True Wireless earbuds fully charged for at least 1.5 hours
- iPhone within 1-meter distance
- Bluetooth AAC codec
- Volume level set to 50%
- No customized EQ

The battery time may differ under different operating conditions.

How do I check for, receive and install firmware updates?

Answer:

When using the Sennheiser Smart Control app, you will receive a notification once a new firmware release is available. The app will guide you through the update process. The firmware update will be installed over-the-air via the Bluetooth wireless connection.

Additionally, you can check for the current firmware release status in the Smart Control app's settings.

Do the earbuds switch off automatically when not in use?

Answer:

The CX True Wireless has integrated power-saving features. When the earbuds are disconnected from a Bluetooth source and not in use, they will switch off automatically after 15 minutes.

To turn the earphones on again, press each touch pad for more than 2 seconds.

You can change the time to automatically turn off the earbuds within the Sennheiser Smart Control app.

If a problem occurs...

How can I reset/restart the earbuds?

Answer:

If the functions of the earbuds are disturbed, you will need to perform a soft reset. Placing both earbuds into charging case then press the touch controls for at least 10 sec will reset /restart both earbuds.

How can I perform a factory reset?

Answer:

If the functions of the earbuds are disturbed and a soft reset does not fix the issue, reset the earbuds to the factory default settings. This deletes, among other settings, all pairing settings.

You can reset the earbuds to the factory default settings using the Smart Control app in the settings menu.

To perform a factory reset without the Smart Control app, peer-pair the earbuds:

1. Make sure that the earbuds are not connected to any Bluetooth device. Deactivate Bluetooth on your Bluetooth device or delete "CX True Wireless" from the list of paired devices in the Bluetooth menu of your Bluetooth device.
2. Charge the right and the left earbud.
3. Take one earbud out of the charging case.
The LED of the earbud lights up red.
4. Press and hold the touch control panel for 10 seconds until you hear the voice prompt "Pairing" and a beep sound.
The LED of the earbud flashes green and red. The earbud is in earbud pairing mode.
5. Now take the second earbud out of the charging case and make sure that the right and the left earbud are close together (max. distance 50 cm).
6. Press and hold the touch control panel of the second earbud for 10 seconds until you hear the voice prompt "Pairing" and a beep sound.
If pairing was successful, you hear the voice prompt "Pairing successful" and the LEDs of the earbuds flash blue 3x. The earbuds are paired with each other and the factory default settings are restored. After that the LEDs of the earbuds flash red and blue and can be paired with your Bluetooth device again.

What should I check if my earbuds are Bluetooth connected but music is not streamed to the earbuds?

Answer:

The CX True Wireless supports two different Bluetooth connections: Bluetooth audio for all audio connections and Bluetooth Low Energy for Sennheiser Smart Control app connection.

If your smartphone's Bluetooth menu shows an active connection to "CX True Wireless" and audio can't be heard with the earbuds, but still played on the smartphone, you may have only established the Smart Control app connection.

In this case the following steps are necessary to establish a full Bluetooth connection:

- Put both earbuds into the charging case
- Enter the Bluetooth menu of your smartphone
- Delete/Unpair all entries "CX True Wireless" (and "LE-CX True Wireless" if available) in the list of paired devices
- Switch off Bluetooth and activate Bluetooth again on your smartphone (Alternatively: Reboot your smartphone)
- Take both earbuds out of the charging case
- Enter pairing mode manually by pressing both earbud touch pads for at least 3 seconds (Pairing mode is indicated by blue/red alternating LED indicator on earbuds)
- Enter the Bluetooth menu of your smartphone and select entry "CX True Wireless"
- The CX True Wireless will now be paired and connected with Bluetooth audio

It is recommended to first establish the Bluetooth audio connection before then connecting the Sennheiser Smart Control app. This avoids potential issues with certain smartphones.

What should I check if I can't hear anything when using the earbuds?

Answer:

Make sure that the earbuds are charged and connected to your Bluetooth device. Check that the Bluetooth settings of your connected device have media and calls connection activated.

Additionally, make sure the earbuds are inserted into your ears correctly. Increase the volume on your Bluetooth device and on the earbuds by pressing on the right earbud's touch pad until you hear the voice prompt "Volume max".

What should I check if I can't pair the earbuds with my Bluetooth device?

Answer:

If Bluetooth pairing does not work, proceed in the following order:

- Charge the CX True Wireless for at least 1.5 hours to ensure they are fully charged. The charging LED pulsates yellow to indicate charging and permanent green to indicate they are fully charged.
- Take the earbuds out of the charging case.
- Simultaneously touch and hold the right and left touch control for 3 seconds to start pairing mode. The LEDs of the earbuds flash red and blue.
- Start the search for Bluetooth devices on your smartphone and select "CX True Wireless".
- If necessary, enter the default pin code "0000" on your smartphone.
- If, after the steps above, the Bluetooth pairing still does not work, restart the earbuds (see „8“).

What should I check if one of my earbud's LED are alternating green/red?

By default, the left and right earbud are peer paired to each other and connect automatically after power-on. If the LED indicator is alternating green/red, this earbud is not peer paired, i.e. the left and right earbuds are not connected to each other.

In this case perform the following steps to pair both earbuds:

1. Make sure that the earbuds are not connected to any Bluetooth device. Deactivate Bluetooth on your Bluetooth device or delete "CX True Wireless" from the list of paired devices in the Bluetooth menu of your Bluetooth device.
2. Charge the right and the left earbud.
3. Take one earbud out of the charging case.
The LED of the earbud lights up red.
4. Press and hold the touch control panel for 10 seconds until you hear the voice prompt "Pairing" and a beep sound.
The LED of the earbud flashes green and red. The earbud is in earbud pairing mode.
5. Now take the second earbud out of the charging case and make sure that the right and the left earbud are close together (max. distance 50 cm).
6. Press and hold the touch control panel of the second earbud for 10 seconds until you hear the voice prompt "Pairing" and a beep sound.

If pairing was successful, you hear the voice prompt "Pairing successful" and the LEDs of the earbuds flash blue 3x. The earbuds are paired with each other and the factory default settings are restored.

After that the LEDs of the earbuds flash red and blue and can be paired with your Bluetooth device again.

Are there reasons why the earbuds may not recharge as usual?

Answer:

Ensure that the charging contacts of the earbuds and the charging case are clean. If charging is still not possible, perform a reset and a factory reset of the earbuds.

How can I adjust the earbuds to a comfortable volume or make them louder?

Answer:

For some Android smartphones there is a separate volume control for the Bluetooth headset and for the Android smartphone. Ensure that both volume controls are set to max. To increase volume, tap and hold the touchpad of the right earbud until you hear the voice prompt "Volume max". Now increase the smartphone's volume to maximum volume.

For smartphones that feature "absolute volume control" such as the Apple iPhone, there is only one volume control available, so you can either use the volume control of the smartphone or that of the CX True Wireless. With a few smartphones "absolute volume control" is not available by default but can be activated within the development options.

Furthermore, you might not be able to perceive the full volume of the CX True Wireless because the earphones currently do not fit correctly. Please use the appropriate size of ear adapters so they fit snugly in your ear canal and completely seal your ears. For best results, follow the quick guide on how best to place the earbuds into your ears.

The volume level of right and left earbud seems to be different . What can I do?

Answer:

Decrease or increase the volume level at least one step. Then the volume level of right and left earbud are back to the same settings.

Future firmware updates will solve this issue. Please make sure always install the latest available firmware version provided by Sennheiser Smart Control app.

During the OTA firmware update an error occurred?

Answer:

In case you experience any issues during the OTA (Over The Air) firmware update of your CX True Wireless, please follow the following steps:

1. Insert both earbuds into the charging case for at least 10 seconds.
2. Take the earbuds out of the charging case and connect them again to the Sennheiser Smart Control app.
3. Check the actual version of the firmware (wait approx. 60 seconds for the app to detect all firmware information).
4. Repeat the OTA firmware update or follow the instruction of the app if the firmware version was not changed.

When watching video or gaming on my device is there a recommended way to ensure the sound is in sync with the visuals?

Answer:

Perfect synchronization of sound and image is dependent on the Bluetooth technology being used by your Bluetooth device. For best results make sure you are using a Bluetooth device which fully supports Audio Video Distribution Transport Protocol (AVDTP) 1.3 or higher. Thus, depending on the Bluetooth device or the mobile app the audio/video synchronization experience may vary. It is recommended to use always the latest software for your Bluetooth device or the mobile apps.

How can I ensure the best fit for the earbuds?

Answer:

It's always best to test the supplied ear adapters to find the size that suits you best and delivers the best sound quality. The CX True Wireless packaging includes four different ear adapter sizes (XS, S, M, L). Also try to twist the earbuds into your ear as described in the quick guide until you find a comfortable position.

What should I consider if I have issues connecting my smartphone with the Smart Control app?

Answer:

A very small number of smartphone models may have issues connecting the Smart Control app to the CX True Wireless. Future app and firmware updates will improve on potential limitations of this nature.

You may try to turn off and turn on the Bluetooth function on your smartphone to reset the Bluetooth module or reboot the smartphone.

You may also try the following: Go to the smartphone's security and location settings and turn "use location" off and on again, even if the location service is already turned on. This is because some Android models require that the location service is activated when using Bluetooth Low Energy connection, even when the location information is not used. Sennheiser does not use or store location information of the user for other reasons.

You may also perform a factory reset of the CX True Wireless. Disconnect the „CX True Wireless“ after the factory reset, i.e. remove entries „CX True Wireless“ (and „LE-CX True Wireless“ if available) in the Bluetooth settings of your smartphone and pair „CX True Wireless“ again.

How do I ensure my voice is picked up clearly during phone calls?

Answer:

If you find that your voice can't be heard well by the other party on a phone call, you may wish to check the following: During phone calls, ensure that the earbuds are inserted correctly into the ear-canal and then rotate them slightly. Please also check that the microphone opening is not blocked by the ear itself.

Additionally, wind may sometimes impact the quality of the phone call.

You could enable/disable adjustable sidetone to improve phone call quality.

Which spare parts are available for my CX True Wireless?

Answer:

The following replacements of silicone ear adapters for the CX True Wireless are available:

- 5 pairs of ear adapters White (size XS): Order No. 508835
- 5 pairs of ear adapters White (size S) : Order No. 508836
- 5 pairs of ear adapters White (size M) : Order No. 508837
- 5 pairs of ear adapters White (size L) : Order No. 508838
- 5 pairs of ear adapters Black (size XS): Order No. 508603
- 5 pairs of ear adapters Black (size S) : Order No. 508604
- 5 pairs of ear adapters Black (size M) : Order No. 508605
- 5 pairs of ear adapters Black (size L) : Order No. 508606

Further information on accessories and spare parts can be found on Sennheiser's CX True Wireless product page in the section "Related products - Accessories".

For separate spare parts of the CX True Wireless like one single earbud please contact your Sennheiser service partner.

How can I contact the Sennheiser service department?

Answer:

Contact information of your Sennheiser service partner can be found here: www.sennheiser.com/service-support