ConC 400

True Wireless stereo earbuds with voice enhancement
Model: ConCPlus1, ConCPlus1-R, ConCPlus1-L, ConCPlus1-C

Instruction manual

Use the search function, the navigation (left) or the following links:

Start
“Product overview”
“Getting started”
“Using the earbuds”
“FAQ/If a problem occurs ...”
“Specifications”

Sonova Consumer Hearing GmbH
Am Labor 1
30900 Wedemark
Germany
www.sennheiser-hearing.com

Version: 01/23 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

- ▷ Protect your hearing from high volume levels. Permanent hearing damage may occur when earbuds are used at high volume levels for long periods of time. Sennheiser earbuds sound exceptionally good at low and medium volume levels.
- ▷ Do not insert the earphones too deep into your ears and never insert them without ear adapters. Always remove the earphones 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). Especially the product's active noise cancellation can make ambient sounds inaudible or drastically change the perception of acoustic warning signals.

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.
- ▷ To avoid loud, unusual (whistling or beeping) noise and to ensure proper noise cancellation, do not cover the microphone openings of the active noise cancellation circuitry located on the outside of the earbuds.
- ▷ Use only attachments/accessories/spare parts supplied or recommended by Sonova Consumer Hearing.
- ▷ Clean the product only with a soft, dry cloth. Product parts with ingress protection (IP protection rating) can be cleaned with a slightly damp 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

	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 10 °C and 30 °C/50 °F and 86 °F and do not charge them near easily flammable objects.
	Do not charge the product / rechargeable batteries in a damp environment. Make sure that the charging socket is free from moisture and contamination.
	Do not heat the product / rechargeable batteries above 60 °C/140 °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 three 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 IPX4 ingress protection rating which means they are protected from the ingress of water (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 wearing in the shower. In case of permanent moisture/wetness, the ingress protection can be reduced and the product can be damaged.

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

The charging case is not splash waterproof. Always keep the charging case dry. Make sure that the charging socket is free from moisture and contamination.

If the charging case has become damp or wet:

▷ Dry 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.

Notes on data collection and processing and on firmware updates

This product stores individual settings such as the volume and the Bluetooth addresses of paired devices. This data is required for the operation of the product and is not transferred to Sonova Consumer Hearing GmbH or companies commissioned by Sonova Consumer Hearing GmbH and is not processed.

Using the “Sennheiser Conversation Clear” app, you can update the firmware of the product free of charge via an Internet connection. If the device on which the app is installed is connected to the Internet, the following data is automatically transferred to and processed by Sonova Consumer Hearing servers in order to provide and transfer suitable firmware updates: hardware identifier, hardware revision number, firmware version of the product, operating system type (Android, iOS) and version, version of the app. The data is only used for the purpose of providing and transferring the firmware updates and is not stored permanently.

If you do not want this data to be transferred and processed, do not connect to the Internet.

Intended use/Liability

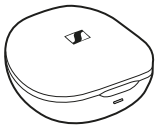
The intended use of the earbuds is to improve comfort perception in noisy environments, to enable audio communication such as music playback and phone calls from TV, audio devices, tablets, smartphones, etc., and to improve speech intelligibility in noisy environments. The intended use of the charging case is to charge the earbuds.

It is considered improper use when the product is used for any application not named in the corresponding product documentation. Sonova Consumer Hearing GmbH is not liable for damages to devices that are not consistent with the interface specifications (USB). Sonova Consumer Hearing GmbH is not liable for damages resulting from the loss of connection due to exceeding the Bluetooth transmission range. Sonova Consumer Hearing GmbH does not accept liability for damage arising from misuse or improper use of this product and its attachments/accessories.

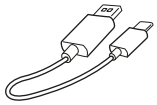
Before putting the product into operation, please observe the respective country-specific regulations.

Package contents

Earbud L for left ear (model: ConCPlus1-L) and Earbud R for right ear (model: ConCPlus1-R)



Charging case (model: ConCPlus1-C) with built-in rechargeable battery for the earbuds



USB charging cable with USB-C and USB-A connector, length approx. 1 m

Silicone ear adapters (size S, M and L; size L is pre-mounted to the earbuds)

Silicone ear fins (size S, M (pre-mounted to the earbuds) and L)

Quick guide

Safety guide

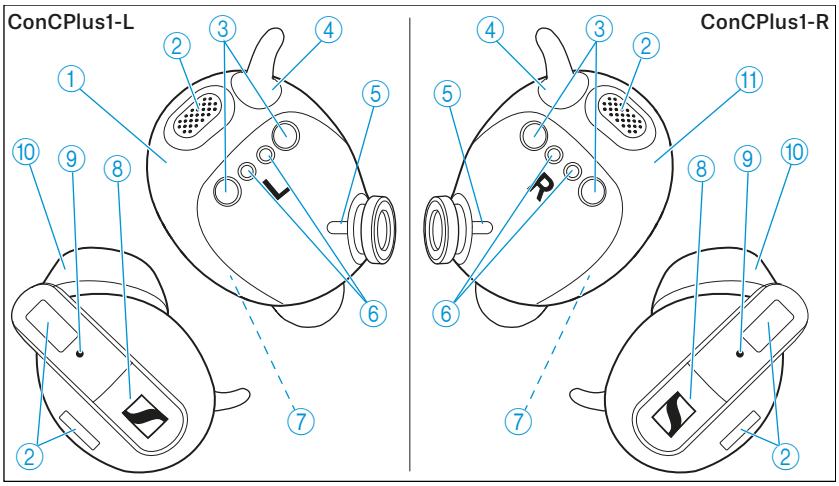
Online you can find:

- this detailed instruction manual and additional information (www.sennheiser-hearing.com/download)
- the Sennheiser Conversation Clear app for configuring the earbuds and for additional functions
  - Google Play Store: click
  - Apple App Store: click
- a list of accessories on the product page of the ConC 400 earbuds at
  www.sennheiser-hearing.com/conc400
  (to purchase online or contact your local Sonova Consumer Hearing partner: www.sennheiser-hearing.com/service-support)

Product overview

Earbuds

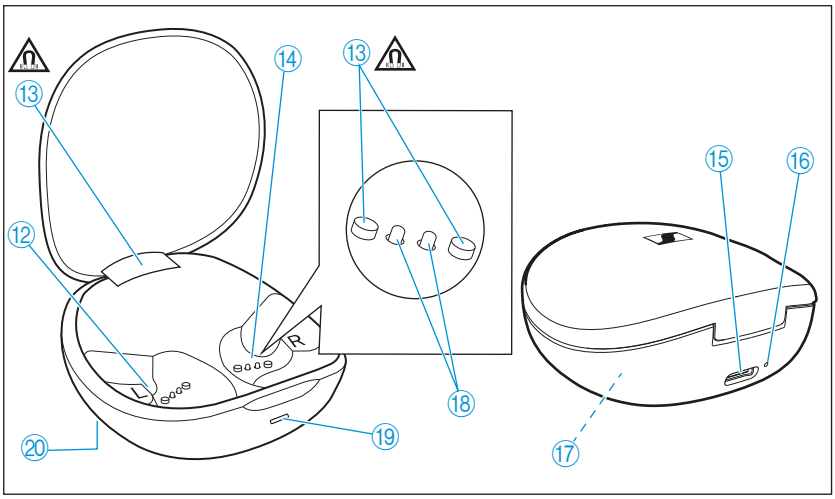
Model: ConCPlus1-L and ConCPlus1-R



1. Left earbud L
2. Microphones
3. Holding points for magnets of the charging compartments (> 7)
4. Changeable ear fins
   for a secure fit of the earbuds in the ears
5. Marking for the alignment of the ear adapters
6. Charging contacts
7. Built-in rechargeable battery
8. Multi-function button (short and long press/double tap)
9. Status LED
10. Changeable silicone ear adapters
11. Right earbud R

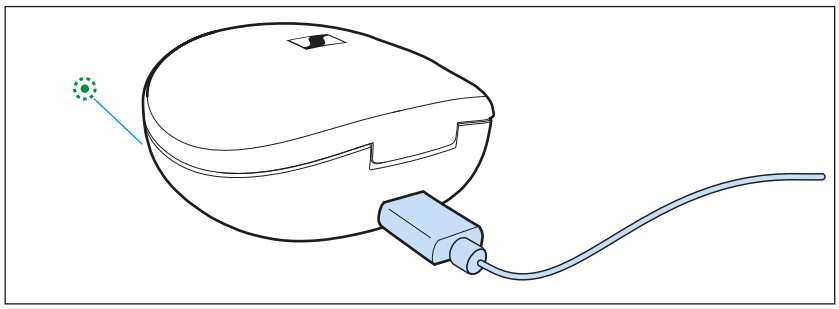
Charging case

Model: ConCPlus1-C



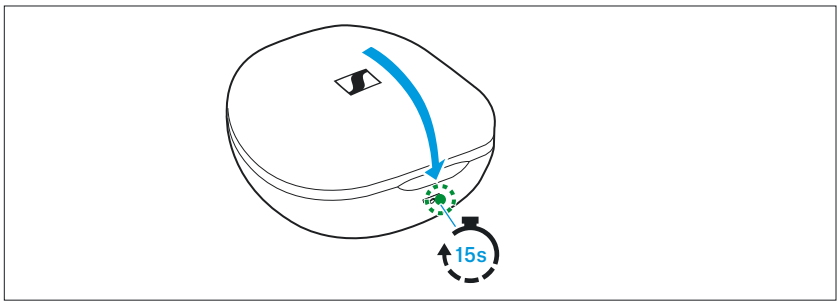
⑫	Charging compartment for the left earbud L
⑬	Magnetic holders
⑭	Charging compartment for the right earbud R
⑮	USB-C socket for charging the rechargeable batteries
⑯	Reset button
⑰	Built-in rechargeable battery for charging the earbuds on the go
⑱	Charging contacts
⑲	LED display displays the charging process/charge status of the rechargeable battery of the charging case
⑳	Type plate

Overview of the LED display of the charging case



When a USB cable is connected, the LED display of the charging case permanently displays the charging process:

LED		Status
	flashes red	... charging case is being charged ... charge status < 10 %
	flashes green	... charging case is being charged ... charge status > 10 %
	lights up green	... charging case is fully charged
	lights up red	... charging error/battery error (> 35)



When you close the lid of the charging case, the LED display goes off after 15 seconds.

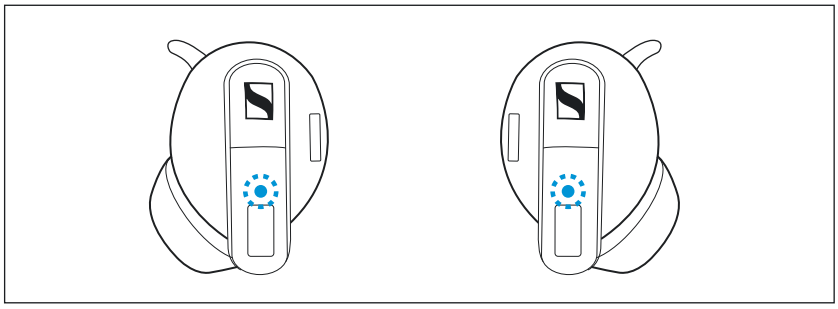
When no USB cable is connected and you open or close the lid of the charging case, the LED display of the charging case displays the battery charge status for 15 seconds:

LED		Status
	flashes red for 15 sec	... charge status < 10 %
	lights up green for 15 sec	... charge status > 10 % ... charging case is fully charged
	lights up red	... charging error/battery error (> 35)

If the LED display does not light up:

- Clean the contacts on the earbuds and in the charging case (> 34).
- Charge the rechargeable batteries of the earbuds and the charging case (at least 30 minutes) until the LED display lights up again (> 14).

Overview of the LED indications of the earbuds



The LEDs of the earbuds indicate the status of the Bluetooth connection:

LED		Meaning; the earbuds...
	flashes blue	... are in Bluetooth pairing mode (pairing for Bluetooth and e.g. for the Sennheiser TV Connector transmitter)
	lights up blue for 5 seconds	... pairing process successful

When the earbuds are in the charging case, signals about the charge status of the earbuds are displayed:

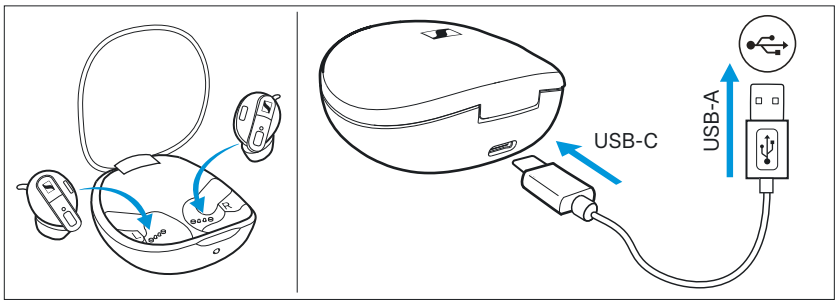
LED		Meaning; the earbuds...
	lights up green	... earbuds are fully charged
	flashes green	... earbuds are being charged via the rechargeable battery of the charging case
	flashes orange quickly	... firmware is being updated
	lights up orange for 5 seconds	... firmware update successful
	lights up red	... charging error/battery error
	flashes red slowly	... earbuds are being charged via the rechargeable battery of the charging case, charge status < 10 %
	flashes red quickly	... rechargeable battery is almost empty

Notes on acoustic feedback

The earbuds play melodies during some events, e.g. when setting the minimum or maximum volume.

Getting started

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

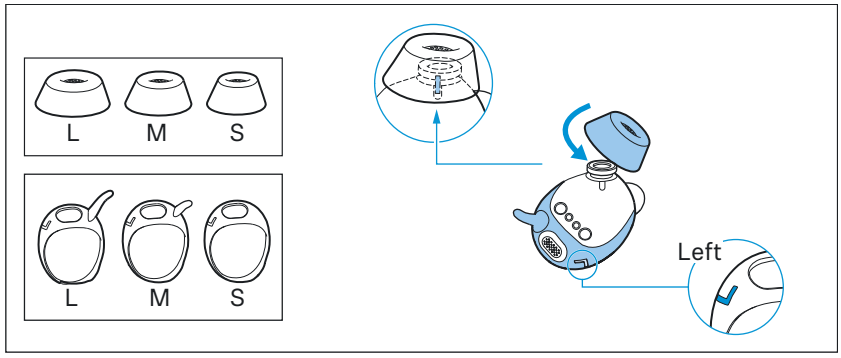


Upon delivery, the rechargeable batteries of the earbuds and the charging case are in sleep mode and have to be woken up by connecting them to a USB power source once.

- ▷ Insert the earbuds into the charging case.
- ▷ Close the lid of the charging case.
- ▷ Connect the USB-C cable to the charging case and to a USB power source (> 14).
- ▷ Charge the rechargeable batteries for at least 30 seconds.
  The earbuds and the charging case are woken up and the rechargeable batteries are being charged. The earbuds are now ready for use.

i We recommend charging the earbuds and the charging case for a complete charging cycle without interruption before using for the first time.

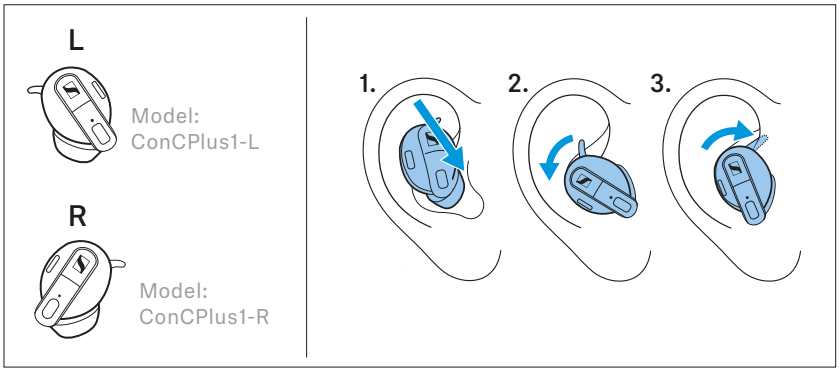
2. Selecting suitable ear adapters and ear fins for optimum fit of the earbuds



The perceived sound quality including bass performance, the best possible noise cancellation, the best voice quality for phone calls and a secure hold of the earbuds in the ear depends to a large extent on the correct fit of the earbuds. Therefore, you can choose between ear adapters and ear fins in different sizes.

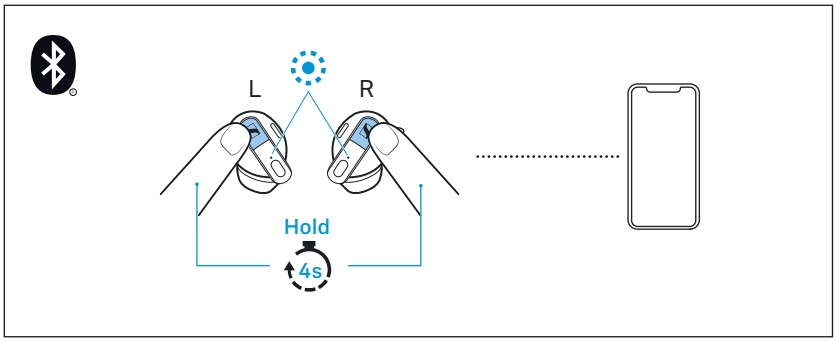
- ▷ Test which ear adapter size and which ear fins give you the best sound quality and the best wearing comfort.

- ▷ You can choose between 3 different ear adapters in size S, M and L and 3 different ear fins in size S, M and L (> 19).
- ▷ When mounting the ear adapter, make sure that the raised line in the silicone of the ear adapter is aligned with the white marking on the support of the in-ear sound tunnel of the earbud.
  The correct alignment of the ear adapters ensures proper function of the earbuds and the best sound quality.



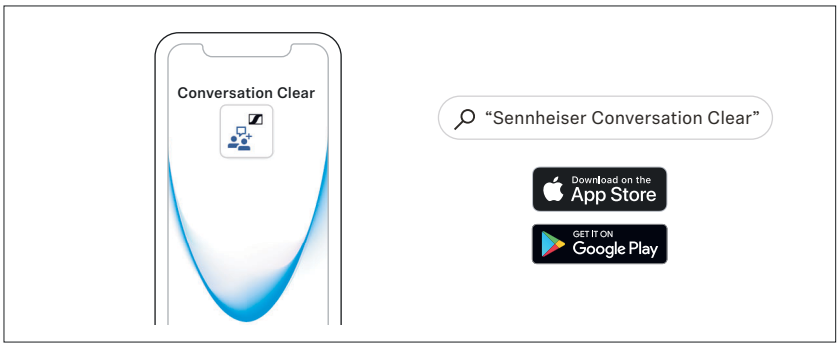
- ▷ Assign the right earbud to your right ear and the left earbud to your left ear.
- ▷ Insert the earbuds at a slight angle into the ears and twist them slightly into the ear canal so that they sit comfortably and snugly in the ear canal and auricle (> 21).

3. Connecting the earbuds to a Bluetooth device



Connect the earbuds to your smartphone via Bluetooth (> 17).

4. Installing the Conversation Clear app on your smartphone



To be able to adjust the settings of the earbuds to your individual needs and to fully use all functions of the earbuds, you require the free Sennheiser **Conversation Clear** app on your smartphone. The Conversation Clear app allows you to adjust the volume, the noise cancellation, and the sound clarity to your liking (> 18).

- Google Play Store: click
- Apple App Store: click

To be able to use the Conversation Clear app, you require a Sennheiser account.

▷ Follow the instructions in the Conversation Clear app to establish a connection between the app and your earbuds.
After installation, the Conversation Clear app will help you create your individual sound profile.

5. Adjusting your individual volume and sound clarity settings with the Conversation Clear app

After the initial login, the Conversation Clear app creates an individual sound profile for you and guides you through the initial setting of volume and sound clarity.

▷ Follow the instructions in the app.
The app saves your individual settings for volume and sound clarity in the sound profile.

Using the earbuds

Information on the rechargeable battery, the charging process and the first use

The earbuds and the charging case each have a built-in rechargeable battery. The charging case allows you to store the earbuds safely at all times while on the go, and they are being charged at the same time.

Upon delivery, the rechargeable batteries of the earbuds and the charging case are in sleep mode. Connect the charging case to a USB power source to exit sleep mode.

A complete charging cycle of the charging case and the earbuds takes about 5 hours. The quick charge function gives you approx. 1 hour of playback time after 15 minutes of charging. The charging time may vary depending on the power source used and the ambient temperature.

We recommend charging the earbuds and the charging case for a complete charging cycle without interruption before using for the first time.

We recommend using the supplied USB cable and a compatible standard USB power supply for charging the earbuds.

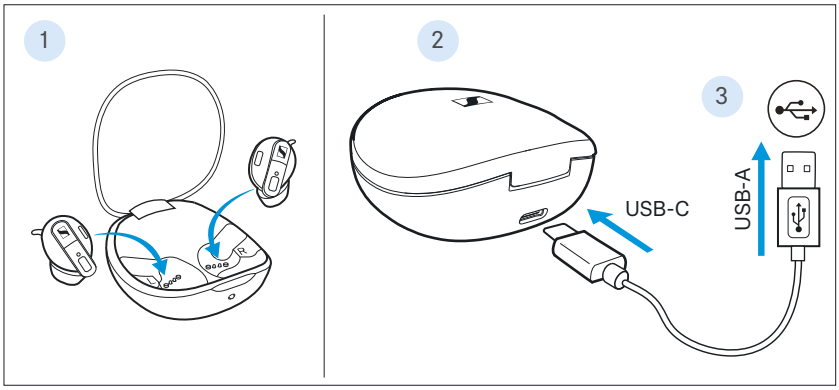
When a USB cable connected to a power source is also connected to the charging case, the rechargeable battery of the charging case is being charged. When the earbuds are inserted into the charging case, their rechargeable batteries are being charged at the same time. The LED display of the charging case displays the charge status (> 8).

When the charge status of the earbuds' rechargeable batteries drops to a critical level, a sound sequence prompts you to recharge the earbuds.

The charge status of the rechargeable battery of the charging case is displayed by the LED display on the charging case (> 8).

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: > 41.

Charging the rechargeable battery of the earbuds and the charging case



1. Open the lid of the charging case by overcoming a slight magnetic resistance and insert the left earbud into the left charging compartment and the right earbud into the right charging compartment.
   The earbuds are magnetically pulled into the charging compartments.
2. Make sure that the charging socket is free from moisture and contamination.
3. Connect the USB-C connector of the USB cable to the USB-C socket of the charging case.
4. Connect the USB-A connector to a corresponding socket of a USB power source (to be ordered separately). Make sure that the USB power source is connected to the power supply system.
   The rechargeable batteries of the earbuds and the charging case are being charged.

   If no earbuds are inserted into the charging case, only the rechargeable battery of the charging case is being charged.

   The LED display of the charging case displays the charge status:

LED		Status
	flashes red	... charging case is being charged ... charge status < 10 %
	flashes green	... charging case is being charged ... charge status > 10 %
	lights up green	... charging case is fully charged
	lights up red	... charging error/battery error (> 35)

If the LED display does not light up:

- Clean the contacts on the earbuds and in the charging case (> 34).
- Clean the USB-C socket of the charging case.
- Charge the rechargeable batteries of the earbuds and the charging case (at least 30 minutes) until the LED display lights up again.

Connecting the earbuds to a Bluetooth device

To be able to use the Bluetooth wireless connection, you must register both devices (earbuds and smartphone) via the device settings of your smartphone. This process is called pairing.

In addition, you have to establish a connection between the earbuds and the Sennheiser Conversation Clear app (> 18).

If operation differs from the steps mentioned, also refer to the instruction manual of the Bluetooth device you are using.

The LEDs of the earbuds flash blue as long as the pairing process is not completed and there is no connection to the Conversation Clear app. The earbuds are automatically in pairing mode.

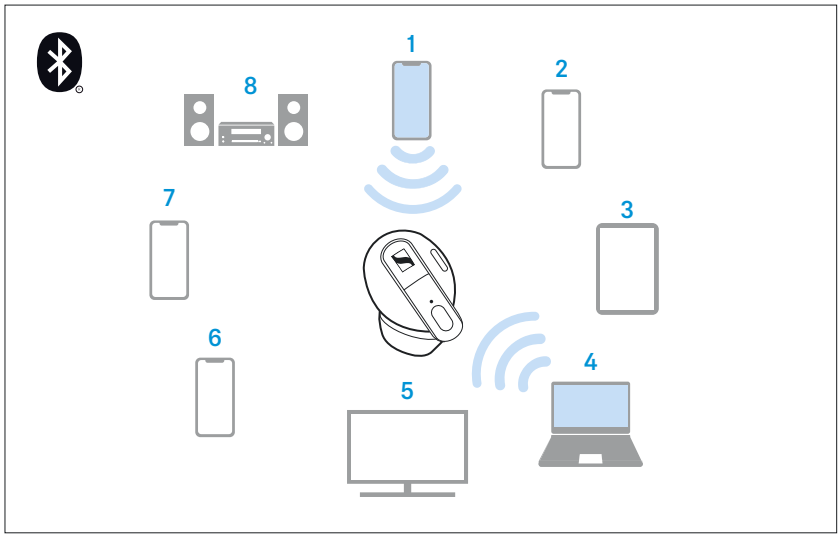
Information on the Bluetooth wireless connection

The earbuds are compliant with Bluetooth 4.2.

Paired devices establish the Bluetooth wireless connection immediately after switch-on and are ready for use.

When switched on, the earbuds automatically try to connect to the last two Bluetooth devices used. The earbuds can save the connection profiles of up to 8 Bluetooth devices with which they have been paired. Audio playback is only possible from one device at a time.

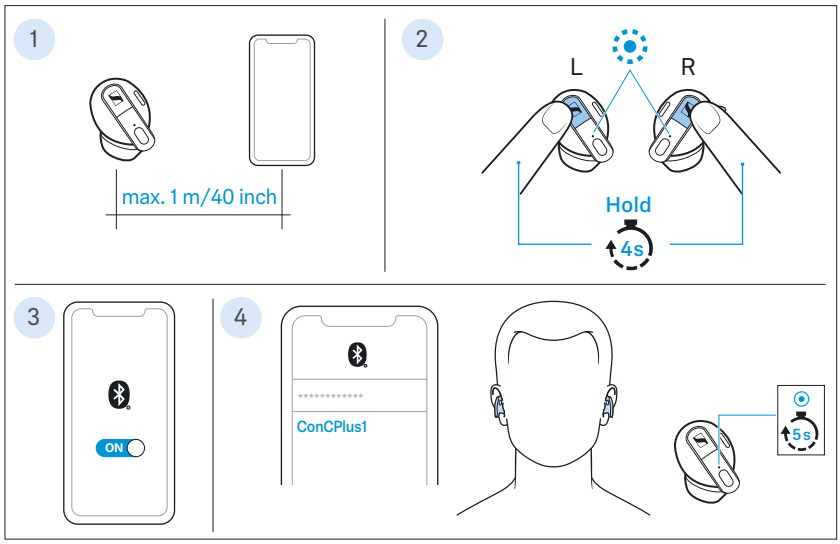
If you pair the earbuds with the ninth Bluetooth device, the saved connection profile of the least used Bluetooth device will be overwritten. If you want to re-establish a connection with the overwritten Bluetooth device, you have to pair the earbuds again.



Paired and connected Bluetooth device

Paired Bluetooth device (currently not connected)

Pairing the earbuds with a Bluetooth device



1. Take both earbuds out of the charging case (> 21). The distance between the earbuds and the Bluetooth device should not exceed 40"/1 m.
2. Simultaneously touch and hold the right and the left multi-purpose button for 4 seconds until you hear a melody.
   The LEDs of the earbuds flash blue. The earbuds are in pairing mode.
3. Activate Bluetooth on your Bluetooth device.
4. Via the menu of your Bluetooth device, start the search for new Bluetooth devices.
   All active Bluetooth devices in the proximity of your smartphone are displayed.
   From the list of found Bluetooth devices, select “ConCPlus1”. If necessary, enter the default pin code “0000”.
   If pairing was successful, you hear a melody and the LEDs of the earbuds light up blue for 5 seconds.

If no connection is established within 3 minutes, pairing mode is terminated and the earbuds switch to idle mode. If necessary, repeat the steps described above.

If the earbuds are not connected to the Conversation Clear app or are not paired with any Bluetooth device (the pairing list is empty), pairing mode is permanently active.

Disconnecting the earbuds from a Bluetooth device

▷ Via the menu of your Bluetooth device, disconnect the connection to the earbuds.
The earbuds are disconnected from the Bluetooth device. The earbuds then search for other paired devices.

Installing the Conversation Clear app

To be able to adjust the settings of the earbuds to your individual needs and to fully use all functions of the earbuds, you require the free Sennheiser **Conversation Clear** app on your smartphone.

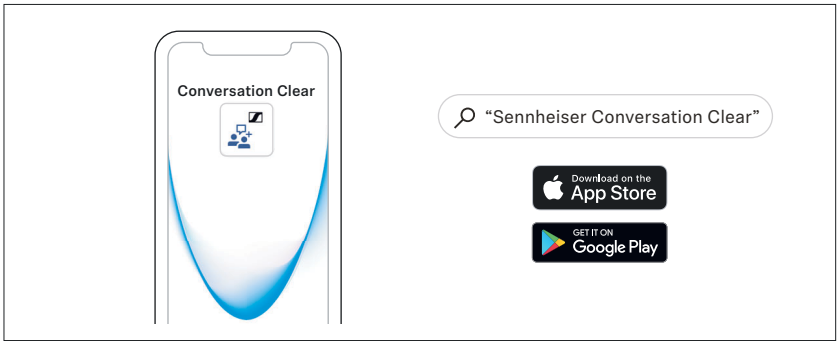
The earbuds can only be paired with Bluetooth devices when connected to the Conversation Clear app.

Download the app from the Apple App Store or Google Play and install it on your smartphone.

- Google Play Store: click
- Apple App Store: click

Alternatively, you can visit the following website with your smartphone:

www.sennheiser-hearing.com/conc400



▷ Connect your smartphone to the earbuds using Bluetooth (> 15).

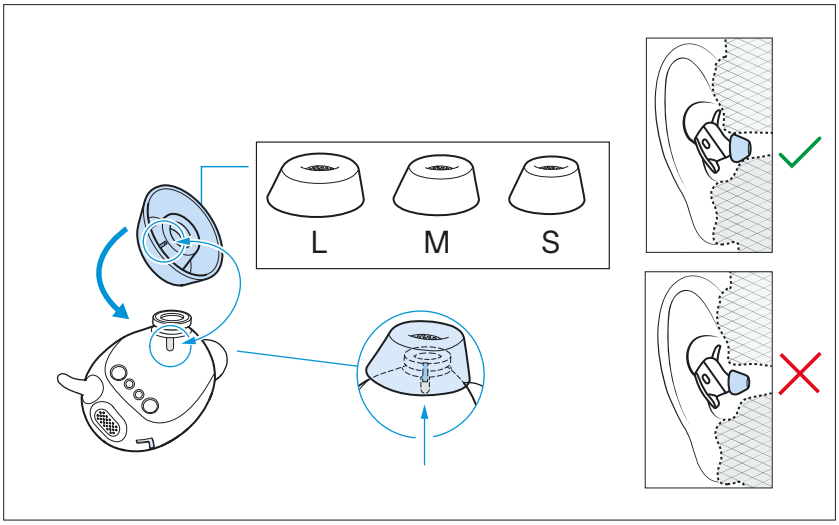
▷ Start the Conversation Clear app.

▷ Follow the instructions in the app.

Selecting suitable ear adapters and ear fins for optimum fit of the earbuds

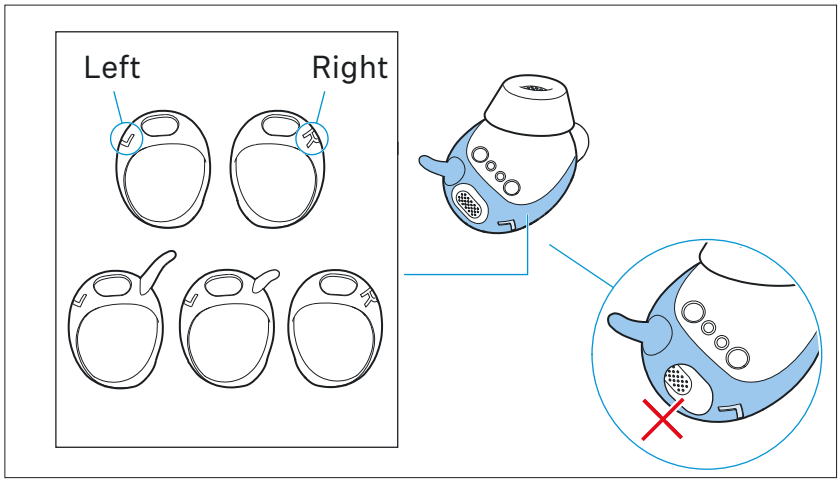
The perceived sound quality including bass performance, the best possible noise cancellation, the best speech quality in Communication mode and during phone calls as well as a secure hold of the earbuds in the ears depends to a large extent on the correct fit of the earbuds. Therefore, you can choose between ear adapters and ear fins in different sizes.

Silicone ear adapters



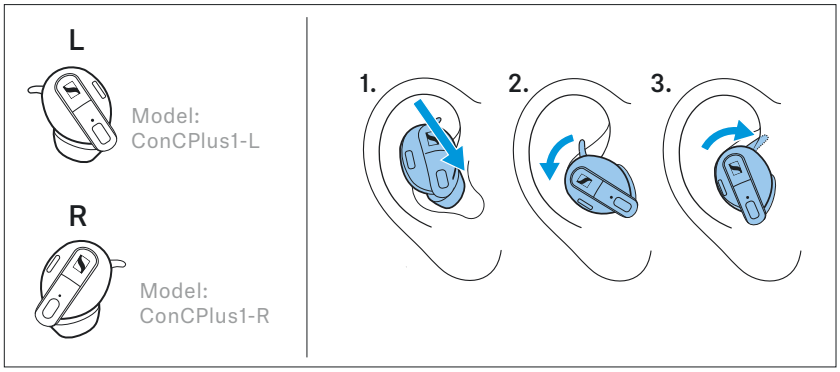
- ▷ Pull the ear adapter away from the in-ear sound tunnel.
- ▷ When mounting the new ear adapter, make sure that the raised line in the silicone of the ear adapter is aligned with the white marking on the support of the in-ear sound tunnel of the earbud. The correct alignment of the ear adapters ensures proper function of the earbuds and the best sound quality.
- ▷ Mount the new ear adapter to the in-ear sound tunnel. Ensure that it locks into place.
- ▷ Test which ear adapter size gives you the best sound quality and the best wearing comfort.
  You can choose between 3 different ear adapters in size S, M and L. The ear adapters must fit snugly in the ear canal and completely seal your ears.

Silicone ear fins



- ▷ Carefully remove the ear fin from the earbud housing.
- ▷ Assign the right and left ear fin to the right and left earbud (see embossing on the bottom).
- ▷ Align the recess on the ear-facing side of the ear fin ring over the microphone on the top of the earbud and slip the ring over the earbud housing. Make sure that the ear fin ring does not cover the microphone.
- ▷ Make sure the ear fin ring fits neatly into the duct on the earbud housing.
- ▷ Test which ear fin size gives you the best fit and the best wearing comfort.
  You can choose between 2 different ear fins in size M and L. The ear fin holds the earbud securely in the back of the ear. If you do not want to use an ear fin, put size S on the earbud.

Inserting the earbuds into the ears



▷ Assign the right earbud to your right ear and the left earbud to your left ear.

▷ Insert the earbuds at a slight angle into the ears and twist them slightly into the ear canal so that they sit comfortably and snugly in the ear canal. If you are using an ear fin, make sure that the fin finds support in the auricle (> 19).

i You achieve the best sound result when using both earbuds at the same time. However, if necessary, you can also use the right or left earbud alone.

If you insert one earbud into the charging case during use, a short interruption of playback may occur in the other earbud.

Individually adjusting the earbuds with the Conversation Clear app

With the Conversation Clear app, you can adjust all of the earbud features, such as volume, noise cancellation and sound clarity, to your liking.

To be able to use the Conversation Clear app, you require a Sennheiser account. If you do not have a Sennheiser account, you can create the account during setup.

After the initial login to the Conversation Clear app with your Sennheiser account, the app will guide you through the initial setup of the earbuds.

- ▷ Follow the instructions in the Conversation Clear app to establish a connection between the app and your earbuds.
- ▷ Follow the instructions in the app to create a sound profile. The app saves your individual settings for volume and sound clarity in the sound profile.

After the initial setup of the earbuds, you can adjust your sound profile at any time.

- ▷ Open the Conversation Clear app.
- ▷ Call up your profile from the bottom bar of the app.
- ▷ Call up the “Sound Profile” management.
- ▷ Follow the instructions in the app.

You can disconnect the earbuds from the Conversation Clear app at any time and, for example, connect other earbuds to the app.

If you want to use the disconnected earbuds again, you must reconnect the earbuds to the app.

To disconnect the earbuds from the Conversation Clear app:

- ▷ Open the Conversation Clear app.
- ▷ Open the earbud settings via the bottom bar of the app.
- ▷ Disconnect the connection in the app.

To create a new connection between earbuds and Conversation Clear app:

- ▷ Open the Conversation Clear app.
- ▷ Open the earbud settings via the bottom bar of the app.
- ▷ Start setting up the earbuds and follow the instructions in the app.

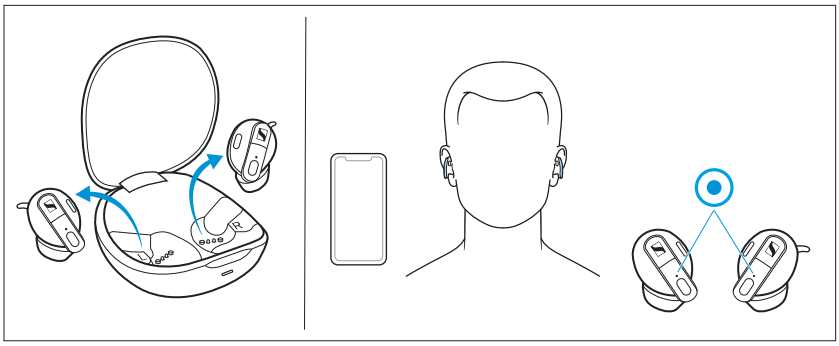
Switching the earbuds on

WARNING

Danger due to high volume levels!

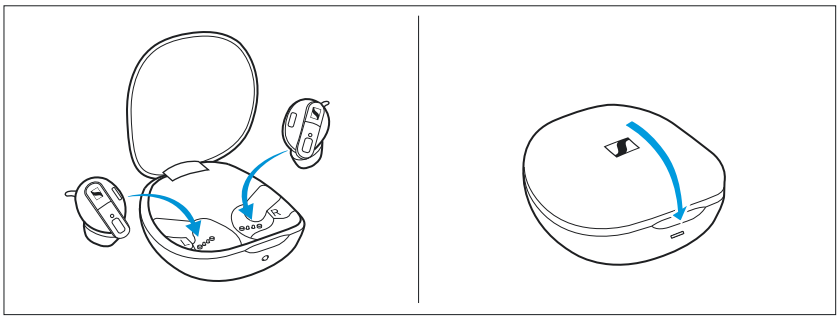
Listening at high volume levels can lead to permanent hearing defects.

▷ Do not continuously expose yourself to high volume levels.



▷ Open the lid of the charging case, take out both earbuds and insert them into your ears (> 21).
The earbuds connect to a paired Bluetooth device within the transmission range, such as your smartphone with the Conversation Clear app installed, and are ready to use.

Switching the earbuds off



The earbuds do not have to be switched off explicitly.

▷ Insert the earbuds into the charging case and close the lid to switch them off.
When the rechargeable batteries of the earbuds are empty, they are being charged (> 14).

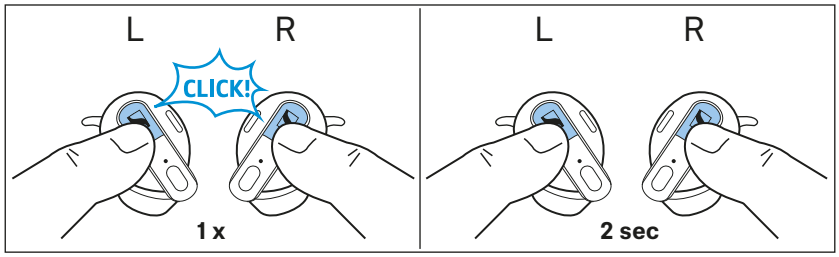
Controlling the earbuds

The earbuds can be controlled in two ways using the multi-function button.

- Button control

  Each earbud has a proper button with click feeling in the center of the button surface. The function of the button depends on whether you briefly press or hold the button and in which usage mode you operate the earbuds.

  The earbuds can be operated in 3 different usage modes (> 25).



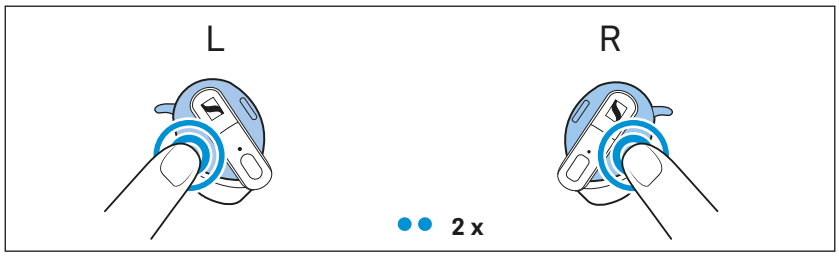
- Tap control

  The multi-function button on each earbud has a tap control panel. To activate functions, tap the earbud frame twice lightly but clearly. The functions triggered by the tap control are preset for each earbud.

  The multi-function button on the right earbud allows you to pause and resume playback or, if a voice assistant is activated, to deactivate the voice assistant.

  The multi-function button on the left earbud allows you to activate the voice assistant on your smartphone.

  You activate the tap control function by double tapping the housing of an earbud.



You can also use the multi-function buttons to control the earbuds during a call, regardless of the usage mode (> 25).

The controls are only active when the earbuds are properly inserted into the ears.

Usage modes

The earbuds can be operated in the following usage modes:

- In Relax mode, only the active noise cancellation ANC is active.
- The Communication mode emphasizes ambient sounds particularly clearly and distinctly.
- In Stream mode, you can play back music.

Using the multi-function button

1. Relax mode

Operation		Left earbud	Right earbud
Short press 1x	Short-press 1x	Reduces the ambient volume	Increases the ambient volume
Hold 2s	Press for 2 sec	–	Communication mode
Tap 2x	Double tap	Activates the voice assistant	Starts/pauses playback or deactivates the voice assistant

2. Communication mode

Operation		Left earbud	Right earbud
Short press 1x	Short-press 1x	Reduces the volume of communication enhancement	Increases the volume of communication enhancement
Hold 2s	Press for 2 sec	Relax mode	Clarity Boost on/off
Tap 2x	Double tap	Activates the voice assistant	Starts/pauses playback or deactivates the voice assistant

3. Stream mode

Operation		Left earbud	Right earbud
Short press 1x	Short-press 1x	Ambient sounds are better audible, even during the music stream; the stream becomes quieter	Ambient sounds are less audible for an undisturbed music stream; the stream becomes louder
Hold 2s	Press for 2 sec	Relax mode	Communication mode
Tap 2x	Double tap	Activates the voice assistant	Starts/pauses playback or deactivates the voice assistant

4. Control during a call

Operation		Left earbud	Right earbud
Short press 1x	Short-press 1x	• Accepts an incoming call • During a call: Ambient balancing –	• Accepts an incoming call • During a call: Ambient balancing +
Hold 2s	Press for 2 sec	Rejects the incoming call or ends an ongoing call	
Tap 2x	Double tap	Accepts the incoming call or ends an ongoing call	

Adjusting the volume for communication enhancement

WARNING

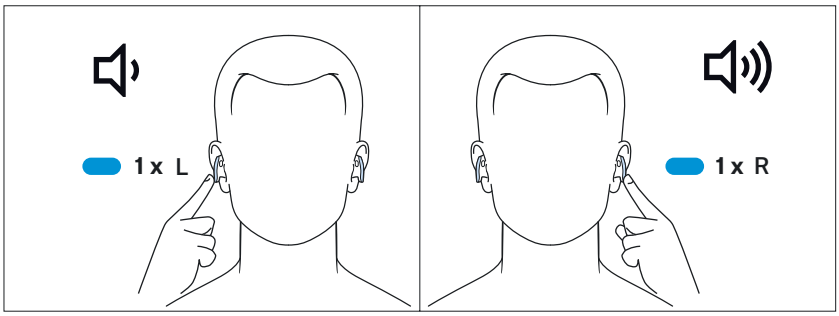
Danger due to high volume levels!

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

▷ Do not continuously expose yourself to high volume levels.

In Relax and Communication mode, you can use the earbuds to increase or decrease the ambient volume.

In Stream mode, you can use the earbuds to adjust the ratio of the volume of the streamed content to the ambient volume. If you decrease the volume in Stream mode, you can hear ambient sounds better.



To reduce the volume:

▷ Briefly press the multi-function button on the left earbud.

To increase the volume:

▷ Briefly press the multi-function button on the right earbud.

When the maximum or minimum volume is reached, you hear a melody.

In Stream mode, you can only adjust the volume of the stream via your connected Bluetooth device. Via the earbuds and the Conversation Clear app, you simply adjust the ratio of music and ambient volume.

Active noise cancellation ANC – using Relax mode

Due to the wearing style in the ear canal, the earbuds provide effective passive isolation from ambient sounds. In addition, the earbuds have an active noise cancellation (ANC) function, which allows you to reduce ambient sounds to a minimum.

Notes on active noise cancellation

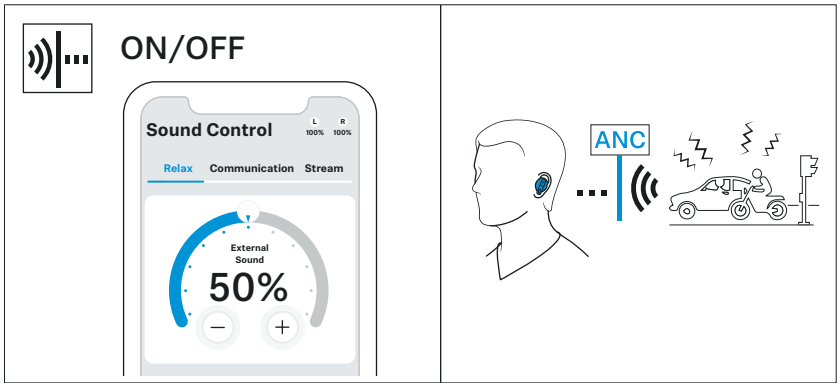
- Continuous low-frequency noise, such as motor or fan noise, is particularly well suppressed.
- Speech or high-frequency noise is significantly reduced, but can remain perceptible.
- If unusual (whistling or beeping) noise occurs, take the earbuds off and put them on again. Make sure that the earbuds properly fit in your ears and make a good seal with the ear canal.
- To avoid loud, unusual (whistling or beeping) noise and to ensure proper noise cancellation, do not cover the microphone openings of the active noise cancellation circuitry located on the outside of the ear cups.

You can adjust the active noise cancellation ANC to your needs via the Relax mode of the Conversation Clear app. Note that you cannot completely deactivate the active noise cancellation ANC. You can only adjust how much the ambient sounds are suppressed.

▷ Open the Conversation Clear app.

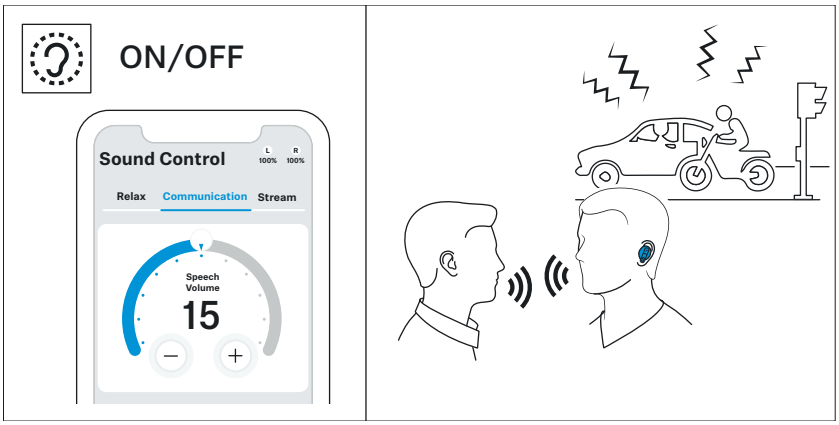
▷ Select the Relax mode.

▷ Adjust the desired value for the noise cancellation.



Listening to conversations – adjusting the Communication mode

With the Communication mode, you can communicate without taking the earbuds out of your ears. Conversations sound particularly clear and distinct. This allows you to hear e.g. announcements in the train or aircraft or to have short conversations.



To adjust the Communication mode:

▷ Open the Conversation Clear app.

▷ Select the Communication mode.

▷ Adjust the desired value for the speech volume.

To deactivate the Communication mode:

▷ Start music playback or activate the Relax mode.

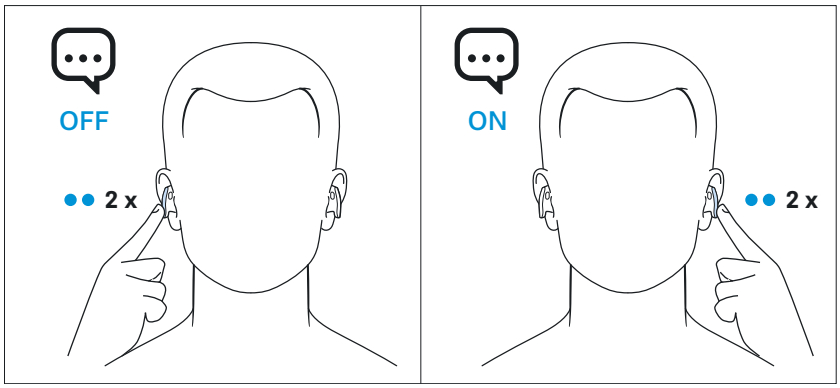
Using the voice assistant/voice dialing

▷ Double tap the left earbud housing.
The available voice assistant of your smartphone is activated (*depending on the system or app used on your smartphone: Siri, Google Assistant, ...).

▷ Ask the voice assistant your question or make a request.

To deactivte the voice assistant:

▷ Double tap the right earbud housing.
When the voice assistant is deactivated, the earbuds switch back to the last active usage mode.



Earbud housing		Function
Left earbud	Double tap ●●	Activates the voice assistant
Right earbud	Double tap ●●	Deactivates the voice assistant

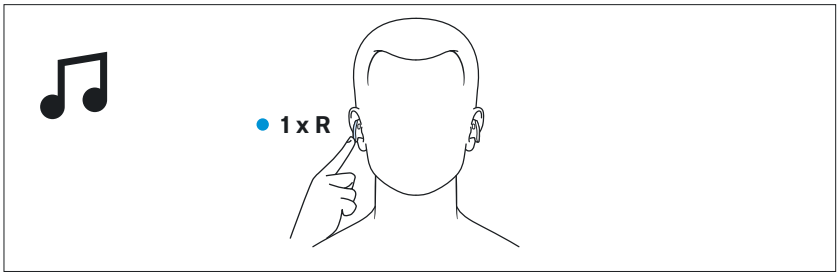
Using the Smart Pause function

The earbuds automatically detect whether they are worn in the ear or removed from the ear.

Music playback pauses when you take both earbuds out of your ears.

Controlling music playback

The music playback functions are only available when the earbuds and the device are connected via Bluetooth. Some smartphones or music players may not support all functions.



Playing/pausing music

▷ Double tap the right earbud housing.

Right earbud housing		Function
▶ ❚❚	Double tap ●●	Plays or pauses music

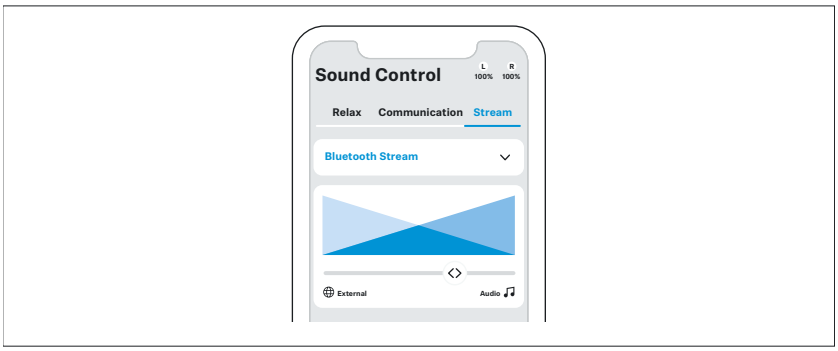
Adjusting the Stream mode (Ambient balancing)

With the Conversation Clear app, you can adjust the ratio of the stream volume to the ambient volume during audio playback by reducing or increasing the amount of ambient sounds.

▷ Open the Conversation Clear app.

▷ Select the Stream mode.

▷ Move the slider to adjust the ratio of the volume of the streamed content to the ambient volume as desired.
When you decrease the volume in Stream mode, ambient sounds become more audible.



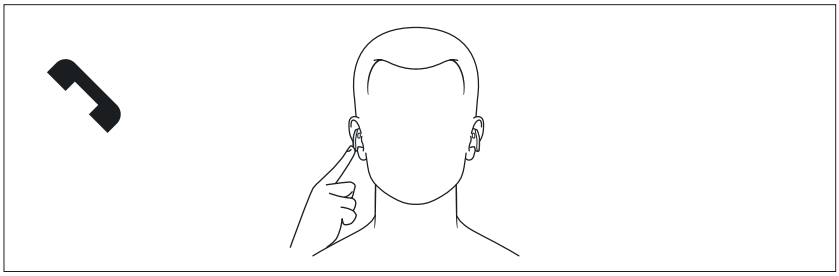
In Stream mode, you can only adjust the volume of the stream via your connected Bluetooth device. Via the earbuds and the Conversation Clear app, you simply adjust the ratio of music and ambient volume.

Making calls using the earbuds

The call functions are only available when the earbuds and the smartphone are connected via Bluetooth.

Some smartphones and telephony apps (e.g. WhatsApp, MS Teams, WeChat) may not support all call control functions.

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



Making a call

▷ Dial the desired number on your smartphone.
If your smartphone does not automatically transfer the call to the earbud, select “ConCPlus1” as the output device on your smartphone (see the instruction manual of your smartphone if necessary).

Accepting/rejecting/ending a call

If your earbuds are connected to a smartphone and you receive a call, you hear a ring tone in the earbuds.

If you are playing music when you receive a call, the music pauses until you end the call.

Right or left multi-function button		Function
	Press 1x ●	During a call: Ambient balancing
		In case of an incoming call: Accepts a call
	Double tap ● ●	In case of an incoming call: Accepts a call
		During a call: Ends a call
	Press for 2 sec ●	During a call: Ends a call
		In case of an incoming call: Rejects a call

Suppressing or allowing ambient sounds during a call (Ambient balancing)

During a call, you can use the multi-function buttons on the earbuds to adjust how much ambient sounds you hear.

To increase the suppression of ambient sounds:

▷ Briefly press the multi-function button on the right earbud.

To reduce the suppression of ambient sounds:

▷ Briefly press the multi-function button on the left earbud.

Displaying the battery charge status

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

The Conversation Clear app also displays the charge status of the rechargeable batteries of the earbuds and the charging case.

Displaying the battery charge status using the charging case

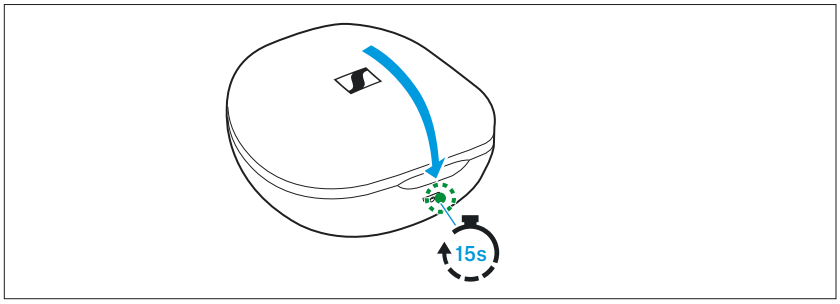
When a USB cable is connected, the LED display of the charging case permanently displays the charging process:

LED		Status
	flashes red	... charging case is being charged ... charge status < 10 %
	flashes green	... charging case is being charged ... charge status > 10 %
	lights up green	... charging case is fully charged
	lights up red	... charging error/battery error (> 35)

When no USB cable is connected to the charging case:

▷ Open or close the lid of the charging case.
The LED display of the charging case displays the battery charge status for 15 seconds.

LED		Status
	flashes red for 15 sec	... Charge status < 10 %
	lights up green for 15 sec	... charge status > 10 % ... charging case is fully charged
	lights up red	... charging error/battery error (> 35)



Adjusting the acoustic feedback

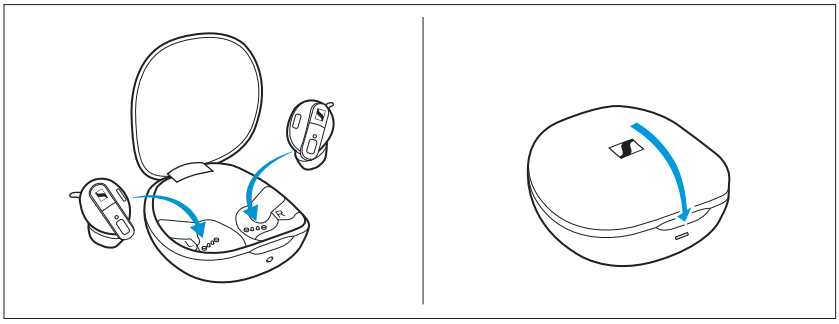
To be able to adjust the acoustic feedback (signal tone and melody), you require the Conversation Clear app (> 18).

You can deactivate the acoustic feedback with a few exceptions (e.g. rechargeable battery is empty). Note that both earbuds must be switched on to adjust the settings for both earbuds (right and left).

Storing or transporting the earbuds in the charging case

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.

- ▷ Open the charging case by overcoming a slight magnetic resistance and insert the left earbud into the left charging compartment and the right earbud into the right charging compartment. The earbuds are magnetically pulled into the charging compartments.
- ▷ Close the lid of the charging case.



Care and maintenance of the earbuds/charging case

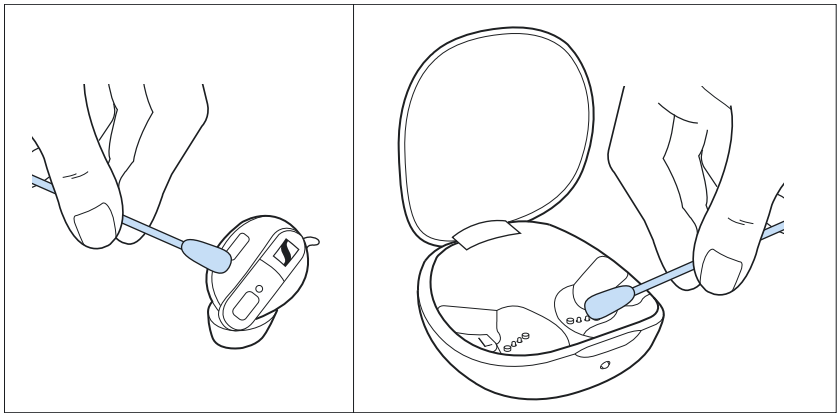
CAUTION

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 far away from the product.
- ▷ Do not use any solvents or cleansing agents.

- ▷ Only clean the charging case with a soft, dry cloth.
- ▷ Clean the earbuds with a slightly damp cloth.
- ▷ You can clean the silicone ear adapters and silicone ear fins under lukewarm running water. Let the ear adapters and ear fins dry at room temperature for at least 12 hours before re-attaching them to the earbuds.
- ▷ Clean the charging contacts on the earbuds and in the charging case from time to time using e.g. a cotton swab.



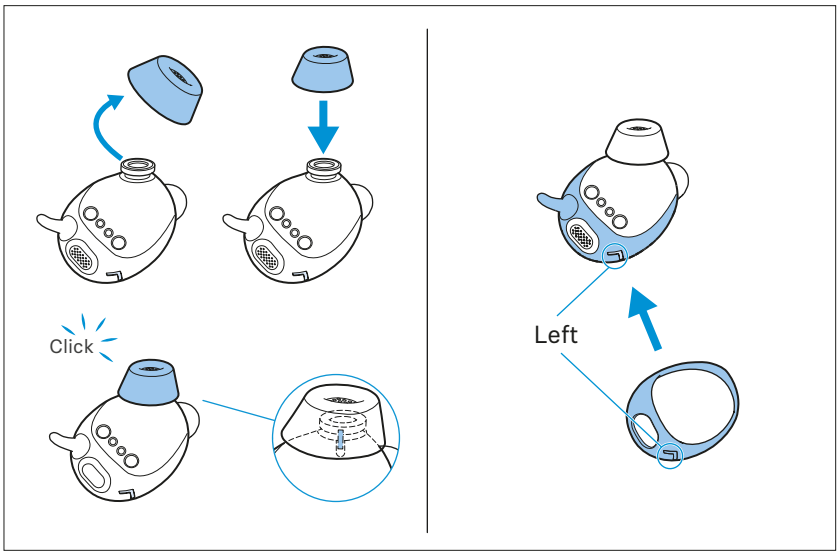
If the earbuds have gotten wet:

- ▷ Remove the ear adapters and dry the earbuds and ear adapters with a dry cloth. If necessary, let the earbuds and ear adapters dry at room temperature for approx. 12 hours.

Replacing the ear adapters and ear fins

For reasons of hygiene, you should replace your ear adapters and ear fins from time to time. Replacement ear adapters and ear fins are available on the earbuds' product page at www.sennheiser-hearing.com/conc400.

- ▷ Pull the ear adapter away from the in-ear sound tunnel.
- ▷ When mounting the new ear adapter, make sure that the raised line in the silicone of the ear adapter is aligned with the white marking on the support of the in-ear sound tunnel of the earbud.
- ▷ Mount the new ear adapter to the in-ear sound tunnel. Ensure that it locks into place.
- ▷ Carefully remove the ear fin from the earbud housing.
- ▷ Slip the new ear fin onto the earbud. Make sure that the latch on the inside of the ear fin ring is placed in the recess provided on the earbud housing (> 20).



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 (> 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 www.sennheiser-hearing.com/service-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: > 41.

Installing firmware updates

Firmware updates can be downloaded free of charge from the Internet using the Sennheiser Conversation Clear app.

- ▷ Before updating, you have to insert the earbuds into the charging case. During the update, you must also not take the earbuds out of the charging case.
- ▷ Connect your earbuds to your smartphone and start the Conversation Clear app (> 18).
- ▷ The app provides information on available firmware updates and guides you through the installation process.
- ▷ Make sure that the batteries are fully charged before updating (> 14). Avoid connecting or disconnecting the USB power supply during the update process.

FAQ/If a problem occurs ...

If a problem has occurred, proceed in the following order until the problem is solved and you can use the earbuds again:

1. Insert the earbuds into the charging case and close the lid. Wait for at least 10 seconds.
2. Connect the earbuds to the Conversation Clear app to install the latest firmware (> 36).
3. Check the list of frequently asked questions to see if there is a solution to the problem (> 37).
4. Contact your Sonova Consumer Hearing partner to solve the problem (> 37).

Current list of frequently asked questions (FAQ)

Visit the ConC 400 product page at www.sennheiser-hearing.com/conc400

There you will find a current list of frequently asked questions (FAQ) and suggested solutions.

Your question has not been answered or the problem persists?

If a problem occurs that is not listed in the FAQ section or if the problem cannot be solved with the proposed solutions, please contact your Sonova Consumer Hearing partner for assistance.

To find a partner in your country search at www.sennheiser-hearing.com/service-support.

Leaving the Bluetooth transmission range

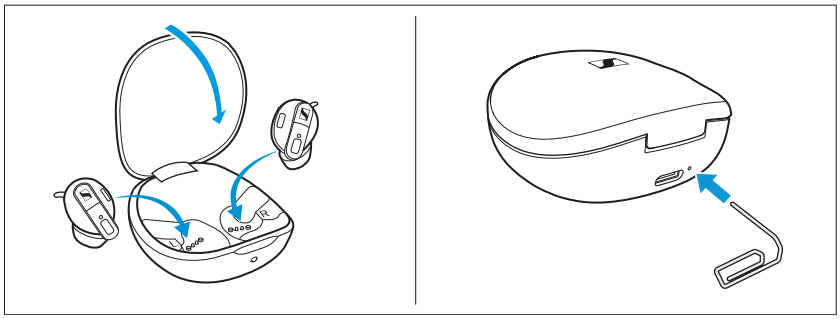
Wireless calling and streaming are only possible in the Bluetooth transmission range of your smartphone. The transmission range largely depends on environmental conditions such as wall thickness, wall composition etc. With a free line of sight, the transmission range of most smartphones and Bluetooth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

If you, and therefore the earbuds, leave the Bluetooth transmission range of the smartphone, the sound quality deteriorates increasingly until and the connection breaks down completely. If you immediately re-enter the Bluetooth transmission range, the connection is automatically re-established. If the connection is not automatically re-established, insert the earbuds briefly into the charging case before switching them on again.

Resetting the charging case

If the function of the charging case is disturbed, perform a reset.

▷ Briefly press the Reset button next to the USB socket. To do so, use a paper clip, for example.
The charging case is automatically restarted (reset).



Specifications

True Wireless stereo earbuds

Model: ConCPlus1, ConCPlus1-R, ConCPlus1-L, ConCPlus1-C

Wearing style	True Wireless stereo earbuds
Ear coupling	ear-canal
Frequency response	20 Hz to 20 kHz
Transducer principle	dynamic
Transducer size	12 mm
Sound pressure level (SPL)	100 dB (1 kHz/2 mW)
THD (1 kHz, 94 dB SPL)	< 0.5 % (1 kHz/94 dB)
Noise cancellation	ANC
Microphone principle	analog MEMS
Microphone frequency response	100 Hz to 10 kHz
Microphone pick-up pattern (speech and ANC)	1 microphone for ambient awareness mode 2 microphones for beamforming during conversations
Power supply	**built-in lithium rechargeable batteries:** earbuds (R and L): 3.7 V, 70 mAh, 0.3 Wh charging case: 3.7 V, 500 mAh, 1.85 Wh
Charging method via charging case	USB charging via USB-C socket: 5 V ⎓, 900 mA;
Operating time	up to 9 hrs with rechargeable battery of the earbud up to 2 additional charging cycles with charging case's rechargeable battery
Charging time of rechargeable batteries	approx. 5 hours for full charge 15 minutes for 1 hour of playback
Temperature range	*operation:* +0 to +40 °C *charging:* +10 to +30 °C *storage:* –20 to +60 °C
Relative humidity	*operation:* < 80 %, non-condensing *storage:* < 70 %
Magnetic field strength	earbuds: 12 mT charging case: 94 mT
Ingress protection of the earbuds	splash proof (IPX4)
Weight	earbuds: approx. 6 g each charging case: approx. 55 g both earbuds and charging case: 58 g
Required app	Sennheiser Conversation Clear, supports Android and iOS, free Sennheiser account required

Bluetooth

Version	Bluetooth 4.2 compatible, class 1
Transmission frequency	2,400 MHz to 2483.5 MHz
Modulation	GFSK, π/4 DQPSK, 8DPSK
Profiles	A2DP, HFP
Output power	10 mW (max)
Codec	SBC
Device name	ConCPlus1
Number of active connections	2

Manufacturer declarations

Warranty

Sonova Consumer Hearing GmbH gives a warranty of 24 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.

In compliance with the following requirements

- General Product Safety Directive (2001/95/EC)
- Compliant to **Sound Pressure Limits** according to country specific requirements

EU declaration of conformity

- RoHS Directive (2011/65/EU)

Hereby, Sonova Consumer Hearing GmbH declares that the radio equipment type ConCPlus1 (ConCPlus1-R, ConCPlus1-L, ConCPlus1-C) is in compliance with the Radio Equipment 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 Directive (2006/66/EC & 2013/56/EU)
- 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, 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. The trademark “iPhone” is used in Japan with a license from Aiphone K.K.

Google Play and the Google Play logo are trademarks of Google LLC.

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.

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