

HD 500 BAM

Frequently asked questions (FAQ)



HD 500 BAM

Add-on Boom Arm Microphone

Content

1. Before you start...
2. During use...
3. If a problem occurs...



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Version 1.0: September 23rd, 2025, English, full

Revision history

Version	Changes
August, 13 th of 2025	Initial version
September, 23 rd 2025	Version 1.0

Before you start...

How can I connect the HD 500 BAM to my smartphone/tablet?

If your smartphone/tablet has a headphone jack, you can connect the HD 500 directly. The jack must support 3.5 mm plugs and use the CTIA pinout standard. (Both are essentially standard.) If there is no headphone jack, you will need a compatible adapter dongle (typically from USB-C) to a 3.5 mm jack.

What properties must an adapter dongle have to be compatible with the HD 500 BAM?

- It must have a 3.5 mm jack.
- It must support microphone functionality in general. In particular, it must support headsets with the CTIA pinout and provide adequate supply voltage for the microphone. (Both requirements are standard as of 2025.)

What is the included Y-adapter for?

You only need the included Y-adapter if your playback device has a separate headphone output and microphone input.

Is the HD 500 BAM also compatible with headphones from other brands?

No, only the officially listed Sennheiser models are compatible. Due to the proprietary 2.5 mm jack with bayonet locking, using it with other products usually comes with significant handling disadvantages, even if functionality can be achieved.

Can I connect the HD 500 BAM to a 6.35 mm jack output?

Yes, that is possible, but you must ensure the following:

- Use the included Y-adapter.
- Use a 3.5 mm to 6.35 mm adapter on the headphone plug. (This is not included in the package.)
- Make sure that your playback device supports a microphone input via 3.5 mm jack as specified in the datasheet.

Can I connect the HD 500 BAM to a professional audio interface with separate headphone and microphone connections?

This is possible if you:

- Use the Y-adapter.
- Connect the headphone part to the (dedicated) headphone output of the audio interface.
- Find a solution for connecting the microphone as specified in the datasheet. (Please note that phantom power from professional audio interfaces will immediately and permanently destroy the HD 500 BAM.)

During use...

My microphone is not working. What can I do?

- Ensure that your playback device actually supports analog microphones. (You can check with the manufacturer if necessary.)

- Make sure the mute switch on the in-line remote is set to off, i.e., the microphone is switched on.
- If toggling the mute switch has no effect, reconnect the HD 500 BAM to the playback device so it may be recognized as a headset (and not just as headphones without microphone functionality). Verify this in the device's settings.

My microphone works, but it is too quiet. What can I do?

- You may have selected another microphone instead of the HD 500 BAM. In the playback device's settings, select the HD 500 BAM as the microphone. Note that the HD 500 BAM cannot be selected by name, since analog microphones cannot be displayed under their name by design.
- Make sure that the red dot on the microphone head is facing your mouth and that the distance is not too large.
- Check with the playback device manufacturer that it provides the supply voltage on the microphone input as specified in the HD 500 BAM datasheet.

The HD 500 BAM microphone does not sound good in Microsoft Teams. What can I do?

- If there is distortion: In MS Teams go to *Settings > Devices > Audio > Noise suppression* and select "Suppress background noise only," not "Voice isolation."
- If the sound is too quiet: In MS Teams go to *Settings > Devices > Audio > Automatically adjust microphone sensitivity* and turn it on.

How can the foam popscreens be replaced?

Three pop filters are included in the package, one of which is pre-installed. The two replacement foam popscreens filters can be easily swapped by removing the old one and attaching the new one. This is also described in the included quick guide.

If the HD 500 BAM's cable is too short, what should I do?

The cable of the HD 500 BAM is 1.50 m long. For some applications this may be too short. You can simply use an extension cable. It must be 4-pole and feature both a 3.5 mm female jack and a 3.5 mm male plug. Sennheiser does not offer such a cable.

If a problem occurs...

How can I contact the Sennheiser service department?

Answer:

Contact information of your Sennheiser service can be found here:

<https://www.sennheiser-hearing.com/contact/>

Should you unfortunately experience problems with your device we recommend checking for troubleshooting in our Helpcenter first or, if necessary, claim a warranty (Support > Repairs):

<https://spares.sennheiser-hearing.com/>

In case of a warranty claim, always ensure to include all original order references in your message details. Your request will be routed to your country specific support team.

To follow up on existing cases, including warranty claims, always use our latest mail to respond. Ensure your response includes your requests case reference number in the mail subject. This ensures that your response is properly registered in our systems (marked in the mails subject line, starting with a “C”).