ACCENTUM Clip

Open wearable true wireless stereo earbuds
Model: AOWS1, AOWS1 R, AOWS1 L, AOWS1 C



Instruction manual

Use the search function, the navigation (left) or the following links:
“Start“
“Product overview”
“Getting started”
“Using the headphones”
“FAQ/If a problem occurs…”
“Specifications”

Sonova Consumer Hearing GmbH
Im Heidkampe 9
30659 Hannover
Germany
www.sennheiser-hearing.com

Version: 04/26 A01

Important safety instructions

- Read this instruction manual carefully and completely before using the product.
- Always include this instruction manual when passing the product on to third parties.
- Do not use the product if it is obviously defective or makes loud, unusual (whistling or beeping) noise.
- Only use the product in environments where **Bluetooth**® wireless transmission is permitted.

Preventing damage to health and accidents



- Do not listen at high volume levels for long periods of time to prevent hearing damage.
- Do not insert the earbuds too deep into your ears. Always remove the earbuds slowly and carefully from your ears.





- The product generates stronger permanent magnetic fields that could cause interference with cardiac pacemakers, implanted defibrillators (ICDs) and other implants. Always maintain a distance of at least 3.94"/10 cm between the product component containing the magnet (earbuds and charging case) and the cardiac pacemaker, implanted defibrillator, or other implant.
- Keep the product, accessories and packaging parts out of reach of children and pets to prevent accidents. Swallowing and choking hazard.
- Do not use the product in an environment that requires your special attention (e.g. in traffic).

Preventing damage to the product and malfunctions

- Always keep the product dry and do not expose it to extreme temperatures (hairdryer, heater, extended exposure to sunlight, etc.) to avoid corrosion or deformation. The normal operating temperature is from 0 °C to 40 °C/32 °F to 104 °F.
- Do not use if immersed into liquid.
- Use only attachments/accessories/spare parts supplied or recommended by Sonova Consumer Hearing.
- Clean the product only with a soft, dry cloth.

Safety instructions for Lithium rechargeable batteries



WARNING

If abused or misused, rechargeable batteries may leak. In extreme cases, they may even present a risk of:

- explosion
- heat and fire development
- smoke and/or gas development
- damage to health and/or the environment

	Do not use external power supply that can deliver more than 20 V or 60 W. Only use rechargeable batteries and chargers recommended by Sonova Consumer Hearing.
	Do not leave the product/rechargeable batteries unattended while charging.
	Only charge the product/rechargeable batteries at ambient temperatures between 5°C and 35°C/41°F and 95°F and do not charge them near easily flammable objects.
	Do not charge the product/rechargeable batteries in a damp or humid environment. Make sure that the charging socket is free from moisture and contamination.
	Do not heat the product/rechargeable batteries above 70°C/158°F. Avoid exposure to sunlight and do not throw the product/rechargeable batteries into fire.
	Switch rechargeable battery-powered products off after use.
	When not using the product/rechargeable batteries for extended periods of time, charge them regularly (about every 3 months).
	This product contains coin rechargeable batteries. If you think the product/a coin rechargeable battery has been swallowed or is lodged in the body, seek medical assistance immediately.
	Avoid prolonged skin contact with the product, rechargeable battery, charger or charging cable when connected to a power source. These components can heat up during charging and cause skin irritation.
	Dispose of defective products with built-in rechargeable batteries at special collection points or return them to your specialist dealer to facilitate recycling.

Notes on the ingress protection rating of the earbuds

The earbuds feature an IP54 ingress protection rating, which means they are protected against dust ingress sufficient to prevent interference with normal operation, as well as against water splashes from any direction (protection class according to International Protection Marking (IP code), IEC standard 60529, tested under laboratory conditions).

The earbuds can be used in the rain, for example. However, they are not suitable for immersion in water or for use in the shower. Prolonged or continuous exposure to moisture may reduce the ingress protection and could result in product damage.

▷ Do not charge wet earbuds. Completely dry wet earbuds with a dry cloth before charging them.

The charging case is not splash waterproof.

▷ Do not use if immersed into liquid.

▷ Always keep the charging case dry.

▷ Make sure that the charging socket is free from moisture and contamination.

- ▷ Only use high-quality USB charging cables with USB-IF certification.

If the charging case has become damp or wet:

- ▷ Dry the charging case completely with a dry cloth.
- ▷ Allow the charging case to dry at room temperature for at least 24 hours before using and charging it again.
- ▷ Do not continue to use the product if it is obviously defective.

Intended use/Liability

These headphones are designed as an accessory for mobile phones or any Bluetooth compliant device with a “Hands Free Profile” (HFP), a “Headset Profile” (HSP), an “Advanced Audio Distribution Profile” (A2DP), an “Audio/Video Remote Control Profile” (AVRCP), or a “Device ID Profile” (DIP). They are intended for wireless communication via Bluetooth connection.

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

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

Sonova Consumer Hearing GmbH is not liable for damages to USB devices that are not consistent with the USB specifications.

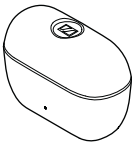
Sonova Consumer Hearing GmbH is not liable for damages resulting from the loss of connection due to flat or over aged rechargeable batteries or exceeding the Bluetooth transmission range.

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

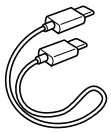
Package contents



Earbud R for right ear (model: AOWS1 R) and earbud L for left ear (model: AOWS1 L)



Charging case (model: AOWS1 C) with built-in rechargeable battery for the earbuds



Charging cable with USB C connectors, approx. 0.4 m



Quick guide



Safety guide



Compliance sheet

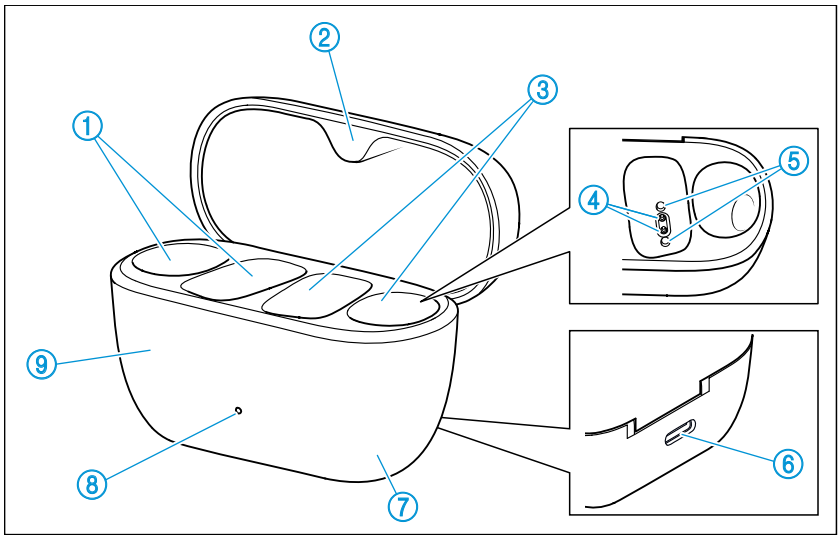
Online, you can find:

- this detailed instruction manual and additional information (www.sennheiser-hearing.com/download)
- the option to purchase online or contact your local Sonova Consumer Hearing partner: https://global.sennheiser-hearing.com/pages/support

Product overview

Charging case

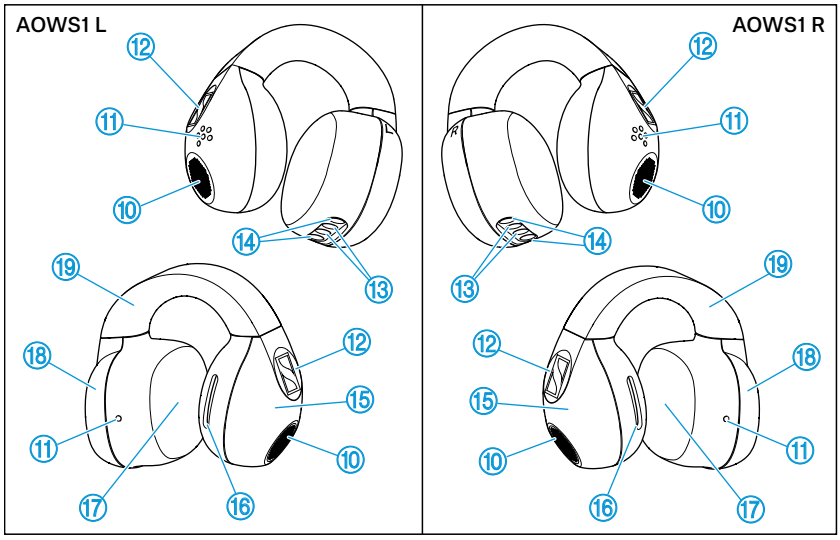
Model: AOWS1 C



1. Charging compartment for the left earbud L
2. Top lid
3. Charging compartment for the right earbud R
4. Charging contacts
5. Magnetic holders
6. USB C connector
   for charging the rechargeable batteries
7. Built-in rechargeable battery for on-the-go charging of the earbuds
8. LED display
   indicates the charging process and charge status of the rechargeable battery of the charging case or the earbuds (when inserted into the charging case)
9. Bottom housing

Earbuds

Model: AOWS1 R and AOWS1 L



⑩ Speaker

⑪ Microphones

⑫ Touch control panel

⑬ Charging contacts

⑭ Magnetic holders

⑮ Ball

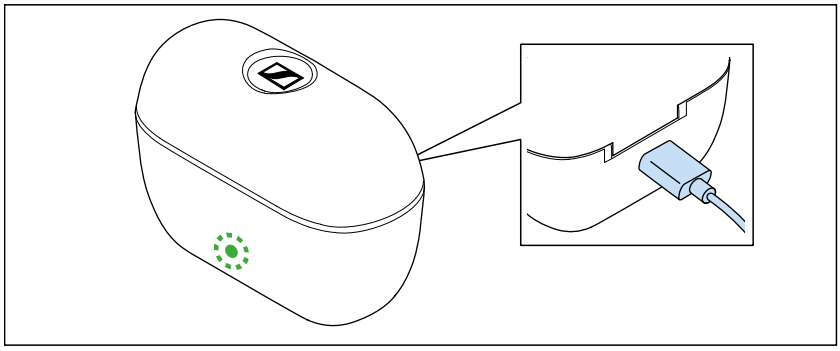
⑯ Acoustic rear ventilation

⑰ Built-in rechargeable battery

⑱ Bean

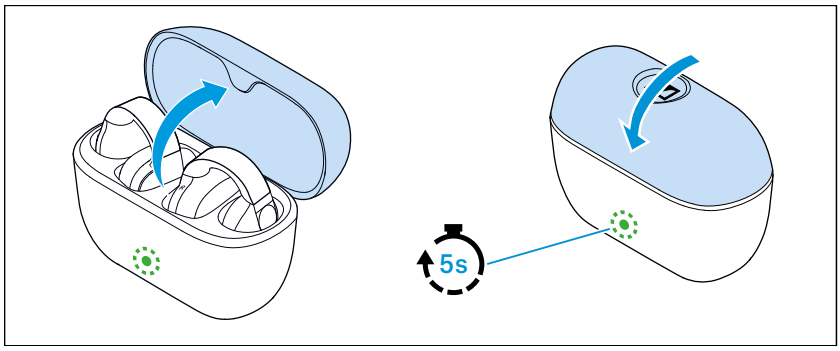
⑲ Bridge

Overview of the charging case LED display



When a USB cable is connected to the charging case, the LED display on the case continuously indicates the charging status:

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	pulses yellow	Earbuds and charging case are being charged.	Charging case is being charged.
	lights up green	Earbuds and charging case are fully charged.	Charging case is fully charged.
	flashes red	One or both earbuds have a charging or battery error (see page 29).	The charging case has a charging or battery error (see page 29).



When the lid of the charging case is opened and no USB cable is connected, the LED display on the case shows either the battery charge status or the earbuds' charging progress. When the lid is closed, the LED turns off after approximately 5 seconds.

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	lights up green	Earbuds are fully charged, charging case is more than 50% charged.	Charging case is more than 50% charged.
	pulses yellow	Earbuds are charging using the charging case's built-in battery.	–
	lights up yellow	Earbuds are fully charged, charging case is less than 50% charged.	Charging case is charged less than 50%.
	lights up red	The charging case's rechargeable battery is nearly empty.	The charging case's rechargeable battery is nearly empty.
	flashes red	One or both earbuds have a charging or battery error (see page 29).	The charging case has a charging or battery error (see page 29).

If the LED display does not light up:

- Clean the contacts on the earbuds and in the charging case (see page 28).
- Charge the rechargeable batteries of the charging case and earbuds for a minimum of 30 minutes until the LED lights up again (see page 14).

Notes on tone and voice prompts

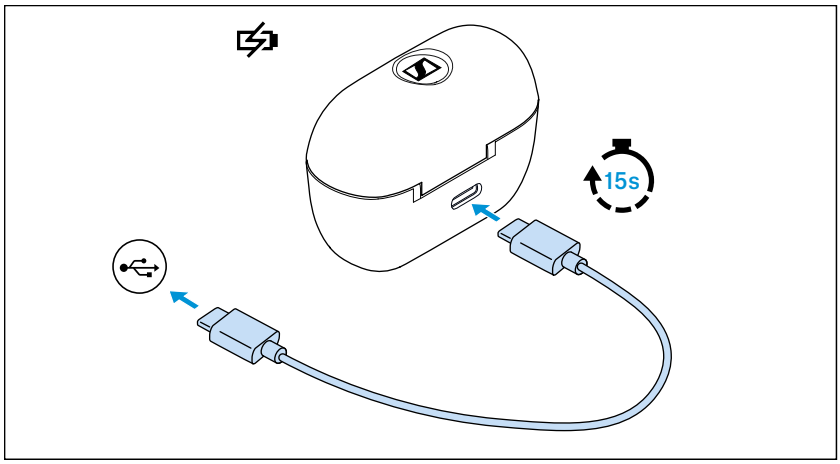
The earbuds use signal tones and ringtones to indicate various events (see the table for examples).

Tapping the touch control panels on the earbuds produces corresponding tone prompts as feedback.

Scenario	Tone/voice prompt	Meaning
Entering Bluetooth pairing mode	Short, repeating melody	Earbuds are in Bluetooth pairing mode
Bluetooth connection is successful	Ascending sequence of 2 tones	Bluetooth pairing was successful. Earbuds are connected via Bluetooth
Bluetooth connection is unsuccessful	Descending sequence of 2 tones	Earbuds cannot be connected via Bluetooth or earbuds have lost Bluetooth connection
Failing to Bluetooth pair with device	Error tone	Bluetooth pairing failed
Battery level reaches critical low	“Recharge headset”	Rechargeable battery is almost empty. Recharge the rechargeable battery
Volume adjusted to minimum	2 short beeps played in sequence	Minimum volume reached
Volume adjusted to maximum	2 short beeps played in sequence	Maximum volume reached
Call incoming	Device ringtone	Device incoming call alert
Call incoming during active call	Ringing tone every 3 seconds	Second call incoming
Microphone is muted	“Mute on”	Earbuds microphone muted
Microphone is unmuted	“Mute off”	Earbuds microphone unmuted

Getting started

1. Waking up the earbuds/charging case and charging the rechargeable batteries



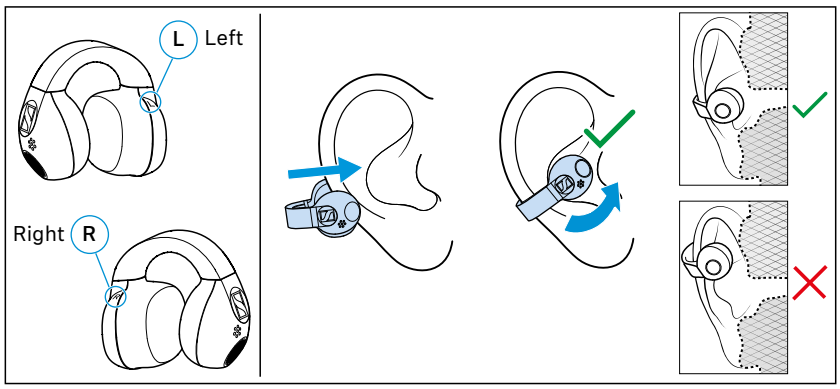
The rechargeable batteries in the earbuds and charging case are in sleep mode and must be activated by connecting them to a USB power source. This action only needs to be done once.

1. Ensure the earbuds are placed in the charging case and close the lid.
2. Connect the USB C cable to the charging case.
3. Connect the cable to a USB power source (see page 14) and charge the rechargeable batteries for at least 15 seconds.
   The earbuds and the charging case will wake up, and the rechargeable batteries will begin charging. The earbuds are now ready for use.

We recommend fully charging the earbuds and charging case without interruption before first use.

2. Positioning the earbuds on your ear

Properly securing the clip earbuds on your ears ensures optimal sound quality, clear voice quality for calls, and maximum wearing comfort.

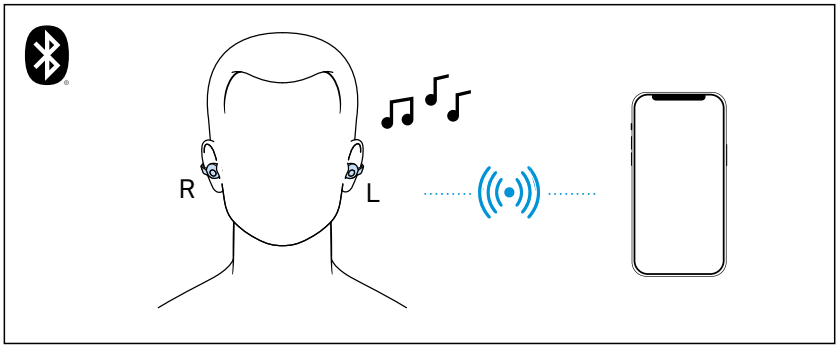


▷ Confirm the earbuds' orientation before placing them on your ears: place the right earbud on your right ear and the left earbud on your left.

▷ Hook the earbuds over your earlobes, with one end resting in the concha and the other end resting on the back of the earlobe.

▷ After hooking the earbuds, adjust them until they sit comfortably and securely on your ears, ensuring the earbuds are oriented toward the ear canal.

3. Connecting the earbuds to a Bluetooth device



After the first charge, removing the earbuds from the case will automatically trigger Bluetooth pairing mode. If no Bluetooth connection is made, the earbuds will actively remain in pairing mode.

A short melody will play repeatedly to indicate the earbuds are in pairing mode.

▷ Connect the earbuds to your smartphone via Bluetooth (see page 17).

4. Installing the Smart Control Plus app

To make full use of all the settings and functions of the earbuds, you need to have the free Sennheiser Smart Control Plus app installed on your smartphone.

Download the app from the Apple App Store or Google Play and install it on your smartphone. Alternatively, you can use your smartphone to scan the following QR code or to call up the following Internet site:

www.sennheiser-hearing.com/smart-control-plus-app



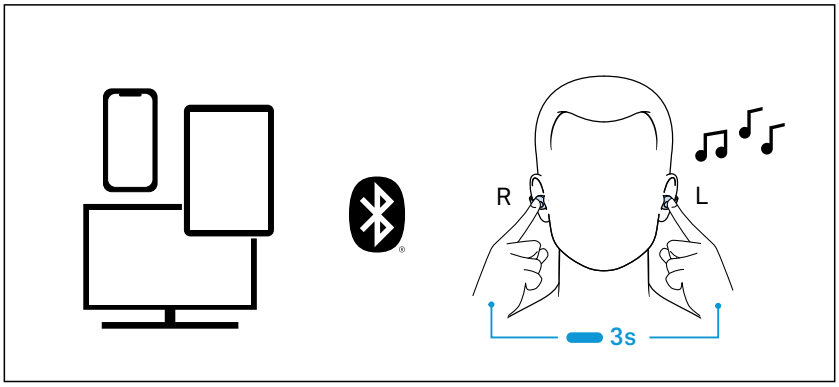
▷ Connect your smartphone to the earbuds via Bluetooth (see page 17).

▷ Launch the Smart Control Plus app.

▷ Follow the instructions in the app.

The Smart Control Plus app automatically recognizes the earbuds and enables all available settings and functions.

5. Connecting additional Bluetooth devices



▷ You may also connect the earbuds to additional Bluetooth devices (see page 17).

The earbuds can store connection profiles for up to six paired Bluetooth devices.

The earbuds can maintain active Bluetooth connection to two different devices at the same time, but audio playback is only possible from only one device at a time.

Using the headphones

Information on the rechargeable battery, charging and first use

The earbuds and the charging case each contain a built-in rechargeable battery.

To charge the rechargeable batteries, you can use the supplied USB cable.

The earbuds must be placed in the charging case to charge. This helps to safely store and charge them, even while on the move.

Upon delivery, the rechargeable batteries in the earbuds and the charging case are in sleep mode. Wake them up by connecting the charging case to a USB power source for at least 15 seconds. The lid of the charging case must be closed during this process.

A full charging cycle of the charging case and the earbuds takes about approximately 1 hour. The quick charge function provides about 2 hours of playback after 10 minutes of charging. Charging time may vary depending on the power source and ambient temperature.

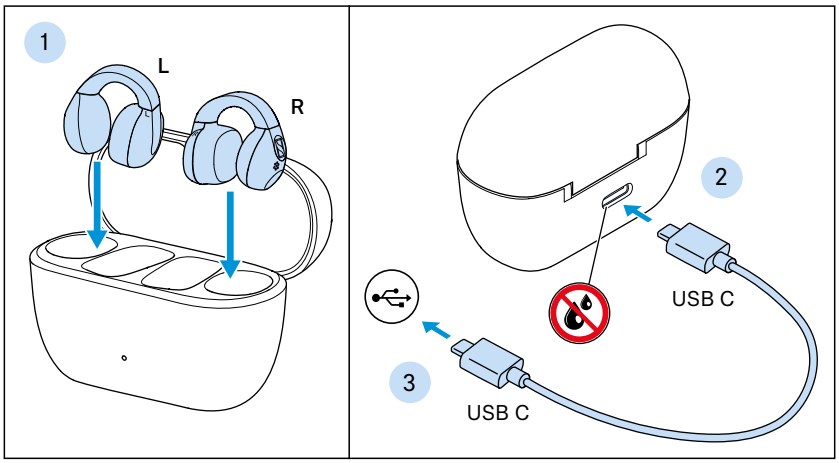
We recommend fully charging the earbuds and the charging case without interruption before using them for the first time.

When the charging case is connected to a USB power source, its rechargeable battery will start charging. Inserting the earbuds into the case charges the batteries simultaneously. The LED display of the case indicates the charging process (see page 8).

When the earbuds' rechargeable batteries reach a critical low level, the voice prompt "recharge headset" is played.

At the end of the product's operational life, the product and its built-in rechargeable batteries must be disposed of separately from household waste. For more information, see page 35.

Charging the rechargeable batteries



1. Flip open the charging case lid and insert the left earbud into the left charging compartment and the right earbud into the right charging compartment.
   The earbuds are magnetically secured in the charging compartments.

2. Close the lid of the charging case and ensure that the charging socket is free from moisture and debris. Connect the USB C connector of the charging cable to the charging case USB socket.
3. Connect the USB C connector to a compatible USB power source (sold separately). Ensure that the USB power source is connected to the power supply.
   The rechargeable batteries in the earbuds and charging case will begin charging.
   If no earbuds are inserted in the charging case, only the rechargeable battery of the charging case will charge.
   The LED display indicates the charge status:

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	pulses yellow	Earbuds and charging case are being charged.	Charging case is being charged.
	lights up green	Earbuds and charging case are fully charged.	Charging case is fully charged.
	flashes red	One or both earbuds have a charging or battery error (see page 29).	The charging case has a charging or battery error (see page 29).

If the LED display does not light up:

- Clean the contacts on the earbuds and in the charging case (see page 28).
- Clean the USB C socket on the charging case.
- Charge the rechargeable batteries of the charging case and earbuds for a minimum of 30 minutes until the LED lights up again (see page 14).

Bluetooth wireless connection

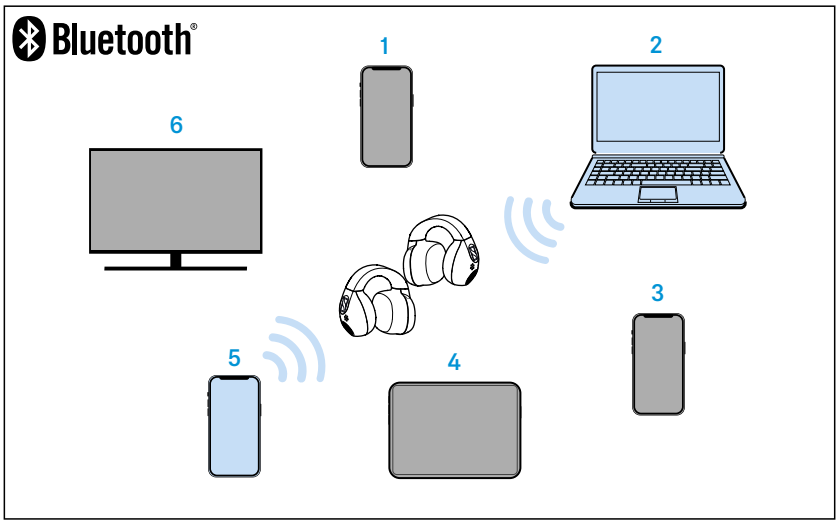
The earbuds are Bluetooth 6.0 certified.

If your audio source supports the high-resolution audio codec such as AAC, music will automatically play in high audio quality. Audio codec such as LDAC needs to be manually enabled in the Smart Control Plus app (see page 12). If the connected audio source does not support these codecs, audio will play using the standard SBC codec.

Paired devices automatically establish a Bluetooth connection after switch-on and are ready for use.

The earbuds will then attempt to connect to the last Bluetooth device used. Up to six connection profiles can be stored in the earbuds, however, audio playback is possible from only one device at a time.

If a seventh Bluetooth device is paired to the earbuds, the connection profile of the first paired device is overwritten. To reconnect to the first paired device, the earbuds must be paired again.



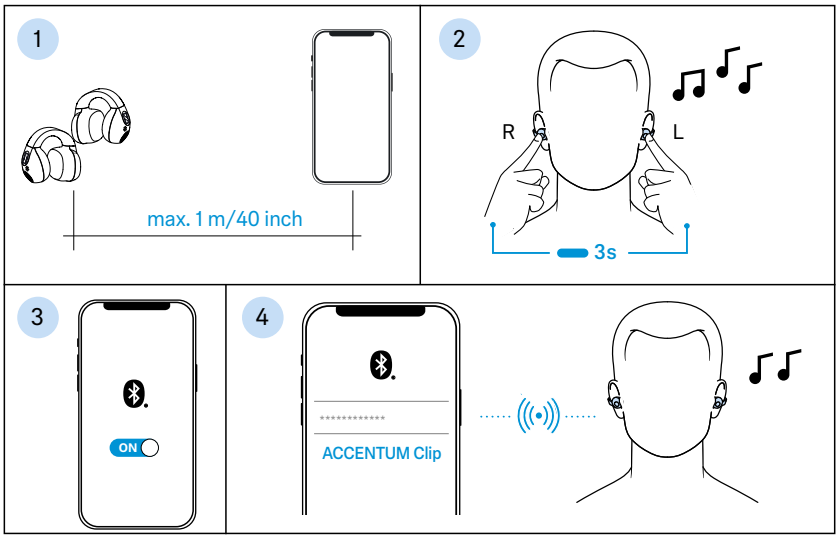


Paired and connected Bluetooth device



Paired Bluetooth device (currently not connected)

Pairing the earbuds with a Bluetooth device



1. Remove the earbuds from the charging case and place them on your ears (see page 18). The distance between the earbuds and the Bluetooth device should not exceed 1m/3.3ft.
2. Touch and hold both the left and right touch control panels for 3 seconds until a short, repetitive melody is heard.
3. Enable Bluetooth on your Bluetooth device.
4. In your device's Bluetooth menu, search for new devices.
   All available Bluetooth devices within range of your device are displayed.
   From the list of found Bluetooth devices, select "ACCENTUM Clip". If prompted, enter the default pin code "0000".
   When pairing is successful, an ascending sequence of two tones will play.

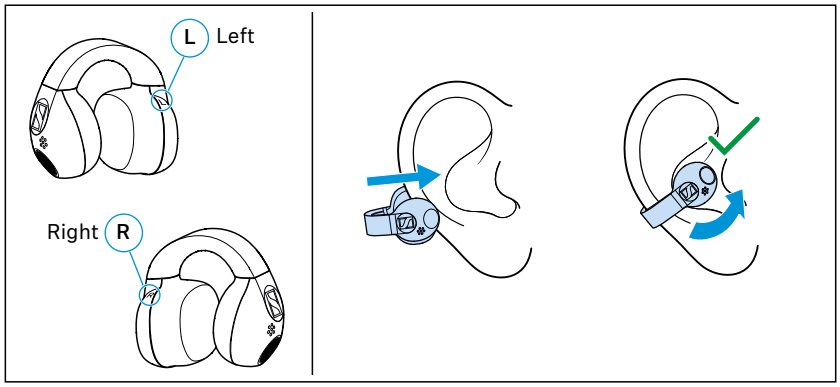
If no connection is established within 2 minutes, pairing mode ends and the earbuds will return to idle mode. If necessary, repeat the steps above.

Disconnecting the earbuds from a Bluetooth device

▷ Disconnect the earbuds from the Bluetooth menu of your device. The earbuds will be disconnected from the device, and a descending sequence of two tones will play.

To clear the earbuds' Bluetooth pairing list, reset the earbuds to factory settings (see page 31).

Placing the earbuds on the ears



- ▷ Place the right earbud on your right ear and the left earbud on your left ear.
- ▷ Hook the earbuds over your earlobes, with one end resting in the concha and the other end resting on the back of the earlobe.
- ▷ Adjust them until they sit comfortably and securely on your ears, ensuring the earbuds are oriented toward the ear canal.

Each earbud can be used individually. Placing one earbud back into the charging case during use may cause a brief interruption in playback on the other earbud.

For optimal comfort and wearing experience, please avoid overstretching or overbending the bridge.

The Smart Pause function automatically stops music playback when an earbud is removed from the ear (see page 20).

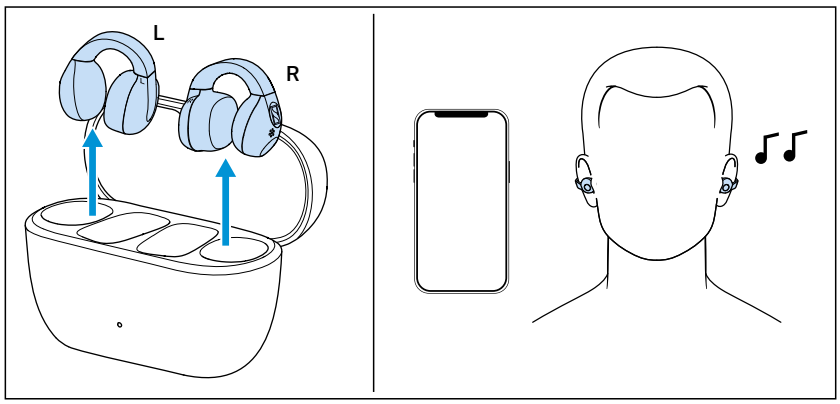
Switching the earbuds on

WARNING

Danger due to high volume levels!

Listening at high volume levels can lead to permanent hearing defects.

- ▷ Before inserting the earbuds into your ears, adjust the volume to a low level (see page 20).
- ▷ Do not continuously expose yourself to high volume levels.



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

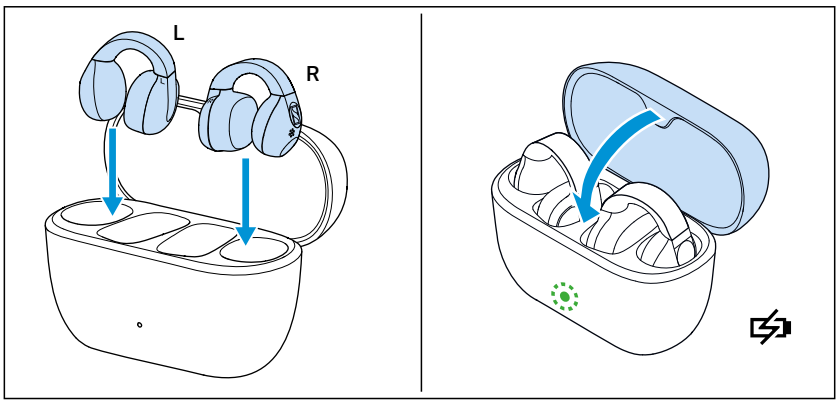
▷ Open the charging case lid and take both the earbuds out.

▷ Place the earbuds on your ears (see page 18).
When a paired Bluetooth device is within transmission range, the earbuds will automatically establish a connection, confirmed by an ascending two-tone sequence.

The earbuds automatically switch to idle mode if no paired Bluetooth device can be found within 2 minutes.

You can wake up the earbuds from idle mode by touching their touch control panels 1x or by briefly inserting them into the charging case.

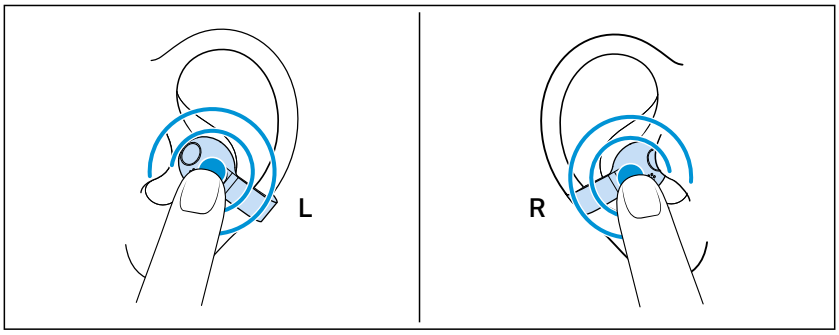
Switching the earbuds off



The earbuds do not need to be switched off manually.

▷ Place the earbuds back in the charging case and close the lid to switch them off.
Once the earbuds are in the case and the lid is closed, they will automatically switch off and start charging (see page 14).

Using touch controls



The earbuds feature touch-sensitive controls for easy operation.

Tap the touch areas on the earbuds to play or pause music, skip tracks, adjust volume, answer or end calls, and activate your device's voice assistant.

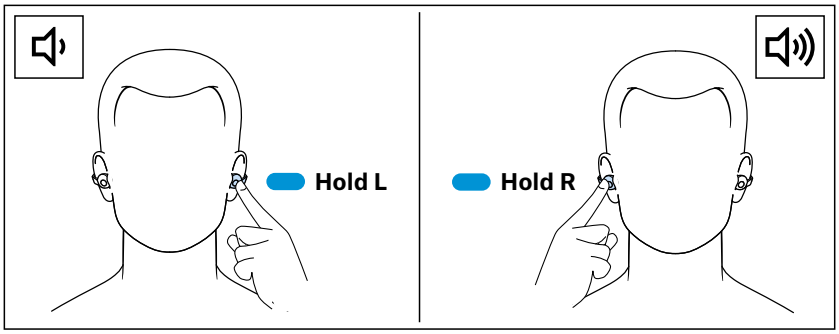
Adjusting the volume

WARNING

Danger due to high volume levels!

Listening at high volume levels can lead to permanent hearing defects.

- ▷ Adjust the volume to a low level before inserting the earbuds or changing the audio source (see page 20).
- ▷ Do not continuously expose yourself to high volume levels.



To reduce the volume:

- ▷ Touch and hold the left earbud's touch control panel until the volume decreases.

To increase the volume:

- ▷ Touch and hold the right earbud's touch control panel until the volume increases.

When the minimum or maximum volume is reached, a sequence of two high tones is heard.

Volume can also be adjusted using the connected Bluetooth device.

Using the Smart Pause function

The earbuds will automatically detect when they are worn or removed.

Music playback is paused when an earbud is removed from the ear and resumes when either earbud is placed back on the ear. Playback will not resume automatically if the interruption exceeds 4 minutes.

To enable or disable the Smart Pause function:

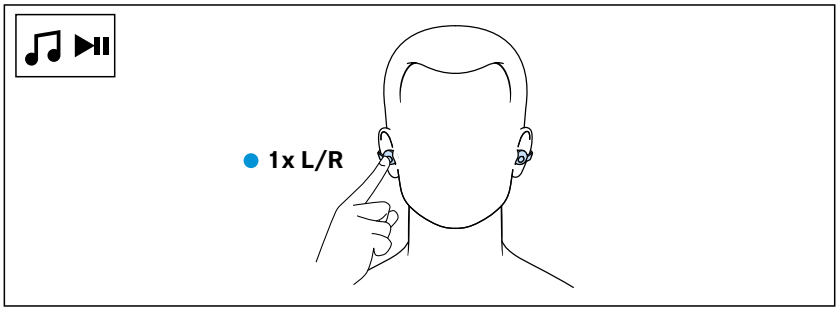
- ▷ You can activate (default setting) or deactivate the function via the Smart Control Plus app.

Controlling music playback

Music playback functions are available only when the earbuds are connected to a Bluetooth device and in the ear. Some Bluetooth devices and music players may not support such functions.

Playing/pausing music

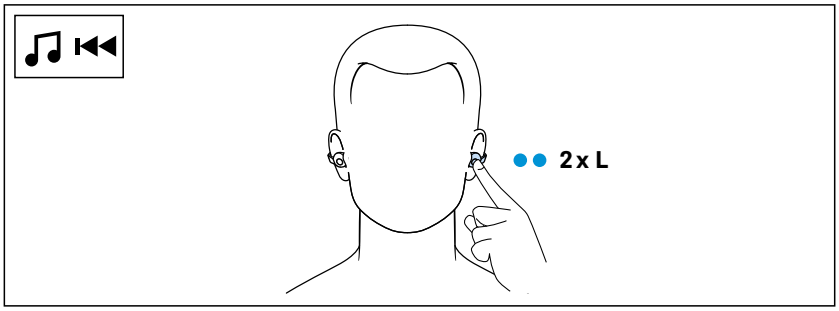
▷ Tap the left or right earbud's touch control panel 1x.



Right or left earbud		Function
▶⏸	Tap 1x ●	Plays or pauses music

Playing the previous track

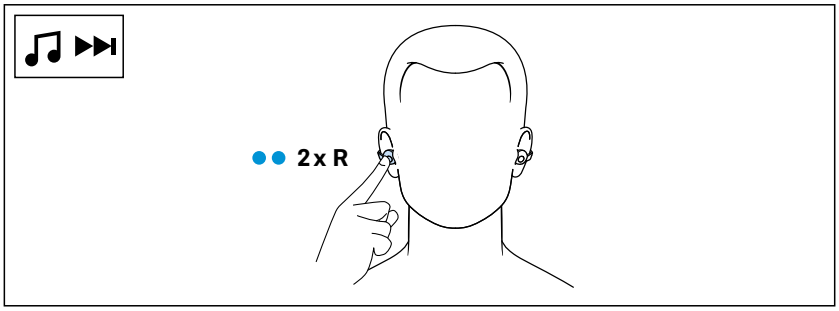
▷ Tap the left earbud's touch control panel 2x.



Left earbud		Function
⏮	Tap 2x ● ●	Plays the previous track

Playing the next track

▷ Tap the right earbud's touch control panel 2x.

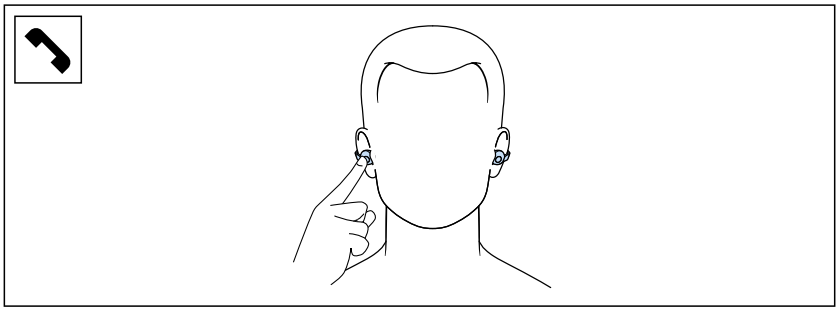


Right earbud		Function
⏭	Tap 2x ● ●	Plays the next track

Making calls using the earbuds

Call functions are available only when the earbuds are connected to a Bluetooth device that supports call functions. Some applications (e.g. WhatsApp, MS Teams, WeChat) may not support all call functions.

During a call, you can use the right and/or left earbud to control the call functions.



Making a call

▷ Dial the desired phone number.
If the call is not automatically transferred to the earbuds, select “ACCENTUM Clip” as the audio output device on your Bluetooth device. Refer to your device’s instruction manual if necessary.

Accepting/rejecting/ending a call

When the earbuds are connected to a Bluetooth device and an incoming call is received, a ringtone will play on the earbuds.

If music is playing when a call is received, playback pauses until the call ends.

Right or left earbud		Function
📞	Tap 1x ●	Accepts a call
📞↙	Tap 1x ●	Accepts an incoming call and ends the active call
📞🎤	Tap 1x ●	Mute/unmute microphone
📞	Tap 2x ● ●	Ends a call
📞⊘	Tap 2x ● ●	Rejects a call
📞↑	Tap 2x ● ●	Rejects an incoming call and continues the active call

Using the Auto Call function

If the paired earbuds are taken out of the charging case during an incoming call, the call is automatically accepted and can be used to directly accept the call.

The function can be activated (default setting) or deactivated via the Smart Control Plus app. Note that both earbuds must be switched on to adjust the settings for both earbuds.

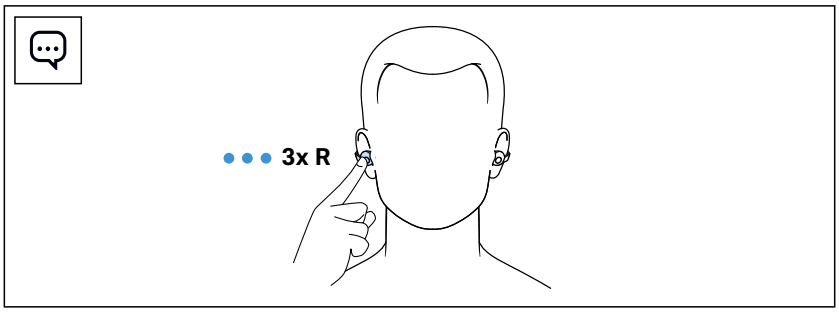
Each earbud can be used individually. Placing one earbud back into the charging case during use may cause a brief interruption in playback on the other earbud.

Using voice assistant/voice dialing

Voice assistant functions are only available when the earbuds are connected to a Bluetooth device with voice assistant.

▷ Tap the touch control panel of the right earbud 3x.
The available voice assistant of the Bluetooth device is activated (depending on the system used or app installed: Siri, Google Assistant, or similar.)

▷ Speak your request.



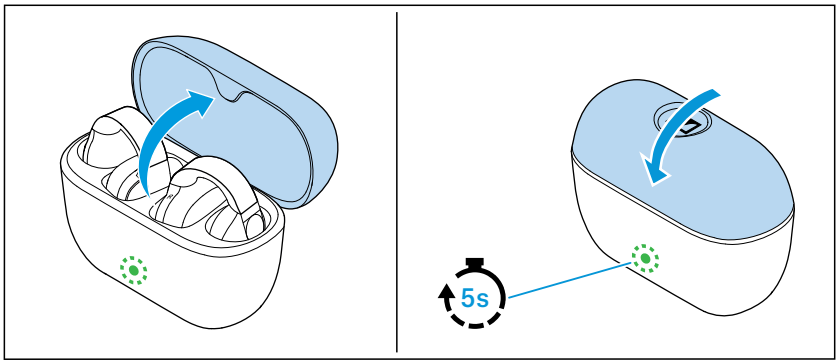
Right earbud		Function
	Tap 3x	Activating voice assistant

If the voice assistant is active and the earbud volume is changed (see page 20), the voice assistant volume adjusts accordingly and is saved permanently.

Displaying the battery charge status

When the earbuds are connected to a Bluetooth device, the battery charge status can be displayed on the screen of your device, depending on the device and operating system used.

Displaying the battery charge status using the charging case



If no USB cable is connected to the charging case:

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

When the charging case lid is closed, the LED display turns off after 5 seconds.

LED		Charging case WITH earbuds inserted	Charging case WITHOUT earbuds inserted
	lights up green	Earbuds are fully charged, charging case is more than 50% charged.	Charging case is more than 50% charged.
	pulses yellow	Earbuds are charging using the charging case's built-in battery.	–
	lights up yellow	Earbuds are fully charged, charging case is less than 50% charged.	Charging case is charged less than 50%.
	lights up red	The rechargeable batteries of the earbuds and charging case are nearly empty.	The charging case's rechargeable battery is nearly empty.
	flashes red	One or both earbuds have a charging or battery error (see page 29).	The charging case has a charging or battery error (see page 29).

Adjusting sound effects/the equalizer

To be able to use the sound effects/the equalizer, you require the Smart Control Plus app (see page 12).

▷ In the Smart Control Plus app, select the desired sound effects via the equalizer. You can use predefined presets, define sound modes (e.g. bass boost) or define your own settings.
The sound effects are stored in the earbuds. These sound settings are active even without using the Smart Control Plus app, i.e. when you are using a different Bluetooth device.

Note that both earbuds must be switched on to adjust the settings for both earbuds (right and left).

The Sound Check function of the Smart Control Plus app allows you to create customized equalizer presets. Sound Check guides you step by step for the optimal result.

Battery protection mode

When the battery protection mode is activated, the rechargeable batteries of the earbuds are charged in a particularly protective way and only up to a charge level of approximately 80% in order to extend the battery life. The maximum playback time of the earbuds is reduced accordingly to an approximate 80% of the standard playback time.

You can activate the battery protection mode via the Smart Control Plus app (see page 12).

Audio mode priority

The earbuds offer two audio priority modes:

“Robust connection” mode

“Robust connection” mode maximizes the playback time of your earbuds by optimizing energy consumption and can be activated via the Smart Control Plus app (see page 12).

In “Robust connection” mode, the use of the LDAC audio codec is deactivated and audio data is transmitted exclusively via SBC or AAC. This reduces the transmission bandwidth of the earbuds and increases the operating time of the battery.

“Advanced sound quality” mode

“Advanced sound quality” mode offers full bandwidth audio via the LDAC audio codec. This mode can only be used with devices (player or Bluetooth device) that support LDAC transmission and when playing High Resolution audio content. The audio data is compressed and transmitted with a sampling frequency of up to 96 kHz and a sampling depth of up to 24 bits.

If the “Advanced sound quality” mode is activated via the Smart Control Plus app, the Bluetooth transmission range may be slightly reduced.

Customizing the control functions

The Smart Control Plus app is required to customize the control functions for music playback (see page 12).

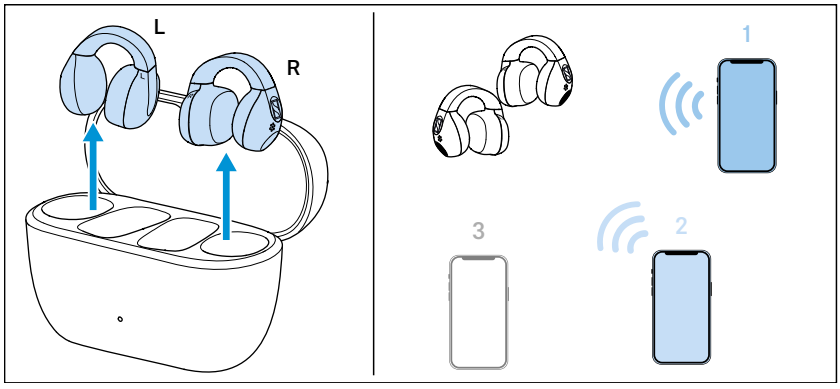
The app allows you to customize the control functions and other commands of the earbuds, select preset control functions or to switch off the control functions. Some basic functions cannot be changed (e.g. call control).

Using Multipoint Connectivity

Multipoint is off by default and can be enabled via the Smart Control Plus app (see page 12).

Multipoint allows the earbuds to connect to up to two devices simultaneously, which are referred to as Phone 1 and Phone 2 when connected. Phone 1 is the primary device, Phone 2 is the secondary device.

After enabling Multipoint:



▷ Turn on the earbuds.
They will automatically try to connect to the last two previously paired devices.
If the last two devices are unavailable, the earbuds will connect to other devices from the pairing list.

When connected to both devices, the earbuds will always prioritize Phone 1, e.g. a gesture to play/pause or activate voice assistant will be applied on Phone 1.

During calls and audio:

- The first incoming call always has priority. If Phone 1 has an incoming call and Phone 2 also rings, accepting Phone 1 will reject Phone 2's call. Likewise, rejecting Phone 1 will trigger the earbuds to switch to Phone 2 if the call is still active.
- If Phone 1 was playing audio, audio will resume on Phone 1 after the call. If Phone 2 rejects the incoming call, the connection stays on Phone 1.

Switching between devices:

- Audio sources can only be switched manually in Bluetooth idle mode, e.g. no active call or audio playing.
  Note: Phone 1 is always prioritized unless a call is received on Phone 2.

Storing or transporting the earbuds

ATTENTION

Moisture and dirt can damage the electronics of the charging case and the earbuds!

If moisture and dirt get inside the charging case, this can impair its function.

▷ Do not place the earbuds in the charging case when they are wet or dirty.

Store the earbuds in the charging case to prevent damage to the earbuds when not in use or during transport. The earbuds are automatically charged in the charging case so you always have the full battery life to work with.

Store the earbuds in the charging case when not in use or during transport to prevent damage. The earbuds will charge automatically when in the case, ensuring they are fully charged and ready for use.

▷ Open the charging case.

▷ Insert the left earbud into the left charging compartment and the right earbud into the right charging compartment.
The earbuds will magnetically attach to the charging compartments.

▷ Close the charging case lid.

Care and maintenance of the earbuds and charging case

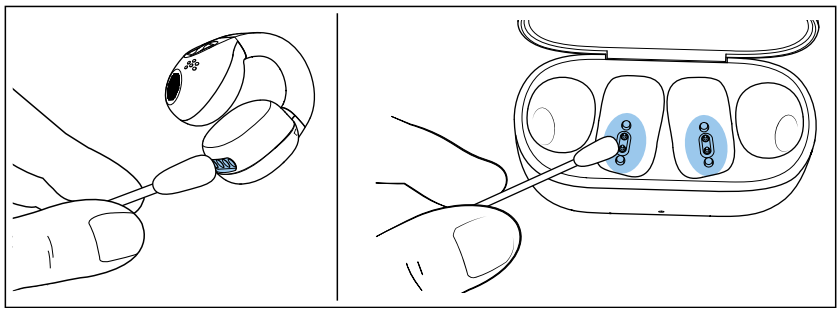
ATTENTION

Liquids can damage the product's electronics!

Liquids entering the product housing may cause a short circuit and damage the electronics.

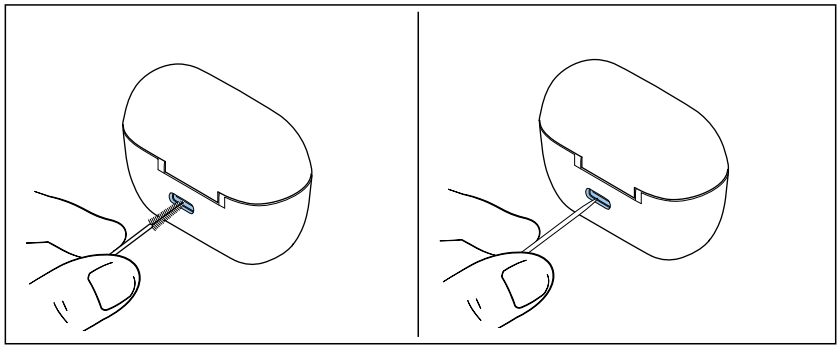
- ▷ Keep the product away from all liquids
- ▷ Do not use any solvents or cleansing agents.

- ▷ Clean the charging case with a soft, dry cloth only.
- ▷ Clean the earbuds with a slightly damp cloth.
- ▷ Periodically clean the charging contacts on the earbuds and in the charging case, e.g. with a cotton swab.



To remove any dirt such as dust accumulation or lint from the USB socket of the charging case:

- ▷ Carefully clean the socket using a fine object, such as a toothpick or interdental brush.



If the earbuds got wet:

- ▷ Wipe the earbuds with a dry cloth. If necessary, let the earbuds dry at room temperature for approximately 12 hours.

Information on the built-in rechargeable battery

Sonova Consumer Hearing ensures and guarantees that the rechargeable batteries perform at their optimum upon purchase of the product. If, upon purchase or within the warranty period, you suspect that a rechargeable battery is obviously defective or if a charging error/battery error is displayed (see page 8), stop using the product, disconnect it from the power supply system and contact your Sonova Consumer Hearing partner. Your Sonova Consumer Hearing partner will coordinate the repair/replacement with you.

Do not return a product with a defective battery to your dealer or Sonova Consumer Hearing partner unless requested to do so. To find a partner in your country, search at

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

At the end of its operational lifetime, this product with its built-in rechargeable battery must be disposed of separately from normal household waste. You can find more information here: see page 35.

Installing firmware updates

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

- ▷ Make sure that the rechargeable batteries are fully charged before updating (see page 14).
- ▷ Take the earbuds out of the charging case before updating and **do not reinsert them into the charging case** during the update.
- ▷ Connect your earbuds to your smartphone and start the Smart Control Plus app (see page 12).
  The app provides information on available firmware updates and guides you through the installation process.

FAQ/If a problem occurs...

If a problem occurs, follow the steps below until the issue is resolved and the earbuds can be used again:

1. Insert the earbuds into the charging case and close the lid. Wait at least 10 seconds (see page 31).
2. Reset the earbuds to factory default settings (see page 31).
3. Check the Frequently Asked Questions (FAQ) section for a possible solution (see page 30).
4. If the problem persists, contact your Sonova Consumer Hearing partner for assistance (see page 30).



Current list of FAQ

Visit the ACCENTUM Clip product page at

www.sennheiser-hearing.com

There you will find a current list of FAQ and suggested solutions.

Still having issues?

If the problem is not addressed in the FAQ or if the problem persists, contact your Sonova Consumer Hearing partner for assistance.

To find a partner in your country, search at

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

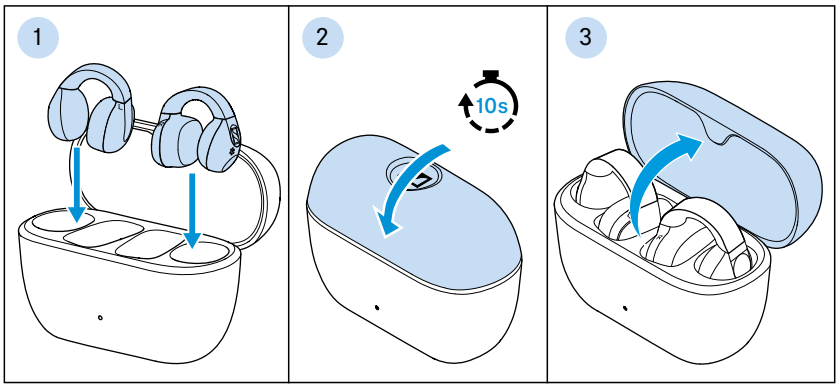
Leaving the Bluetooth transmission range

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

If you, and therefore the earbuds, leave the Bluetooth transmission range of your Bluetooth device, the sound quality will gradually deteriorate until the connection is lost. When the connection is lost, a descending sequence of two tones will play.Returning to the Bluetooth range will automatically restore the connection, confirmed by an ascending two-tone sequence. If the connection is not restored automatically, tap the touch control panel of either earbud once.

Resetting the earbuds

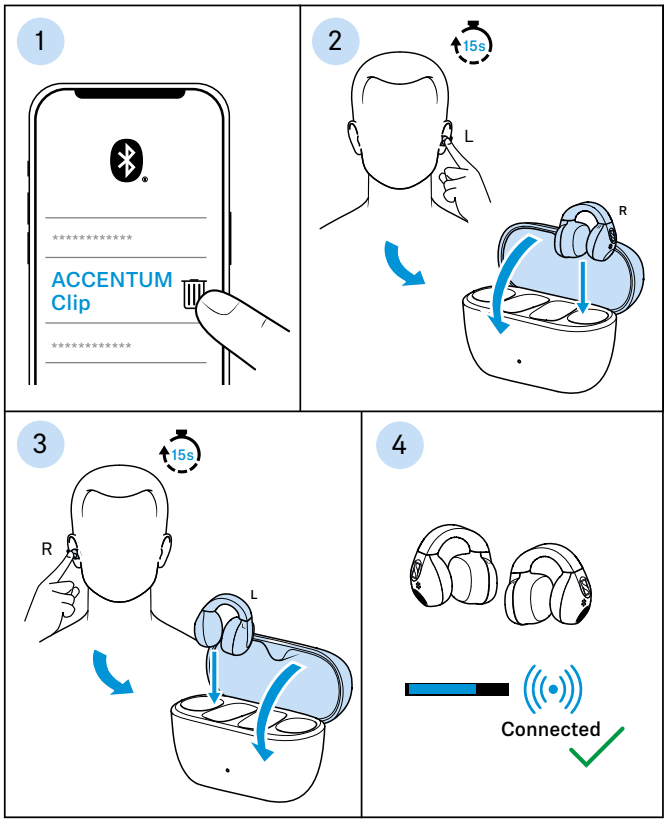
If the earbuds are not functioning properly, perform a hard reset. This will not delete individual settings, including pairing settings.



1. Place the earbuds into the charging case.
2. Close the lid of the charging case and wait for at least 10 seconds.
3. Open the lid again.
   The earbuds will restart to complete the reset.

Resetting the earbuds to factory settings

If the earbuds are not functioning properly and a hardware reset (see page 31) does not resolve the issue, reset the earbuds to factory default. This will delete all settings, including pairing information.



1. Disconnect and remove all existing Bluetooth connections with your earbuds, i.e. delete “ACCENTUM Clip” from the list of Bluetooth devices found on your device.

2. Each earbud must be reset individually.
   Place one earbud on your ear. Remove the other earbud from your ear, place it in the charging case, and close the lid. Then, tap and hold the earbud's touch control panels for 15-16 seconds to initiate the reset. A short, repeating melody will play once the factory reset is successful.
3. Repeat Step 2 with the second earbud. Place the initial earbud back in the charging case while performing the factory reset.
4. After the factory reset is complete, remove the earbuds and place them close together. The earbuds will automatically connect to each other (peer paired) once the reset is successful.

▷ Pair the earbuds with your Bluetooth device again (see page 17).

Alternatively:

▷ Initiate a factory reset via the Smart Control Plus app.

Specifications

ACCENTUM Clip

Model: AOWS1, AOWS1 R, AOWS1 L, AOWS1 C

Wearing style	True wireless stereo earphones
Ear coupling	intra-concha
Speaker principle	Dynamic
Speaker type/size	Dynamic, 12mm diameter
Speaker frequency range	20 Hz to 40k Hz (LDAC codec, 96 kHz Sampling Rate)
Speaker sensitivity	128 dB SPL (1 kHz / 0dBFS)
Speaker THD	<0.5% (1kHz / 100dBSPL)
Speaker impedance	Not applicable (active BT head-phones)
Active Noise Cancellation	n/a
Mic principle	MEMS
Mic frequency range	100 Hz to 10 kHz
Mic pick-up pattern	2 mics per earbud, AI noise reduction
Operating time	Up to 9 hrs music playtime with ear-buds Up to 36 hrs overall music playtime with charging case (test condition: iPhone with AAC, on mid volume level)
Charging time	approx. 1 hour for full charge approx. 10 minutes for 2 hours of music playback
Power supply	**built-in lithium rechargeable batteries:** earbuds (R and L): 3.85 V ⎓, 49-55 mAh, 0.212 Wh max. charging case: 3.85 V ⎓, 500-545 mWh, 2.099 Wh max. **input:** earbuds (R and L): 5 V ⎓, max. 125 mA charging case: 5 V ⎓, max. 800 mA **output:** earbuds (R and L): none charging case: 5 V ⎓, max. 125 mA x 2 (R and L)
Charging method via charging case	USB charging via USB C socket: 5 V ⎓, 0.8 A max
Magnetic strength field	Earbuds: 19.24 mT Charging case (closed): 82.33 mT Charging case (closed) with earbuds: 82.77 mT

Ingress protection of the earbuds	IP54, splash resistant (earbuds only)
Weight	Earbuds: approx. 6.8g each Charging Case: approx. 43g Earbuds and charging case: approx. 57g
Dimensions	Earbuds: approx. 26.8 x 25.8 x 21.0 mm (W x H x D) Charging case: approx. 65.4 x 47.9 x 31.2 mm (W x H x D)
Operating conditions	*operation:* 0 to +40°C *charging:* +5 to +35°C *storage:* –20 to +60 °C
Relative humidity	*operation:* 10 to 80%, non condensing *storage:* 10 to 90%
App support	Yes

Bluetooth

Version	Bluetooth 6.0 certified, class 1
Transmission frequency	Classic BDR/EDR and BLE 1M: 2,402 MHz to 2,480 MHz BLE 2M: 2,404 MHz to 2,478 MHz (without 2,426 MHz)
Modulation	GFSK, π/4 DQPSK, 8DPSK
Profiles	AVRCP, A2DP, HFP
Codec	SBC, AAC, LDAC
Output power	10 mW (max)
Device name	ACCENTUM Clip
Number of active connections	2

Manufacturer declarations

Warranty

Sonova Consumer Hearing GmbH gives a warranty of 12 months on this product. For the current warranty conditions, please visit our website at www.sennheiser-hearing.com/warranty or contact your Sonova Consumer Hearing partner.

LIMITED AVAILABILITY OF REPLACEMENT PARTS AND REPAIR SERVICES

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

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

In compliance with the following requirements

- General Product Safety Regulation (EU) 2023/988
- Compliant to **Sound Pressure Limits** according to country specific requirements

EU declaration of conformity

CE

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

Hereby, Sonova Consumer Hearing GmbH declares that the radio equipment type AOWS1 (AOWS1 R, AOWS1 L, AOWS1 C) is in compliance with the directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following Internet address:

www.sennheiser-hearing.com/download

UK declaration of conformity

- RoHS Regulations (2012)
- Radio Equipment Regulations (2017)

Notes on disposal



- EU: WEEE Directive (2012/19/EU)
- EU: Battery Regulation (EU) 2023/1542
- UK: WEEE Regulations (2013)
- UK: Battery Regulations (2015)

The symbol of the crossed-out wheeled bin on the product, the battery/rechargeable battery (if applicable) and/or the packaging indicates that these products must not be disposed of with normal household waste, but must be disposed of separately at the end of their operational lifetime. For packaging disposal, observe the legal regulations on waste segregation applicable in your country. Improper disposal of packaging materials can harm your health and the environment.

The separate collection of waste electrical and electronic equipment, batteries/rechargeable batteries (if applicable) and packagings is used to promote the reuse and recycling and to prevent negative effects on your health and the environment, e.g. caused by potentially hazardous substances contained in these products. Recycle electrical and electronic equipment and batteries/rechargeable batteries at the end of their operational lifetime in order to make contained recyclable materials usable and to avoid littering the environment.

If batteries/rechargeable batteries can be removed without damaging them, you are obliged to dispose of them separately (for the safe removal of batteries/rechargeable batteries, see the instruction manual of the product). Handle lithium-containing batteries/ rechargeable batteries with special care, as they pose particular risks, such as the risk of fire and/or the risk of ingestion in the case of coin batteries. Reduce the generation of battery waste as much as possible by using longer-life batteries or rechargeable batteries.

Further information on the recycling of these products can be obtained from your municipal administration, from the municipal collection points, or from your Sonova Consumer Hearing partner. You can also return electrical or electronic equipment to distributors who have a take-back obligation. Herewith you make an important contribution to the protection of the environment and public health.

Trademarks

Apple®, iPad, iPhone, the Apple logo and Siri are trademarks of Apple Inc., registered in the U.S. and other countries. App Store® is a service mark of Apple Inc., registered in the U.S. and other countries and regions. The trademark “iPhone” is used in Japan with a license from Aiphone K.K.

Android and Google Play are registered trademarks of Google Inc.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sonova Consumer Hearing GmbH is under license.

LDAC and LDAC logo are trademarks of Sony Corporation.

Hi-Res Audio and Hi-Res Audio Wireless logos are trademarks or registered trademarks of Japan Audio Society.

Sennheiser is a brand licensed by Sonova.

Other product and company names mentioned in the user documentation may be the trademarks or registered trademarks of their respective holders.