

MOMENTUM True Wireless

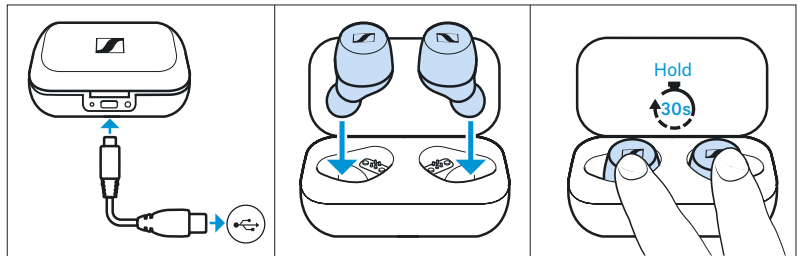
Workaround solving Android 10 Bluetooth connection problem (Cross key problem)

There is a known issue with Android 10 that the smartphone is not able to connect via Bluetooth with the Sennheiser MOMENTUM True Wireless after performing a firmware update.

Please try the following steps to solve this connection problem:

1. Open the Bluetooth settings menu of your smartphone and remove the „MOMENTUM TW“ from the Bluetooth device list.
2. Open the Sennheiser Smart Control app and remove the „MOMENTUM TW“ from the device list.
3. Close the Smart Control app (not only hide).
4. Reset the earphones to the factory default settings
 - Make sure that the contacts on the earbuds and in the charging case are clean and make contact (the LED of the charging case lights up when you insert the earbuds into the charging case). If necessary, clean the contacts.
 - Use the USB cable to connect the charging case to a power source.
 - Insert the earbuds into the charging case and, within 60 seconds, touch and hold the right and the left touch control panel for at least 30 seconds.

The earphones are reset to the factory default settings.



5. Take the earbuds out of the charging case.
The earbuds are now in Bluetooth pairing mode. LEDs light up red-blue.
6. Start the Smart Control app and try to connect to the „MOMENTUM TW“.
The Bluetooth connection now should work.

If the Bluetooth connection still is not working:

7. Close the Smart Control App.
8. Open the Bluetooth settings menu of your smartphone and turn Bluetooth „off“ and „on“ again
9. Click on „Pair new device“ and choose „MOMENTUM TW“.
10. Open the Smart Control app again.
The Bluetooth connection now should work.