

# PXC 550

## Wireless headphones



Instruction Manual



# Contents


|   |    |
|---|----|
| Important safety instructions .....               | 2  |
| The PXC 550 Wireless headphones .....             | 4  |
| Package includes.....                             | 6  |
| Product overview.....                             | 7  |
| Overview of the headphones .....                  | 7  |
| Overview of LED indicators.....                   | 9  |
| Overview of buttons and switches .....            | 10 |
| Overview of gesture controls .....                | 11 |
| Overview of CapTune .....                         | 12 |
| Getting started .....                             | 14 |
| Charging basics.....                              | 14 |
| Installing CapTune.....                           | 16 |
| Pairing the headphones .....                      | 17 |
| Adjusting the headband .....                      | 21 |
| Using the headphones .....                        | 22 |
| Switching the headphones on .....                 | 22 |
| Switching the headphones off.....                 | 23 |
| Adjusting the volume .....                        | 24 |
| Using NoiseGard .....                             | 25 |
| Switching TalkThrough on/off.....                 | 26 |
| Changing the sound effect .....                   | 27 |
| Activating/deactivating Call Enhancement .....    | 28 |
| Checking the battery life of the headphones ..... | 29 |
| Playing music .....                               | 30 |
| Playing music wirelessly .....                    | 30 |
| Playing music using the USB cable .....           | 31 |
| Controlling music playback.....                   | 32 |
| Making calls on the headphones .....              | 34 |
| Voice control function.....                       | 37 |
| Setting the headphones to flight mode.....        | 38 |
| Activating/deactivating Bluetooth.....            | 38 |
| Using the audio cable .....                       | 39 |
| Care and maintenance .....                        | 41 |
| Replacing the ear pads .....                      | 41 |
| Storage and handling .....                        | 42 |
| Removing the rechargeable battery.....            | 43 |
| Troubleshooting.....                              | 44 |
| Leaving the Bluetooth transmission range.....     | 46 |
| Resetting the headphones .....                    | 46 |
| Clearing previously paired devices.....           | 47 |
| Specifications .....                              | 48 |
| Trademarks.....                                   | 49 |



## 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 an obviously defective product.

### Preventing damage to health and accidents

- ▶ Protect your hearing from high volume levels. Permanent hearing damage may occur when headphones are used at high volume levels for long periods of time. Sennheiser headphones sound exceptionally good at low and medium volume levels. 
- ▶ Keep the headphones at least 10 cm/3.94" from cardiac pacemakers or implanted defibrillators. The headphones contain magnets that generate a magnetic field which could cause interference with cardiac pacemakers and implanted defibrillators.
- ▶ Keep the product, accessories and packaging parts out of reach of children and pets to prevent accidents and choking hazards.
- ▶ Do not use the product in situations which require special attention (e.g. in traffic or when performing skilled jobs).
- ▶ Unplug the power supply unit from the wall socket during lightning storms or when it is unused for long periods of time.

### Preventing damage to the product and malfunctions

- ▶ Always keep the product dry and do not expose it to extreme temperatures to avoid corrosion or deformation. The normal operating temperature is from 10 to 40°C/50 to 104°F.
- ▶ Only use attachments/accessories/spare parts supplied or recommended by Sennheiser.
- ▶ Clean the product only with a soft, dry cloth.
- ▶ Only use the product in environments where **Bluetooth®** wireless transmission is permitted.
- ▶ Use the product with care and store it in a clean, dust-free environment.



Intended use/Liability



These wireless headphones are designed for use with mobile devices (e. g. mobile music players, mobile phones, tablets) that support wireless communication via **Bluetooth**. Compatible **Bluetooth** devices include those that support the following profiles: Hands Free Profile (HFP), Headset Profile (HSP), Advanced Audio Distribution Profile (A2DP), Audio/Video Remote Control Profile (AVRCP), and Device ID profile (DIP).

It is considered improper use when this product is used for any application not named in the associated instruction manuals and product guides.

Sennheiser does not accept liability for damage arising from abuse or misuse of this product and its attachments/accessories.

Safety instructions for the Lithium-Polymer battery pack

WARNING

In extreme cases, abuse or misuse of the Lithium-Polymer battery pack can lead to:



- explosion
- fire development
- heat generation or
- smoke or gas development

|  |   |
|--|---|
|  | Dispose of products with built-in rechargeable batteries at special collection points or return them to your specialist dealer.       |
|  | Only use rechargeable batteries and chargers recommended by Sennheiser.   |
|  | Charge products with built-in rechargeable batteries at ambient temperatures between 10 and 40°C (+/-5°C)/ 50 and 104°F (+/-41°F).    |
|  | Switch battery-powered products off after use.  |
|  | When not using the product for extended periods of time, charge its built-in rechargeable batteries regularly (about every 3 months). |
|  | Do not heat above 70°C/158°F, e.g. do not expose to sunlight or throw into fire.  |
|  | Do not charge a product with built-in rechargeable batteries if the product is obviously defective.                                   |

## The PXC 550 Wireless headphones

The PXC 550 Wireless headphones lead the next generation of business and travel headphones from Sennheiser. Utilizing the fastest and energy-efficient **Bluetooth** 4.2 wireless standard, the PXC 550 Wireless headphones are packed with innovative features. One such feature is Adaptive **NoiseGard™** active noise cancellation (ANC), which is a **NoiseGard** option that varies in strength according to the ambient noise level.

And with CapTune, the possibilities get even wider. There is so much more you can do now to improve your listening experience with just a tap on your smartphone.

The PXC 550 Wireless - swiping through music and calls has never been this fun and exciting.

### Features

- **NoiseGard™** hybrid ANC for optimum isolation from background noise and outstanding audio performance
- Adaptive **NoiseGard™** ANC system for sensitive ears
- Touch pad on the right ear cup allows you to control music and calls with taps and swipes
- App controllability through CapTune. Customize your listening experience with CapTune and get the most out of your headphones
- Smart Pause allows you to play or pause music by putting on or taking off the headphones. This feature must be activated in CapTune
- Improve call quality further with Call Enhancement. This feature reproduces voice from the other end of the line naturally, giving the impression that you are talking to the person from within the same room
- Closed circumaural design featuring the latest, energy-efficient **Bluetooth®** 4.2 wireless technology
- Immediate pairing with smart devices using NFC
- VoiceMax™ technology utilizing 3 built-in microphones for voice communication to emphasize speech quality and attenuate external noise
- 20 hours of battery life with both **Bluetooth®** and **NoiseGard™** activated. 30 hours if the headphones are connected using the audio cable and only **NoiseGard™** is activated
- Compact, yet extremely comfortable, over-ear headphones

### Bluetooth



The PXC 550 Wireless headphones comply with the **Bluetooth** technology 4.2 standard and are compatible with all **Bluetooth** 1.1, 1.2, 2.0, 2.1, 3.0, 4.0, 4.1 and 4.2 devices with the following profiles:

- **Headset Profile (HSP) 1.2** – provides the basic functionalities used by the headphones to interact with a **Bluetooth** smartphone.
- **Hands-Free Profile (HFP) 1.6** – provides extra functionalities as compared to the HSP. If a function, such as voice control, is not supported by the HSP profile, the HFP takes place.
- **Audio/Video Remote Control Profile (AVRCP) 1.5** – used to control music on the **Bluetooth** device from the headphones (play, pause, skip music track, etc.).
- **Advanced Audio Distribution Profile (A2DP) 1.3** – used by a **Bluetooth** device to stream high-quality stereo music to the headphones.
- **Device ID Profile (DIP) 1.3** – used by the headphones to be identified, such as by its manufacturer, product ID, product version, etc.

### CapTune



CapTune

CapTune is a music and device customization app designed to optimize the performance of your PXC 550 Wireless headphones. Install CapTune to make full use of the features of your headphones. Through CapTune, you can change the sound mode to put emphasis on speech or music clarity, or to further improve your call experience, among others. You can download CapTune for your smartphone from the App Store or Google Play.

### NFC



Near Field Communication (NFC) is a short-range wireless technology that enables connection and communication between NFC-capable electronic devices by placing them near one another or with a single touch.

### VoiceMax



VoiceMax™ multi microphone technology filters away background noise. 3 microphones work in synergy; one to emphasize your voice, and the others to remove the ambient noise.

### NoiseGard



The **NoiseGard™** hybrid Active Noise Cancellation system is a combination of 2 noise-cancellation systems composed of a total of 4 microphones. Two microphones with openings to the outside of the headphones work as a Feed-Forward active noise cancellation system that reduces noise in the high-frequency band, while the other two microphones inside the headphones work as a Feed-Back active noise cancellation system that reduces noise in the low-frequency band. The combination of these 2 microphone systems results in a broad reduction in noise covering a wider band of frequencies.

### aptX®



With aptX® audio coding, you can be assured of crisp, pure and full stereo sound. It allows you to not only hear, but experience and feel the audio as it was intended. Utilizing aptX®, **Bluetooth** technology can now offer wireless audio quality that is indistinguishable from the highest quality wired connection.

### TalkThrough

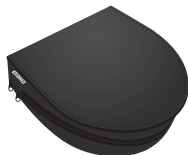


The TalkThrough function on the PXC 550 Wireless allows you to communicate with other people without having to remove the headphones. When TalkThrough is activated, professional quality microphones mounted on the outside of the headphones pick up acoustic signals in the immediate vicinity, allowing the voice of the other person to pass through the headphones.

## Package includes



Headphones



Carry case



Audio cable with answer/end button  
(2.5 mm and 3.5 mm jack plug)



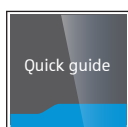
USB cable with micro-USB connector



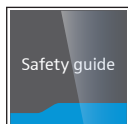
In-flight adapter



3.5 mm to 6.3 mm adapter



Quick guide



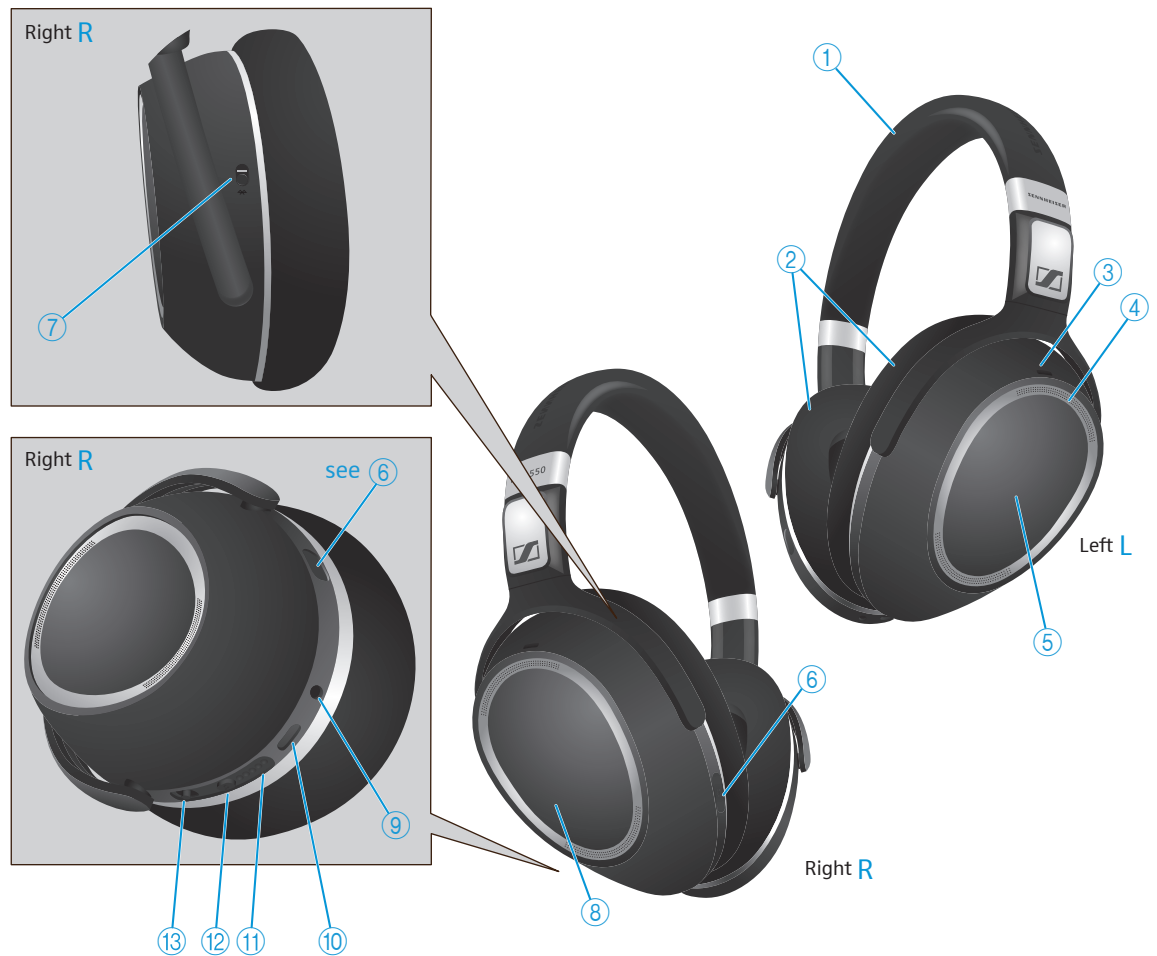
Safety guide (with Compliance Information sheet)



A list of accessories can be found at [www.sennheiser.com](http://www.sennheiser.com). For information on suppliers, contact your local Sennheiser partner: [www.sennheiser.com](http://www.sennheiser.com) > "Sales Partner".

## Product overview




### Overview of the headphones





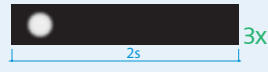


- ① Headband
- ② Ear pads
- ③ Ear cups
- ④ ANC microphones (4 qty)
- ⑤ NFC panel
- ⑥ Speech microphones (3 qty)
- ⑦ Bluetooth on/off switch
- ⑧ Touch pad (right ear cup)
- ⑨ Audio input
- ⑩ Micro-USB input
- ⑪ LED display
- ⑫ Effect Mode Control button
- ⑬ NoiseGard/ANC control switch

## Overview of pictograms

### Pictograms for tapping the touch pad






| Pictogram   | Meaning                                       |
|---|---|
|  | Tap once and immediately release your finger  |
|  | Tap twice and immediately release your finger |
|  | Tap and hold for 2 seconds                    |

### Pictograms for the LEDs



| Pictogram   | Meaning  |
|---|--|
|    | Blurred light indicates that the LED is flashing   |
|    | Clear light indicates that the LED is lit steadily   |
|    | The LED flashes <b>x times</b> in <b>x seconds</b><br><i>Example: The LED flashes 3 times in 2 seconds</i>             |
|   | The LED flashes <b>continuously</b> for <b>x seconds</b><br><i>Example: The LED flashes continuously for 5 seconds</i> |
|  | The LEDs flash in sequence continuously  |

## Overview of LED indicators


### LED indications during operation

| LED   | Meaning   |
|---|---|
|  3x<br>0.55s | The headphones switch on<br>Pairing with a device is successful |
|  3x<br>0.55s | The headphones switch off                                       |
|  3x<br>0.55s | The headphones are disconnected from the device                 |
|  3x<br>0.55s | The paired devices are permanently removed from the headphones  |
|  ...         | The headphones are in pairing mode                              |

### LED indications during calls




| LED  | Meaning                                    |
|--|--|
|  3x<br>2s | Incoming call                              |
|  3x<br>2s | Incoming call with an almost empty battery |

### The pictogram “i”





 Notes marked with the pictogram “i” provide useful information on the use of the headphones.

## Overview of buttons and switches



### NoiseGard/ANC control switch

| Position  | Function                      | Page |
|---|-------------------------------|------|
|  | NoiseGard is off              | 25   |
|  | NoiseGard is on               | 25   |
|  | NoiseGard is in Adaptive mode | 25   |

### Effect Mode Control button

| Press   | Function  | Page |
|---|---|------|
|    | Toggles you to the next sound effect (except when making calls)               | 27   |
|    | Activates/deactivates the Call Enhancement feature for more comfortable calls | 28   |
|   | Advises you of the active sound effect mode (while playing/streaming audio)   | 27   |
|  | Activates the manual Bluetooth pairing mode                                   | 19   |

### Bluetooth on/off switch

| Position  | Function              | Page |
|---|-----------------------|------|
|  | Bluetooth is active   | 38   |
|  | Bluetooth is inactive | 38   |



## Overview of gesture controls

### Basic gesture controls

Switch on



Switch off

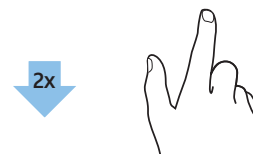


### Gesture controls on the touch pad

Tap once on the touch pad



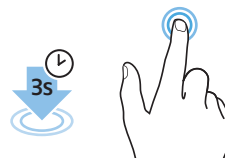
Tap twice on the touch pad



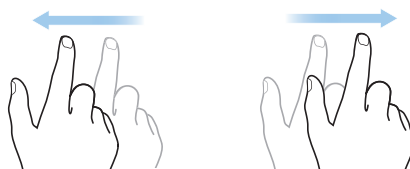
Tap and hold for 2 seconds



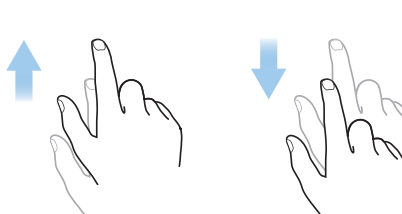
Tap and hold for 3 seconds



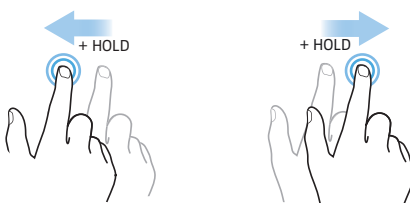
Horizontal swipes



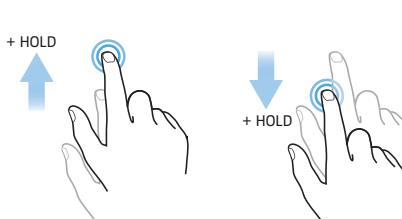
Vertical swipes



Horizontal swipes and hold



Vertical swipes and hold





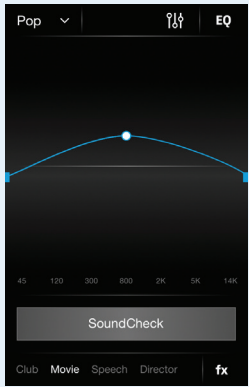
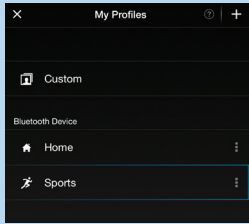
### Overview of CapTune

CapTune is a music and device customization app designed to optimize the performance of your PXC 550 Wireless headphones. Using the app allows you to control the features and the sound of the headphones from your smartphone. Using CapTune, you can perform the following operations among others:

- Control and display supported media content
- Play music streaming services, such as TIDAL, directly within CapTune
- Personalize and optimize the sound of your headphones with different sound effect modes
- Adjust **NoiseGard** according to your comfort level
- Change Audio Prompts
- Activate Call Enhancement for clearer and more comfortable calls
- Play/pause music or accept/end calls instantly with Smart Pause
- View the remaining battery life of the headphones

The appearance of the app may vary depending on the device and operating system used.

| Sample screen | Functions  |
|---------------|--|
|               | <b>Music Player</b> <ul style="list-style-type: none"><li>• Local media content</li><li>• Streaming services</li><li>• Playlists</li></ul>   |
|               | <b>Special features of PXC 550 Wireless</b> <ul style="list-style-type: none"><li>• Adjustable <b>NoiseGard</b> parameters</li><li>• Call Enhancement</li><li>• Smart Pause</li><li>• Change Audio Prompts</li></ul> |

| Sample screen   | Functions  |
|---|--|
|  | <b>Sound adjustments</b> <ul style="list-style-type: none"> <li>• Equalizer</li> <li>• Presets</li> <li>• SoundCheck</li> <li>• Select and configure sound effect modes (PXC 550 Wireless only)</li> </ul>                         |
|  | <b>Profiles</b> <ul style="list-style-type: none"> <li>• Customize profile settings</li> <li>• One-click reload of previously configured playlists and sound settings tailored for specific applications such as sports</li> </ul> |



While the PXC 550 Wireless is optimized for use with CapTune, you can still play content from other music players/streaming apps as usual. If you use other music players or apps, CapTune simply turns into a sound setting and remote control for the PXC 550 Wireless headphones.

### Overview of Audio Prompts

By factory default, voice prompts are activated in English.

With CapTune, you can use voice and/or tones as response prompts when performing an action. If voice prompts are activated, you can replace the default language with any of the following supported languages:

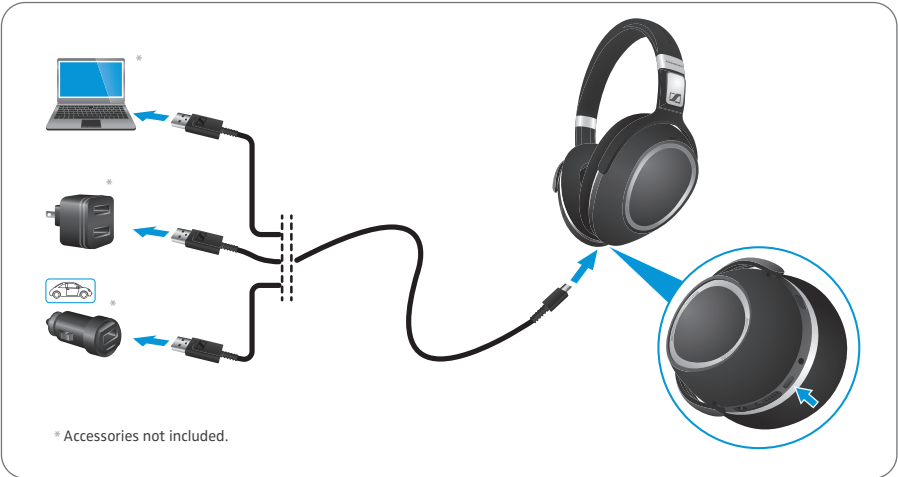
- German
- French
- Spanish
- Chinese (Mandarin)
- Japanese
- Russian
- Korean

# Getting started

The following steps assume that the headphones are straight out of the packaging, or that the features of the headphones have not been enhanced using CapTune.

The response of the headphones on the procedures specified in this instruction manual may change if some features have been activated or deactivated in CapTune.

## Charging basics

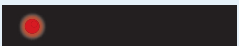
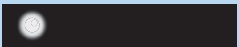
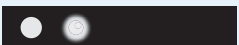





A complete charging cycle takes about 3 hours. Before using the headphones for the first time, charge the headphones for a complete charging cycle without interruption.

When being charged, the LED display lights up as indicated in the following table. When the battery charge drops to a low level, a voice prompt asks you to recharge the headphones.

It is recommended to charge the headphones using only the supplied USB cable. If you charge the headphones using an external USB power adapter, it is recommended to use an adapter with an output rating of 500 mA or higher.

You can continue playing music or making calls on your smartphone using Bluetooth while the headphones are being charged.

| LED display   | Meaning  |
|---|--|
|  ... | Battery is almost empty (less than 2% charged) |
|  ... | Battery is about 2-20% charged                 |
|  ... | Battery is about 20-40% charged                |
|  ... | Battery is about 40-60% charged                |
|  ... | Battery is about 60-80% charged                |
|  ... | Battery is more than 80% charged               |

### Charging the headphones

You can charge the headphones regardless of their power state (on or off).

1. Connect the micro-USB plug of the charging cable to the micro-USB input of the headphones.
2. Connect the USB plug to the USB port of your computer. If you are using an external power adapter, connect the USB plug to the power adapter or to the USB car charger adapter, and connect to the power source.

The LEDs flash/light up depending on the battery life of the headphones.



For faster charging, charge the headphones while they are switched off. For more information on playing music using the USB cable, see page 31.

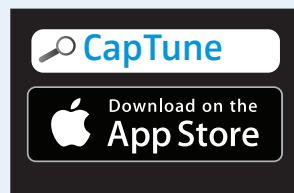


## Installing CapTune

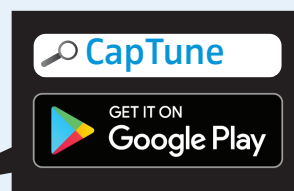
To make full use of all the features of your PXC 550 Wireless headphones, install the free CapTune app from the App Store or Google Play.

- ▶ Download the app from the App Store or Google Play. Optionally, depending on your smartphone, you can scan the following QR code.

### iPhone



### Android



- ▶ Connect your smartphone to the PXC 550 Wireless headphones using **Bluetooth** (see page 17).
- ▶ Start CapTune.  
CapTune recognizes the PXC 550 Wireless and activates the features that are compatible with your headphones.

## Pairing the headphones

### CAUTION

#### Danger of malfunction!



The transmitted radio waves of mobile phones can impair the operation of sensitive and unprotected devices.

- ▶ Only make calls with the headphones in locations where **Bluetooth** is permitted.

To pair your headphones with a **Bluetooth** device, you can use NFC or the **Bluetooth** search function. In order that a connection between the headphones and a **Bluetooth** device can be established, **Bluetooth** must be activated on both your headphones and the device.

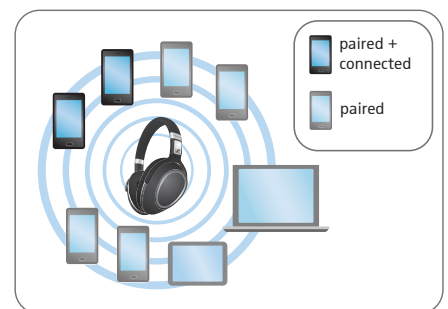
The PXC 550 Wireless headphones comply with the **Bluetooth** 4.2 standard. In order that data can be transmitted wirelessly using **Bluetooth**, you have to pair your headphones with a compatible **Bluetooth** device that supports the following profiles:

- ▶ Hands Free Profile (HFP)
- ▶ Headset Profile (HSP)
- ▶ Audio/Video Remote Control Profile (AVRCP)
- ▶ Advanced Audio Distribution Profile (A2DP)
- ▶ Device ID Profile (DIP)

When you switch the headphones on for the first time, they automatically go to pairing mode. If the headphones have already been paired with a few devices, they automatically try to connect to the last two connected **Bluetooth** devices when switched on. The headphones can save the connection profiles of up to eight **Bluetooth** devices with which they have been paired.

If you pair the headphones with the ninth **Bluetooth** device, the saved connection profile of the least used **Bluetooth** device will be overwritten. If you want to re-establish a connection with the overwritten **Bluetooth** device, you have to pair that device back with the headphones.

You can instantly pair the headphones with your device if the device supports NFC.





### Pairing the headphones with a Bluetooth device using NFC

The following sections describe, using a smartphone as an example, how to pair your PXC 550 Wireless headphones with a **Bluetooth** device using NFC. If the instructions provided do not work on your device, proceed as described in the instruction manual of the device.

Switch the headphones on and ensure that **Bluetooth** is activated on the headphones when performing this procedure.

1. Activate NFC on your smartphone.
2. Scan the smartphone to the NFC panel on the left ear cup of the headphones.

The LEDs flash white in sequence and you hear the voice prompt *"pairing"*. The headphones are in pairing mode.

**i** At this point, if you decide to cancel pairing, press the Effect Mode Control button once. You hear the voice prompt *"pairing cancelled"* after a few seconds.

3. Click *"Yes"* if the pairing confirmation dialog appears on the screen of your smartphone (this step may vary depending on your smartphone).  
If pairing was successful, you hear the voice prompt *"connected"*. The LED flashes white 3 times.



**i** If no connection is established, you hear the voice prompt *"no device found"*. After trying to connect for 5 minutes, pairing mode is terminated and the headphones return to the disconnected state. Restart the headphones by switching them off and on again, and repeat the pairing procedure.





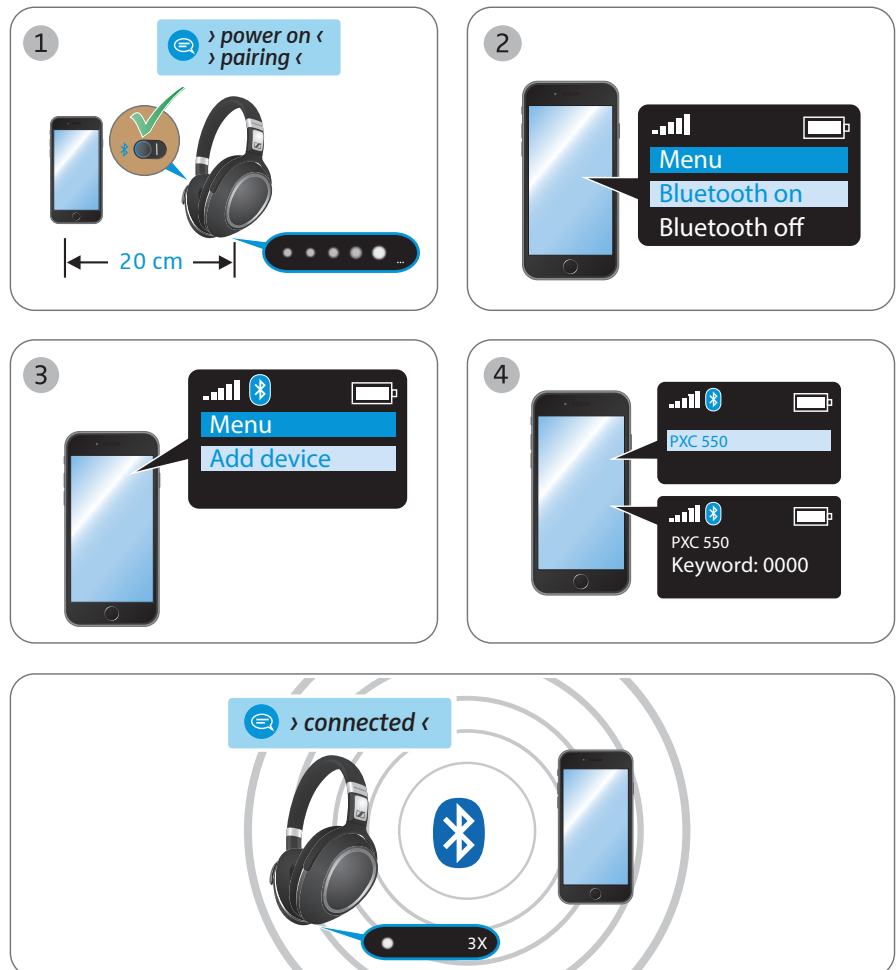
### Pairing the headphones with a Bluetooth device

Ensure that the headphones are within the 20 cm range of your smartphone and that **Bluetooth** is activated on the headphones when performing this procedure.

1. Switch the headphones on (see page 22).
  - If you pair the headphones to the device for the first time, they automatically go to the pairing mode.
  - If the headphones don't automatically go to pairing mode, press the Effect Mode Control button for 4 seconds or until you hear tones and the voice prompt "pairing".

The LEDs flash white in sequence. The headphones are in pairing mode.

2. Activate **Bluetooth** on your smartphone.
3. On your smartphone, start a search for **Bluetooth** devices.  
All active **Bluetooth** devices in the proximity of your smartphone are displayed.
4. From the list of found **Bluetooth** devices, select "PXC 550". If necessary, enter the default PIN code "0000".  
If pairing was successful, you hear the voice prompts "pairing successful" and "phone x connected". The LED flashes white 3 times.



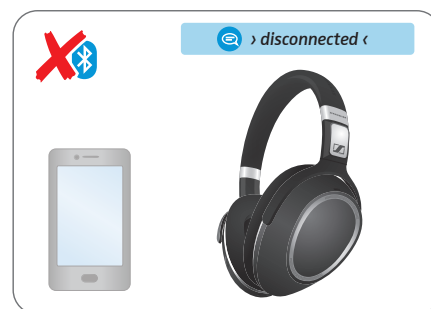
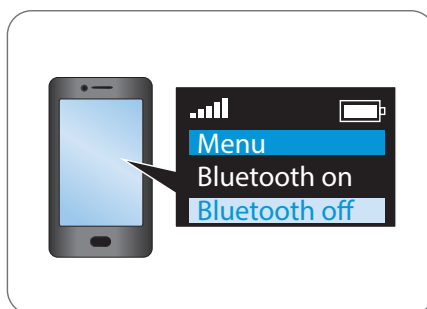
**i** If no connection is established, you hear the voice prompt "no device found". After trying to connect for 5 minutes, pairing mode is terminated and the headphones return to the disconnected state. Restart the headphones by switching them off and on again, and repeat the pairing procedure.



### Disconnecting the headphones from your Bluetooth device

- ▶ Deactivate **Bluetooth** on your smartphone.

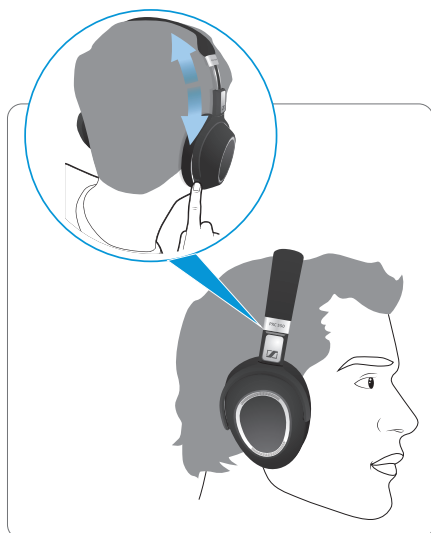
The headphones are disconnected from the smartphone, and you hear the voice prompt *"phone x disconnected"*. The headphones then search for previously paired devices. If no device is found, you hear the voice prompt *"no device found"* after a few minutes.



## Adjusting the headband

For good sound quality and best possible wearing comfort, you can adjust the ear pad location on the headband to properly match the size of your head.

- ▶ Wear the headphones so that the headband runs over the top of your head.
- ▶ Adjust the location of the ear pads by moving the ear cups up and down the headband slider until:
  - your ears are comfortably covered by the ear pads,
  - you feel even, gentle pressure around your ears,
  - a snug fit of the headband on the head is ensured.



# Using the headphones

## Switching the headphones on

### WARNING

Danger due to high volume levels!



Listening at high volume levels for long periods of time can lead to permanent hearing defects.

- ▶ Before putting the headphones on, set the volume to a low level.
- ▶ Do not continuously expose yourself to high volume levels.

1. Unfold the ear cups away from the headband.
2. Twist the ear cups outward until you hear a click sound from both hinges.
  - If **Bluetooth** is activated on the headphones, you hear the voice prompts “power on” and “phone x connected” after a few seconds.
  - If **Bluetooth** is deactivated on the headphones, you hear the voice prompt “power on”. Insert the USB or audio cable if necessary.



**i** If **Bluetooth** is activated and the headphones cannot find a paired smartphone within a few minutes, you hear the voice prompt “no device found”. The first LED flashes white.

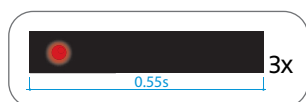
## Switching the headphones off

1. Hold the headphones so that the left hand holds the right ear cup and the right hand holds the left ear cup.
2. Twist the ear cups inward until you hear a click sound from both hinges and the touch pad faces toward you.

You hear the voice prompt *"power off"* after a few seconds. The first LED flashes red 3 times.



The red dot displayed on the hinge of the right ear cup also indicates that the headphones are switched off.



## Adjusting the volume

**WARNING**

Danger due to high volume levels!

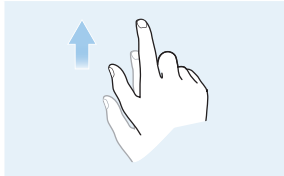

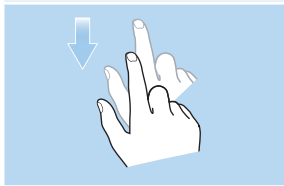



Listening at high volume levels for long periods of time can lead to permanent hearing defects. Switching between audio sources may cause enormous volume jumps that can permanently damage your hearing.

- ▶ Before putting the headphones on and before switching between audio sources, adjust the volume to a low level.
- ▶ Do not continuously expose yourself to high volume levels.

You can adjust the volume for music, voice prompts, tones, and phone calls.

- ▶ If you are playing music or are on a call, swipe vertically up or down on the touch pad to increase or decrease the volume for music or calls.
- ▶ If you are in idle mode, i.e. if you are not playing music/making calls, swipe vertically up or down on the touch pad to increase or decrease the volume for voice prompts and tones.

| Gesture   | Function  |                      |
|---|---|----------------------|
|   |   | Increases the volume |
|  |  | Decreases the volume |

Depending on the length of the swipe, you can adjust the volume in smaller increments by doing a short swipe on the touch pad. To adjust the volume in larger increments, do a longer swipe on the touch pad. When the maximum or minimum volume is reached, you hear the voice prompt “*volume max*” or “*volume min*” accordingly.

When switching the headphones off, very high volume levels are reset to a moderate level to protect your hearing when you switch the headphones back on.



## Using NoiseGuard

You can activate or deactivate **NoiseGuard** if your headphones are connected to the smartphone using **Bluetooth**, a USB cable, or an audio cable (provided that the battery is sufficiently charged). If you are in a noisy environment but would like to have your own quiet space, you can use the headphones by themselves, without cable and disconnected from any device, and simply benefit from **NoiseGuard**.

The PXC 550 Wireless provides excellent attenuation of ambient noise using Sennheiser's proprietary **NoiseGuard** technology. The PXC 550 Wireless also features **Adaptive NoiseGuard**; when **Adaptive NoiseGuard** is selected, active noise cancellation depends on the intensity of ambient noise. With **Adaptive NoiseGuard**, active noise cancellation can be strong if the ambient noise is high, or weak if the ambient noise is low.

### Switching NoiseGuard to different modes



- Indicates that **NoiseGuard** is switched off.



- Indicates that **NoiseGuard** is switched on.  
**NoiseGuard** attenuates the ambient noise to the maximum extent.



- Indicates that **NoiseGuard** is switched to Adaptive mode.  
**NoiseGuard** attenuates ambient noise depending on the noise intensity.



If you set **NoiseGuard** to Adaptive mode, you can control the extent of **NoiseGuard** noise cancellation in CapTune.

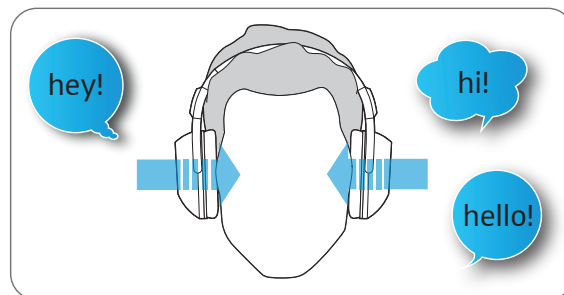
## Switching TalkThrough on/off



TalkThrough allows you to communicate with other people without having to remove the headphones, even when **NoiseGard** is switched on.

To switch TalkThrough on and off while playing music:

- ▶ Quickly tap the touch pad twice.  
TalkThrough is activated.
  - If you are playing music using **Bluetooth** or the USB cable, the music pauses.
  - If you are playing music using the audio cable, the music is muted.







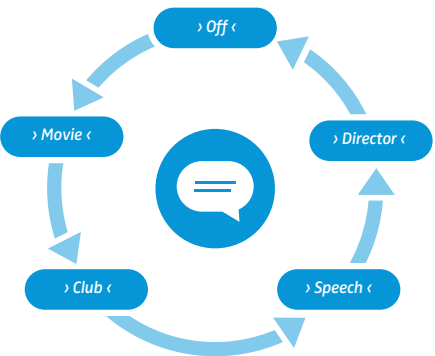
Changing the sound effect

The sound effect mode function is automatically activated when the headphones and the smartphone are connected using **Bluetooth** or the USB cable.

You can use the Effect Mode Control button to enhance the quality of your audio according to its genre or category.

| Sound effect | Meaning  |
|--------------|--|
| Off          | Effect mode is switched off.                                 |
| Movie        | For more exciting entertainment. Best for movies.            |
| Club         | For more room impression. Best for music.                    |
| Speech       | For higher intelligibility. Best for podcasts or audiobooks. |

**i** There is another sound effect that is not available from the selection by default. The customizable “Director” mode needs to be configured in CapTune in order to be available from the selection next time you use the headphones.



Changing or checking the sound effect

To change or check the sound effect:

- ▶ Press the Effect Mode Control button.  
This toggles you to the next sound effect. You hear the voice prompt stating the activated sound effect.
  - “Effect Mode Club”
  - “Effect Mode Movie”
  - “Effect Mode Speech”
  - “Effect Mode Off”
- ▶ Press and hold the Effect Mode Control button for about 4 seconds.  
You hear tones and the voice prompt for the activated sound effect.

**i** Customizing a sound effect (Director mode)

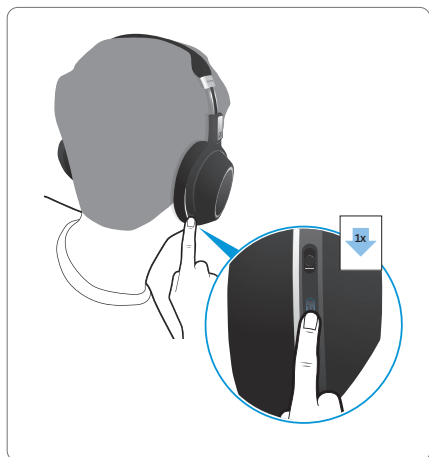
The “Director” mode is an additional sound effect that can be activated only from CapTune. This mode allows you to create a custom sound effect by changing the sound enhancements such as Boost, Spatial, Reverberation, and DLC.



## Activating/deactivating Call Enhancement

Call Enhancement is a voice-enhancing feature that utilizes Sennheiser's VoiceMax™ technology. Call Enhancement reproduces voice calls naturally, giving you the impression that you are talking to another person from within the same room rather than on the other side of the line.

You can activate or deactivate Call Enhancement during calls when the headphones and the smartphone are connected using **Bluetooth** or the USB cable.



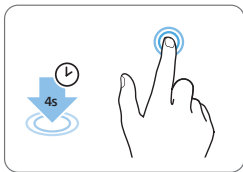
- ▶ During a call, press the Effect Mode Control button.  
Call enhancement toggles between on and off.
- ▶ During a call, press and hold the Effect Mode Control button for about 4 seconds.  
You hear the voice prompt for the current Call Enhancement status.





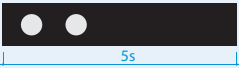


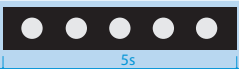
You can also activate or deactivate Call Enhancement in CapTune.

### Checking the battery life of the headphones


You can check the remaining battery life at any given time except when playing music or making calls.



- ▶ Tap and hold the touch pad for about 4 seconds. You hear tones and the voice prompt stating the remaining battery life. The LEDs flash/light up depending on the battery level.

| LEDs  | Meaning   | Voice prompt                 |
|---|---|------------------------------|
|  ...<br>5s | Battery is almost empty<br>(less than 2% charged) | "Recharge headset"           |
|  ...<br>5s | Battery is about 2-20% charged                    | "Less than 20% battery left" |
|  ...<br>5s | Battery is about 20-40% charged                   | "More than 20% battery left" |
|  ...<br>5s | Battery is about 40-60% charged                   | "More than 40% battery left" |
|  ...<br>5s | Battery is about 60-80% charged                   | "More than 60% battery left" |
|  ...<br>5s | Battery is more than 80% charged                  | "More than 80% battery left" |



-  You may also check the battery life of the headphones in CapTune or directly on the home screen of your smartphone.

## Playing music

You can play music using **Bluetooth** or using the USB or audio cable.

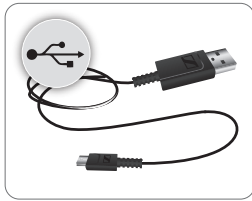
### Playing music wirelessly



If your audio source supports the aptX® audio codec, the PXC 550 Wireless automatically plays your music wirelessly in stunning aptX® audio quality. If your audio source does not support aptX®, PXC 550 Wireless plays your music in normal audio quality.

- ▶ Pair your headphones with the smartphone, see page 17.
- ▶ Play music on your smartphone.  
The music plays through the PXC 550 Wireless headphones.

## Playing music using the USB cable

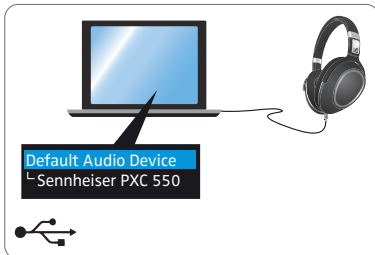


With the supplied USB cable connected, you can play audio content from your computer directly through the PXC 550 Wireless headphones.

**i** The battery gets charged automatically when you connect the headphones to a computer using the USB cable.

If you want to connect the USB cable and deactivate all wireless connections, deactivate **Bluetooth** on your headphones, see page 38.

### Using the headphones as the default audio device of your computer



- ▶ Make sure that the PXC 550 Wireless is connected to the computer using the USB cable.
- ▶ From the Systems Preferences or Control Panel of your computer, select "Sennheiser PXC 550" as the default audio (input and output) device.
- ▶ Start music playback from the computer.  
The music plays through the PXC 550 Wireless headphones.

Controlling music playback



The following music functions are only available when the headphones and your device are connected using **Bluetooth** or the USB cable. Some smartphones or music players may not support all functions.

Playing/pausing music

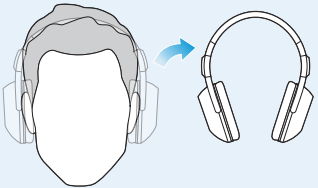

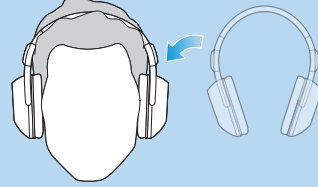

► Quickly tap on the touch pad.



| Gesture   | Function   |                       |
|---|--|-----------------------|
|  |   | Plays or pauses music |

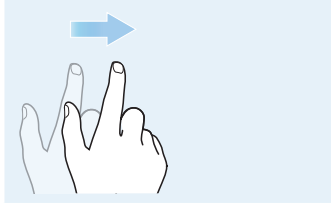

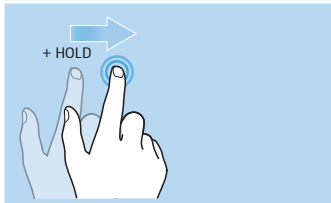

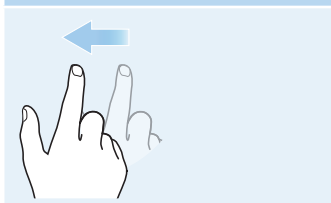

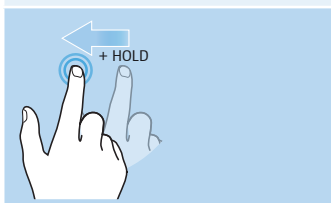

**i** Smart Pause is a feature that enables the headphones to respond to gestures. These gestures include taking the headphones off to pause music and putting them back on to resume music playback.

By factory default, Smart Pause is inactive. For the headphones to respond to these gestures, ensure that Smart Pause is activated in CapTune. Some smartphones or music players may not support this feature.

| Gesture   | Function  |                      |
|---|---|----------------------|
|   |   | Pauses the music     |
|  |  | Plays back the music |

Playing the next/previous track

► Quickly swipe the touch pad horizontally.

| Gesture  | Function  |  |
|--|---|--|
|   |   | Plays the next track in the playlist     |
|   |   | Fast-forwards the track                  |
|   |   | Plays the previous track in the playlist |
|  |  | Rewinds the track                        |

## Making calls on the headphones



The following call functions are only available when the headphones and the smartphone are connected using **Bluetooth** or the USB cable. Some smartphones may not support all functions.

### Making a call

► Dial the desired number on your smartphone.

**i** If your smartphone does not automatically transfer the call to the headphones, select the PXC 550 Wireless as the audio source on your smartphone (see the instruction manual of your smartphone if necessary).



### Accepting/rejecting/ending a call

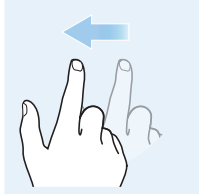

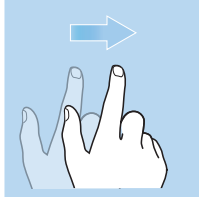

When you receive a call, you hear the ring tone in the PXC 550 Wireless and the LED flashes white rapidly. If you are playing music when you receive a call, the music pauses until you end the call.

► Tap the touch pad accordingly:

| Press | Function | Signal   |
|-------|----------|--|
| 1x    |          | Accepts a call   |
| 1x    |          | Ends a call  |
| 1s    |          | Rejects a call   |
| 1x    | <br>     | Accepts an incoming call and ends the active call        |
| 2x    |          | Puts the call on hold                                    |
| 2x    | <br>     | Accepts an incoming call and puts an active call on hold |
| 2x    | <br>     | Toggles between 2 active calls                           |
| 1s    | <br>     | Rejects an incoming call and continues the active call   |

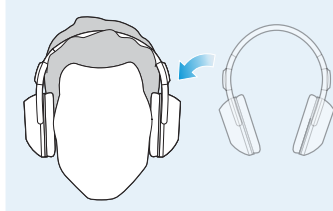

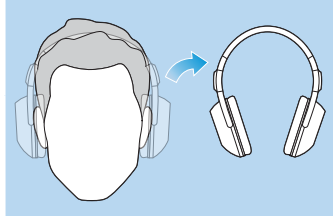





While on a call, you can mute or unmute the microphone using these swipes.

| Gesture   | Function  |                        | Voice prompt |
|---|---|------------------------|--------------|
|  |  | Mutes the microphone   | "Mute on"    |
|  |  | Unmutes the microphone | "Mute off"   |

**i** Smart Pause is a feature that enables the headphones to respond to gestures. These gestures include taking the headphones off to put a call on hold and putting them back on to resume the call.





By factory default, Smart Pause is inactive. For the headphones to respond to these gestures, ensure that Smart Pause is activated in CapTune. Some smartphones or softphones may not support this feature.

| Gesture   | Function  |  |
|---|---|--|
|   |   | Accepts a call<br>Resumes a hold call              |
|  |    | Puts the call on hold                              |
|   |   | Rejects an incoming call and holds the active call |

Transferring a call to/from the headphones

When a call has been established, you can transfer the call between the headphones and the smartphone.

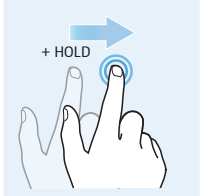

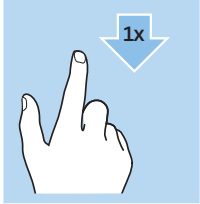

- ▶ Tap and hold the touch pad for a second.

| Press   | Function  |  |
|---|---|--|
|  |  | Transfers a call from the headphones to the smartphone |
|  |  | Transfers a call from the smartphone to the headphones |

Redialing

The redialing function must be supported by your smartphone or **Bluetooth** device (with HFP profile). This function may be required to be activated on your smartphone.

► Swipe forward on the touch pad and hold.

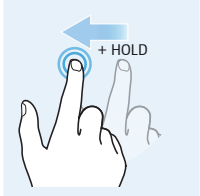

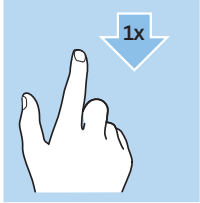

| Press   | Function  |                                | Voice prompt       |
|---|---|--------------------------------|--------------------|
|  |  | Redials the last number called | "redial"           |
|  |  | Cancels redialing              | "redial cancelled" |

Voice control function

The voice control function is only supported by **Bluetooth** smartphones with HFP profile.

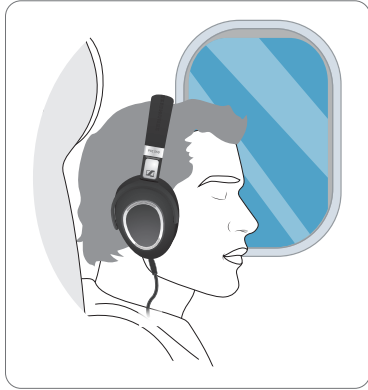
You can use the voice control function at any given time except when playing music or making calls.

1. Swipe backward on the touch pad and hold.

| Press   | Function  |                       | Voice prompt |
|---|---|-----------------------|--------------|
|  |  | Starts voice dialing  | "voice dial" |
|  |  | Cancels voice dialing |              |

2. Say your voice command, such as "Call Jane".  
The **Bluetooth** smartphone dials the phone number of Jane.

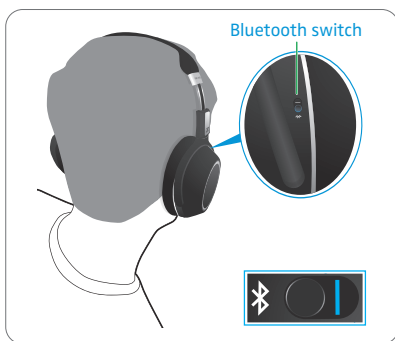
## Setting the headphones to flight mode



During taxi, take-off, and landing, the use of portable electronic devices is allowed, provided that they are set to flight mode. You can use your headphones without violating civil aviation regulations by deactivating **Bluetooth** wireless transmission.

There are 2 ways to set the headphones to flight mode:

- Deactivate **Bluetooth** on the headphones.
- Use the audio cable to listen to music.



### Activating/deactivating Bluetooth

In instances where you just want to block out aircraft/ambient noise during a flight, ensure that **Bluetooth** is deactivated and **NoiseGard** is switched on. To switch **NoiseGard** on in full or set it to Adaptive Mode, see page 25.

- Use the **Bluetooth** switch to activate or deactivate **Bluetooth** on the headphones:
  - Activate **Bluetooth** "I" if you want to use the wireless features of the headphones, such as pairing another device with the headphones or playing music wirelessly.
  - Deactivate **Bluetooth** "O" if wireless transmission is restricted, such as during aircraft taxi, take-off, and landing.



## Using the audio cable

There are 2 connection modes when you use the audio cable:

- **Active mode** - the connection mode when the audio cable is used on the headphones with sufficient battery life.
- **Passive mode** - the connection mode when the audio cable is used on the headphones with empty battery. **NoiseGuard** is inactive.

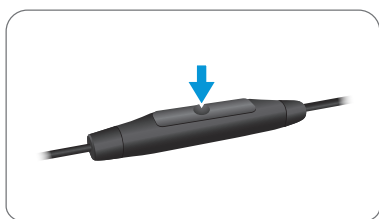
Regardless of the position of the **Bluetooth** switch, **Bluetooth** is deactivated when the audio cable is plugged into the audio input of the headphones. If the USB cable is being used, the transmission via USB is disabled and the headphones go to flight mode when the audio cable is plugged in.

When you are using the in-flight entertainment (IFE) system of your airline, the audio from the IFE may be interrupted by important announcements from the public address (PA) system. In most cases, the announcements are much louder than the audio of the IFE. The PXC 550 Wireless headphones recognize this and eliminate the volume jump when the sound source switches between PA and IFE system.

After the announcement from the PA system, the volume of the headphones stays low. If you want to increase the volume of your audio, adjust the volume on the IFE system.



If you want to increase the volume on the headphones and the volume does not increase as usual, restart the headphones by switching them off and on again.



## Using the answer/end button of the audio cable

Optionally, you can play or pause music by pressing the answer/end button of the supplied audio cable. You can also make, accept, and end calls using the button.

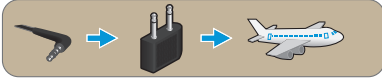
### Using the headphones in flight mode

1. Insert the 2.5 mm jack plug into the audio input of the headphones.  
**Bluetooth** is deactivated.



If you are playing music on the headphones using **Bluetooth** and the audio cable is plugged in, **Bluetooth** is deactivated and the music stops.

2. Connect the 3.5 mm jack plug to:
  - the audio output of your smartphone
  - the in-flight adapter if you want to use the headphones with an IFE system



---

#### CAUTION

**Bluetooth may transmit radio waves when the audio cable is pulled off!**



Only use the product in environments where **Bluetooth** wireless transmission is permitted. To ensure that **Bluetooth** headphones do not transmit radio waves when the audio cable is unplugged, deactivate **Bluetooth** on the headphones. To deactivate **Bluetooth**, see page 38.



You can also play higher resolution music when in flight mode by connecting your headphones to your computer using the supplied USB cable. If you use the USB cable to listen to music in environments where **Bluetooth** wireless transmission is restricted, you have to deactivate **Bluetooth** on all devices.

## Care and maintenance

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### CAUTION

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 away from this product.
  - ▶ Do not use any solvents or cleaning agents.
- 

### Replacing the ear pads

For reasons of hygiene, you should replace the ear pads from time to time. Spare ear pads are available from your local Sennheiser partner.

1. Lightly pull the ear pad away until it is detached from the ear cup hooks.
2. Secure the new ear pad by inserting the plastic base of the ear pad to the hooks on the ear cup.
3. Lightly pull the ear pad evenly on all sides to ensure that the base of the ear pad is securely hooked to all corners of the ear cup.

## Storage and handling

To keep the headphones in good condition and to avoid nicks and scratches, store the headphones in a carry case when not in use or when carrying them around.

► Follow the illustrations below to fold and store your headphones.





## Removing the rechargeable battery

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### CAUTION

#### Danger of damage to the product!

During the warranty period, the rechargeable battery must only be replaced by an authorized Sennheiser service center, otherwise the warranty will be null and void.

- ▶ Contact your Sennheiser service center if the rechargeable battery needs to be replaced or removed. To find a Sennheiser service partner in your country, visit [www.sennheiser.com](http://www.sennheiser.com).
- 

Outside the warranty period, the rechargeable batteries may be removed by any qualified service center in an appropriate manner. Instructions for qualified service centers on how to remove the batteries are available from the Sennheiser service partner.

# Troubleshooting

| Problem  | Possible cause  | Possible solution  | Page |
|--|---|--|------|
| Headphones cannot be switched on                                   | Battery is empty  | Charge the headphones  | 15   |
|  | Battery is completely exhausted/worn out  | Visit an authorized Sennheiser service center for battery replacement  | 43   |
| No audio signal  | Headphones are not paired with the smartphone                                   | Check if the headphones are paired. If necessary, pair the headphones with the smartphone again  | 17   |
|  | Volume too low  | Increase the volume  | 24   |
|  | Headphones are in pairing mode  | Ensure that the headphones and smartphone are paired successfully  | 17   |
| Headphones cannot connect  | Bluetooth is deactivated on your smartphone                                     | Activate <b>Bluetooth</b> on your smartphone   | 38   |
|  | Smartphone is switched off  | Switch your smartphone on  |      |
|  | Pairing does not work   | Check if your smartphone supports the HFP or HSP <b>Bluetooth</b> profile  |      |
| Headphones do not respond to any button press                      | Headphones are not functioning properly   | Restart the headphones by switching them off and on again. If necessary, do a reset  | 46   |
| The LED flashes red while connecting                               | The connection is not established   | Ensure that the distance between headphones and smartphone is less than 20 cm<br><br>Ensure that <b>Bluetooth</b> is activated on both the headphones and the smartphone |      |
| Smartphone cannot detect the headphones                            | <b>Bluetooth</b> is deactivated on the headphones                               | Activate <b>Bluetooth</b> on the headphones  | 38   |
|  | Audio cable is plugged into the audio input (the headphones are in flight mode) | Unplug the audio cable   |      |
| Voice prompts specified in this instruction manual cannot be heard | Voice Prompt is deactivated in CapTune  | Activate Voice Prompt in CapTune   |      |
| Headphones do not respond to Smart Pause gestures                  | Smart Pause is deactivated by factory default                                   | Activate Smart Pause in CapTune  |      |
|  | Smart Pause may not be compatible with your music player                        | Try another music player or streaming app  |      |

| Problem   | Possible cause  | Possible solution  | Page   |
|---|---|--|--------|
| Headphones and smartphone cannot connect using <b>Bluetooth/NFC</b>                             | Headphones are switched off   | Ensure that the headphones are switched on during pairing  | 17     |
|   | Smartphone does not support NFC pairing   | Pair the headphones and the smartphone manually using <b>Bluetooth</b>   | 19     |
|   | Headphones are in flight mode or the audio cable is plugged into the audio input          | Activate <b>Bluetooth</b> on the headphones and/or unplug the audio cable from the audio input   | 38, 39 |
|   | <b>Bluetooth</b> is deactivated on the headphones   | Activate <b>Bluetooth</b> on the headphones  | 38     |
| Headphones do not automatically go to pairing mode  | <b>Bluetooth</b> is deactivated on the headphones   | Activate <b>Bluetooth</b> on the headphones  | 38     |
|   | Headphones must have been paired previously to some devices                               | Press the Effect Mode Control button for 4 seconds   | 19     |
| Headphones do not go to pairing mode after the 4-second press of the Effect Mode Control button | <b>Bluetooth</b> is deactivated on the headphones   | Activate <b>Bluetooth</b> on the headphones  | 38     |
|   | Music is playing through the headphones or a call is in progress                          | Restart the headphones by switching them off and on again. The headphones cannot go to pairing mode when music is being played or calls are being made |        |
| Headphones do not attenuate the ambient noise even though <b>NoiseGard</b> is active            | Ear pads are not attached properly after replacement/removal                              | Ensure that ear pads are securely hooked to all corners of the ear cups  | 41     |
| Audio stops when adjusting the headphones   | Smart Pause is active and adjusting or taking the headphones off triggers a pause command | Ensure that the headphones fit comfortably around the ears with gentle pressure<br>Deactivate Smart Pause in CapTune if necessary                      | 21     |

If you encounter a problem that is not listed in the table, or if the solutions provided do not work, please contact an authorized Sennheiser service partner for assistance.

To find a Sennheiser service partner in your country, visit [www.sennheiser.com](http://www.sennheiser.com).



## Leaving the Bluetooth transmission range

Wireless calling and streaming are only possible within 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 the headphones leave the **Bluetooth** transmission range of the smartphone, the sound quality deteriorates until you hear the voice prompt *"lost connection... phone x disconnected"*. At this point, the connection breaks down completely. If you immediately return to the **Bluetooth** transmission range, the connection is automatically re-established and you hear the voice prompt *"connected"*.

## Resetting the headphones

If the headphones are not functioning properly, reset the headphones.

1. Switch the headphones off. See page 23.
2. Press the Effect Mode Control button for 4 seconds.

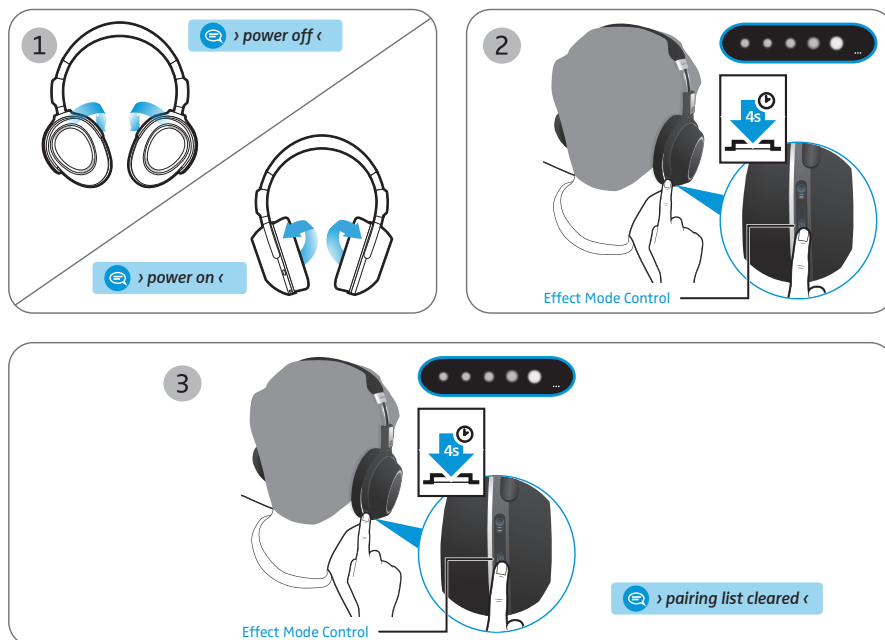


You can restore the headphones to its factory default settings using CapTune.

## Clearing previously paired devices

Ensure that **Bluetooth** is activated on the headphones when performing this procedure.

1. Restart the headphones by switching them off and on again (see pages 22 and 23).
2. Press the Effect Mode Control button for 4 seconds.  
You hear tones and the voice prompts *"phone x disconnected"* and *"pairing"* and the LEDs flash white in sequence.
3. Press the Effect Mode Control button again for 4 seconds until you hear tones and the voice prompt *"pairing list cleared"*.  
The LEDs flash white in sequence. The headphones are permanently disconnected from all devices and go into pairing mode.



## Specifications

### PXC 550 Wireless

|                                |  |
|--------------------------------|--|
| Ear coupling                   | around ear   |
| Frequency response             | 17 Hz - 23 kHz   |
| Transducer principle           | dynamic, closed  |
| Sound pressure level (SPL)     | 110 dB (passive: 1 kHz/ 1 V <sub>rms</sub> )   |
| Impedance                      | active mode: 490 Ω<br>passive mode: 46 Ω   |
| THD (1 kHz, 100 dB SPL)        | < 0.5 %  |
| Pick-up pattern (speech audio) | 3-mic beamforming array  |
| Noise cancellation             | NoiseGard™ hybrid technology with 4 pick-up microphones  |
| Total noise attenuation        | up to 30 dB  |
| Input power                    | 3.7 VDC, 700 mAh: built-in rechargeable Lithium-Polymer battery<br>5 VDC, 345 mA: USB charging                     |
| Operating time                 | 20 hours (Bluetooth and NoiseGard on)<br>30 hours (only NoiseGard on, with or without audio cable for flight mode) |
| Temperature range              | operation: 0 to 40°C/32 to 104°F<br>Storage: -20 to 60°C/-4 to 140°F   |
| Relative humidity              | operation: 10 to 80%, non condensing<br>storage: 10 to 90%   |
| Charging time                  | approx. 3 hours  |
| Weight (headphones)            | 227 g  |



### Bluetooth

|                        |                            |
|------------------------|----------------------------|
| Version                | 4.2, class 1               |
| Transmission frequency | 2402 MHz to 2480 MHz       |
| Modulation type        | GFSK, π/4 DQPSK / 8DPSK    |
| Profiles               | HSP, HFP, AVRCP, A2DP, DIP |
| Output power           | 10 mW (max)                |
| Codec                  | aptX®                      |



### NFC

|                 |                 |
|-----------------|-----------------|
| Frequency       | 13.56 MHz       |
| Modulation type | ASK             |
| Output power    | within 500 μV/m |

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