

Wireless Noise Canceling Stereo Headset  
WH-CH700N



Use this manual if you encounter any problems, or have any questions.

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## What can I do to solve a problem?

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### Power/Charging

- [The headset is not turned on.](#)

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- [Charging cannot be done.](#)

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- [Charging time is too long.](#)

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### Sound

- [No sound](#)

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- [Low sound level](#)

---
- [Low sound quality.](#)

---
- [Sound skips frequently.](#)

---
- [The noise canceling effect is not sufficient.](#)

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### Bluetooth

- [Pairing cannot be done.](#)

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- [One-touch connection \(NFC\) does not work](#)

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- [Unable to make a Bluetooth connection](#)

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- [Distorted sound](#)

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- [The Bluetooth wireless communication range is short, or the sound skips.](#)

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- [The headset does not operate properly.](#)

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### Resetting or initializing the headset

- [Resetting the headset](#)

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- [Initializing the headset to restore factory settings](#)

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Wireless Noise Canceling Stereo Headset  
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## What you can do with the Bluetooth function

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The headset uses BLUETOOTH® wireless technology, allowing you to listen to music or make phone calls wirelessly.

### Listening to music

You can receive audio signals from a smartphone or music player to enjoy music wirelessly.



### Talking on the phone

You can make and receive a call hands-free, while leaving your smartphone or mobile phone in your bag or pocket.



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## About voice guidance

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You will hear voice guidance in the following situations via the headset.

- When powering on: "Power on"
- When powering off: "Power off"
- When entering pairing mode: "BLUETOOTH pairing"
- When establishing a Bluetooth connection: "BLUETOOTH connected"
- When disconnecting a Bluetooth connection: "BLUETOOTH disconnected"
- When checking the remaining battery charge: "Battery level high"/"Battery level medium"/"Battery level low"
- When automatically turning off due to low battery: "Please recharge headset"
- When turning on the noise canceling function: "Noise canceling"
- When turning off the noise canceling function: "Off"

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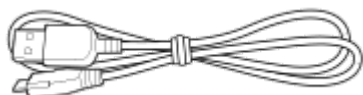
## Checking the package contents

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After opening the package, check that all items in the list are included in the package. If items are missing, contact your dealer.

Numbers in ( ) indicate the item amount.

Wireless Noise Canceling Stereo Headset (1)  
Micro-USB cable (approx. 50 cm (19 3/4 in.)) (1)



Headphone cable (approx. 1.2 m (47 1/4 in.)) (1)

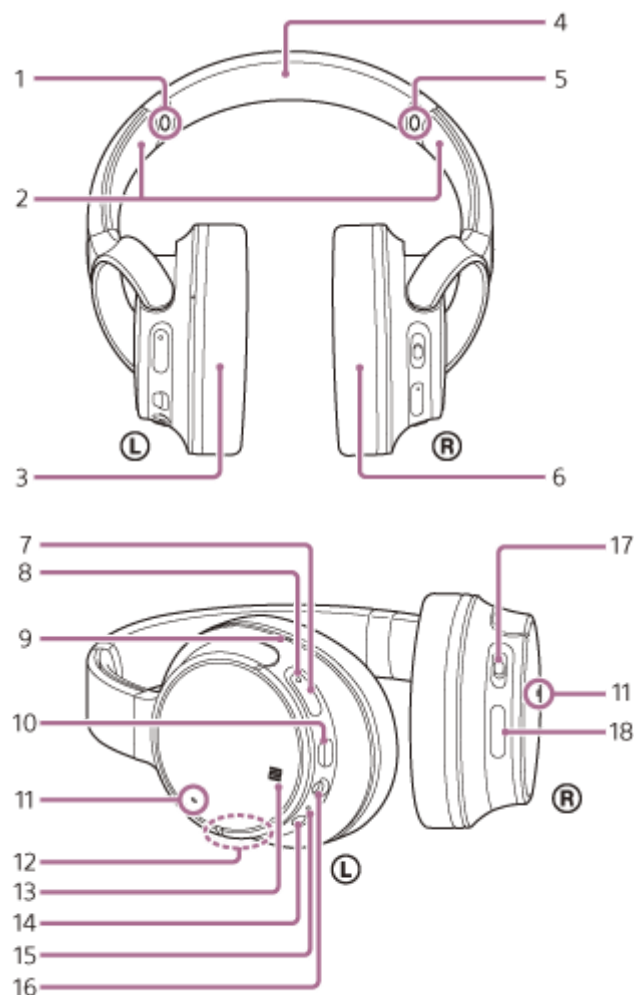


Reference Guide (1)  
Operating Instructions (1)  
Other documents (1 set) (\*)

\* May not be supplied in some countries or regions.





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## Location and function of parts



1. L mark
2. Slider  
Slide to adjust the length of the headband.
3. ① left unit
4. Headband
5. R mark
6. ② right unit
7. ⏻ (power) button
8. Indicator (blue/red)  
Lights up in red while charging.  
Lights up in red or blue to indicate the power or communication status of the headset.
9. Tactile dot  
The left unit has a tactile dot.
10. Micro-USB port  
Connect a computer or USB AC adaptor (not supplied) to this port with the supplied micro-USB cable to charge the headset.
11. Microphone  
Picks up the sound of your voice (when talking on the phone) and noise (when using the noise canceling function).  
Use both microphones of the left and right units when talking on the phone.
12. Built-in antenna  
A Bluetooth antenna is built into the headset.



- 13. N -mark
- 14. NC (Noise canceling) button
- 15. Indicator (green)  
: Shows the noise canceling status.
- 16. INPUT jack  
Connect a music player, etc. to this jack by using the supplied headphone cable. Make sure that you insert the plug of the music player until it clicks. Otherwise, you may not hear the sound normally.
- 17. Jog switch  
(  /  (play/call),  (previous),  (next))  
Controls various functions when you make a call or play music.
- 18. VOL +/- buttons

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#### Related Topic

- [About the indicator](#)
- [Checking the remaining battery charge](#)

## About the indicator

You can check various statuses of the headset by the indicators.

●: Turns on in blue / ●: Turns on in red / ●: Turns on in green / -: Turns off

### Indicator (blue/red) next to the button

#### Turning on

● - ● (flashes two times)

#### Turning off

 (lights for about two seconds)

#### Bluetooth status indication

- Pairing mode



- Not connected

● -- ● -- ● -- ● (about one-second intervals)

- Connection process completed

● ● ● ● ● ● ● ● (flashes quickly for about five seconds)

- Connected

● --- (about five-second interval) --- ●

- Incoming call



#### Remaining battery charge indication

- High



- Medium



- Low (needs to charge)



For details, refer to “[Checking the remaining battery charge.](#)”

#### Charging

- While charging



#### Other



- Initialization completed



For details, refer to “[Initializing the headset to restore factory settings.](#)”

## The indicator next to the NC button

### Noise canceling function (green)

- Noise canceling on  

- Noise canceling off  


For details, refer to “[What is noise canceling?](#).”

#### Hint

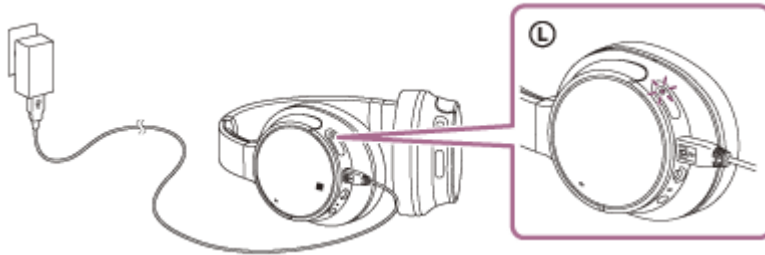
- When the remaining battery charge becomes low, the indicator turns from blue to red, except for pairing mode.

## Charging the headset

The headset contains a lithium ion rechargeable battery. Charge the headset using the supplied micro-USB cable.

### 1 Connect the headset and an AC outlet.

Use the supplied micro-USB cable and a USB AC adaptor to connect them.



- The indicator (red) of the headset lights up.
- Charging is completed in about 7 hours (\*) and the indicator (red) goes off automatically.

\* Time required for charging the empty battery to its full capacity. The time may be different depending on the conditions of use.

After charging is complete, disconnect the micro-USB cable.

### Hint

- Charging is also possible by connecting the supplied micro-USB cable to a booted computer.
- You can use the headset by connecting the supplied headphone cable, even while charging the headset.
- If charging starts while the headset is turned on, the headset will turn off automatically.

### Note

- Charging may not be successful depending on the USB AC adaptor.
- If the rechargeable battery has not been used for a long time, its duration may shorten. However, the battery life will improve after a few recharges.
- If you store the headset for a long time, charge the battery to its full capacity once every 6 months to avoid over-discharge.
- If the headset is not used for a long time, it may take longer to charge the battery.
- If the computer enters into hibernation mode while connected to the headset, charging will not be completed properly. Check the setting of the computer before charging. The indicator (red) will go off automatically if the computer enters into hibernation mode. In this case, charge the headset again.
- When you are connected the headset to the computer with a USB cable during charging or after charging finished, you cannot turn on the headset or perform operations such as registering or connecting a Bluetooth device, music playback etc.
- The noise canceling function cannot be used while charging or if kept connected to the computer after charging is complete.
- If the headset detects a problem while charging due to following causes, the indicator (red) may turn off although charging is not complete. In this case, charge again within the charging temperature range. If the problem persists, consult your nearest Sony dealer.
  - Ambient temperature exceeds the charging temperature range of 5 °C – 35 °C (41 °F - 95 °F)
  - There is a problem with the battery.

- If the headset is not used for a long time, the indicator (red) may not light up when you connect the micro-USB cable to charge the headset. Wait for a specified amount of time until the indicator (red) lights up.
- If the life of the built-in rechargeable battery drops significantly, the battery should be replaced. Consult your nearest Sony dealer for replacement of the rechargeable battery.
- Avoid exposure to temperature extremes, direct sunlight, moisture, sand, dust or electrical shock. Never leave the headset in a parked car.
- When connecting to a computer, use the supplied micro-USB cable only, and be sure to connect them directly. Charging will not be completed properly by an indirect connection, such as via a USB hub.

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## Available operating time

The available operating times of the headset on a fully-charged battery are as follows:

Bluetooth connection

### Music Playback time

Codec	DSEE	Noise canceling function	Available operating time
Qualcomm aptX™ audio/aptX HD	AUTO/OFF	Noise canceling function: ON	Max. 35 hours
		OFF	Max. 40 hours
SBC/AAC	AUTO	Noise canceling function: ON	Max. 35 hours
		OFF	Max. 40 hours
	OFF	Noise canceling function: ON	Max. 40 hours
		OFF	Max. 45 hours

- About 60 minutes of music playback is possible after 10 minutes charging.

### Communication time

Noise canceling function	Available operating time
Noise canceling function: ON	Max. 35 hours
OFF	Max. 40 hours

### Standby time

Noise canceling function	Available operating time
Noise canceling function: ON	Max. 35 hours
OFF	Max. 200 hours

**Wired connection, Noise canceling function ON:** Max. 50 hours

#### Hint

- By using the “Sony | Headphones Connect” app, you can check which codec is used for a connection or switch the DSEE function.

#### Note

- Usage hours may be different depending on the settings and conditions of use.

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## Related Topic

- [Supported codecs](#)
- [What you can do with "Sony | Headphones Connect" app](#)

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## Checking the remaining battery charge


You can check the remaining battery charge of the rechargeable battery.

When you turn on the headset, the indicator (blue) flashes two times, then the indicator (red) flashes.  
When you press the  button while the power is on, the indicator (red) flashes and voice guidance indicating the remaining battery charge.

The indicator (red) flashes according to the remaining battery charge as follows.

Flashes 3 times  - -  - - : High "Battery level high"

Flashes 2 times  - - : Medium "Battery level medium"

Flashes 1 time : Low (needs to charge) "Battery level low"

### When the battery is almost empty

The indicator turns red. When the battery becomes empty, the headset sounds a warning beep, you hear voice guidance "Please recharge headset", and the headset turns off automatically.

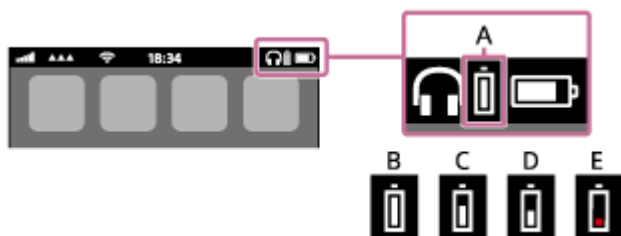
### When you are using an iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch (iOS) that supports HFP (Hands-free Profile), it will show an icon that indicates the remaining battery charge of the headset on the screen.

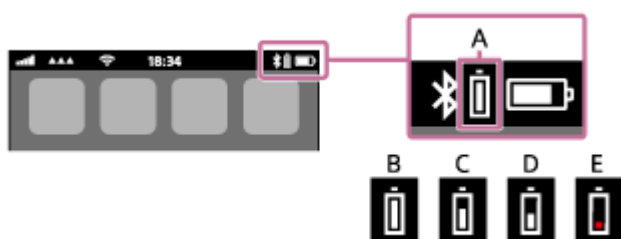
#### Usable devices

iPhone or iPod touch which supports HFP (Hands-free Profile) (iOS 5.0 or later)

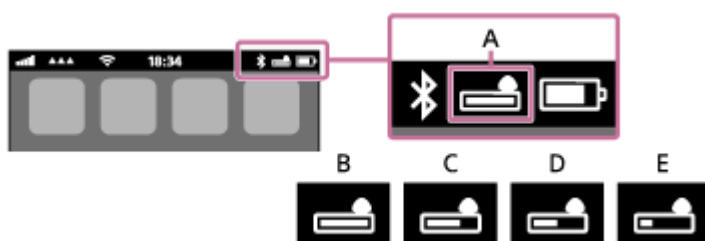
**iOS 10.2 or later**



**iOS 7.0 or later**



**iOS 5.X/6.X**



**A:** Remaining battery charge of the headset

**B:** 100% to 70%

**C:** 70% to 50%



**D:** 50% to 20%

**E:** 20% or lower (needs to charge)

#### Hint

- You can also check the remaining battery charge with the "Sony | Headphones Connect" app. Android smartphones and iPhone/iPod touch support this app.

#### Note

- If you connect the headset to an iPhone or iPod touch with "Media audio" (A2DP) only in a multi point connection, the remaining battery charge will not be displayed correctly.

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#### Related Topic

- [What you can do with "Sony | Headphones Connect" app](#)

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## System requirements for battery charge using USB

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### USB AC adaptor

A commercially available USB AC adaptor capable of feeding in more than 0.5 A (500 mA)

### Personal Computer

(As of December 2017)

Computers on which the following OS is installed and a USB terminal is equipped as a standard

- It is not that we guarantee operation on all computers which meet the following environment.
- Operations using a custom-built or homebuilt computer are not guaranteed.

(when using Windows®)

Windows® 10 Home / Windows® 10 Pro

Windows® 8.1 / Windows® 8.1 Pro

Windows® 8 / Windows® 8 Pro

Windows® 7 Home Basic / Home Premium / Professional / Ultimate

(when using Mac)

Mac OS X (version 10.9 or later)

Design and specifications are subject to change without notice.

Wireless Noise Canceling Stereo Headset  
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## Turning on the headset

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- 1 Press and hold the  button for about 2 seconds until the indicator (blue) flashes.



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### Related Topic

- [Turning off the headset](#)

Wireless Noise Canceling Stereo Headset  
WH-CH700N

## Turning off the headset

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- 1 Press and hold the  button for about 2 seconds until the indicator (blue) turns off.



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### Related Topic

- [Turning on the headset](#)

## How to make a wireless connection to Bluetooth devices

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You can enjoy music and hands-free calling with the headset wirelessly by using your device's Bluetooth function.

### Device registration (pairing)

When using the Bluetooth function for the first time, you must previously register both devices to allow connection. The operation to register a device is called device registration (pairing).

If the device to be connected does not support the one-touch connection (NFC), operate the headset and the device to perform device registration (pairing).

If the device supports one-touch connection (NFC), you can just touch to perform device registration (pairing) and establish a Bluetooth connection.

### Connecting the headset to a registered (paired) device

Once the device is registered, it is not necessary to register it again. Connect to it with an appropriate method.

## One-touch connection (NFC) with a smartphone (Android 4.1 or later)

By touching the headset with a smartphone, the headset turns on automatically and then pairs and makes a Bluetooth connection.

### Compatible smartphones

NFC-compatible smartphones installed with Android™ 4.1 or later

### NFC

NFC (Near Field Communication) is a technology enabling short-range wireless communication between various devices, such as smartphones and IC tags. Thanks to the NFC function, data communication — for example, Bluetooth pairing — can be achieved easily by simply touching NFC-compatible devices together (i.e., at the N-Mark symbol or location designated on each device).

**1** Unlock the screen of the smartphone if it is locked.

**2** Select [Setting] — [More].

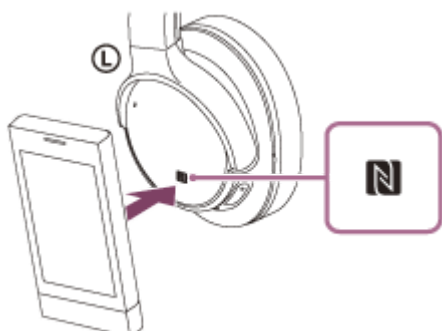
**3** Set the NFC function to on.



\* The above procedure is an example. For details, refer to the operating instructions supplied with your Android smartphone.

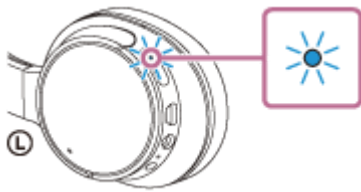
**4** Touch the headset with the smartphone.

- Touch the smartphone on the N-Mark of the headset. Keep touching the headset with the smartphone until the smartphone reacts.
- Refer to the operating instructions of the smartphone for the designated location to be touched on the smartphone.



Follow the on-screen instructions to complete the pairing and connection.

When the headset is connected with the smartphone, the indicator (blue) starts flashing slowly. You hear voice guidance "BLUETOOTH connected".



- To disconnect, touch the smartphone again.
- To connect a paired smartphone, perform step 4.
- Unlock the screen of the smartphone if it is locked.

#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your Android smartphone.
- If you cannot connect the headset, try the following.
  - Unlock the screen of the smartphone if it is locked, and move the smartphone slowly over the N-Mark.
  - If the smartphone is in a case, remove the case.
- If you touch an NFC-compatible smartphone with the headset, the smartphone terminates Bluetooth connection with any current device, and connects to the headset (One-touch connection switching).

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#### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Disconnecting the smartphone by one touch \(NFC\)](#)
- [Switching the device by one touch \(NFC\)](#)
- [Listening to music from a device via Bluetooth connection](#)

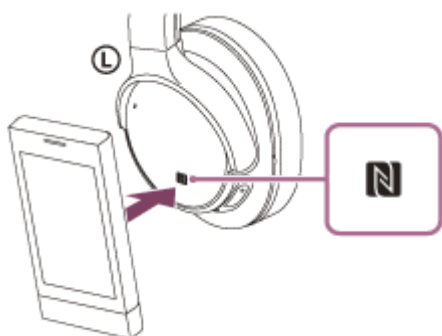
## Disconnecting the smartphone by one touch (NFC)

You can disconnect the headset from the connected smartphone by touching the headset with it.


**1** Unlock the screen of the smartphone if it is locked.

**2** Touch the headset with the smartphone.

Touch the N-Mark on the headset with the smartphone. You hear voice guidance "BLUETOOTH disconnected".



### Note

- After the headset is disconnected from the smartphone, if no operation is performed for about 5 minutes, the headset turns off automatically. To turn off the headset before that, press and hold the  button for about 2 seconds. You hear voice guidance, the indicator (blue) turns off, and the headset turns off.



## Switching the device by one touch (NFC)

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- When the headset is connected with a Bluetooth device, if you touch an NFC-compatible smartphone on the headset, the headset is connected with the smartphone that was touched on the headset most recently (One-touch connection switching). However, if you are talking on a Bluetooth mobile phone connected to the headset, you cannot switch the Bluetooth connection by one touch.
- When the headset is connected with an NFC-compatible smartphone, if you touch the smartphone on another NFC-compatible Bluetooth headset or Bluetooth speaker, the smartphone disconnects from the headset, and connects to the Bluetooth device it touched.

### Note

- Unlock the screen of the smartphone if it is locked.


## Pairing and connecting with an Android smartphone

Pairing is the process required to create a link between Bluetooth devices to allow wireless connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

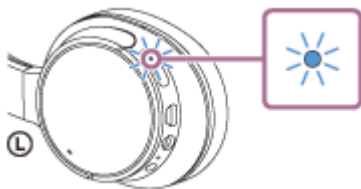
- The smartphone is placed within 1 m of the headset.
- The headset is charged sufficiently.
- The operating instructions of the smartphone is in hand.

### 1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



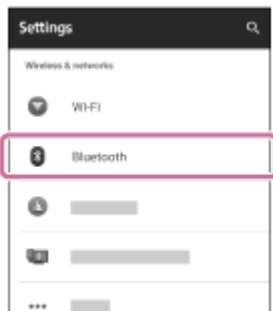
Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



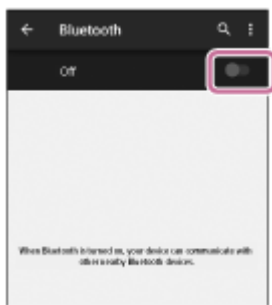
### 2 Unlock the screen of the Android smartphone if it is locked.

### 3 Search for this headset on the smartphone.

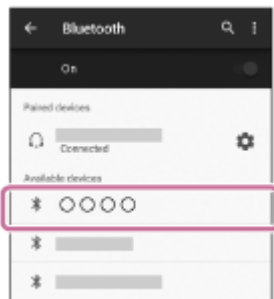
1. Select [Setting] — [Bluetooth].



2. Touch [  ] next to [Bluetooth] to turn on the Bluetooth function.



#### 4 Touch [WH-CH700N].



If passkey (\*) input is required on the display of the smartphone, input "0000."

The headset and smartphone are paired with each other and connected. You will hear a voice guidance "BLUETOOTH connected".

If they are not connected, see ["Connecting to a paired Android smartphone."](#)

If [WH-CH700N] does not appear on the display, try again from step 3.

\* A Passkey may be called "Passcode," "PIN code," or "Password."

#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your Android smartphone.
- To delete all pairing information, see ["Initializing the headset to restore factory settings."](#)

#### Note

- If pairing is not established within about 5 minutes, pairing mode will be canceled, and the headset will turn off. In this case, start over from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized, all pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one paired device at a time.

#### Related Topic


- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired Android smartphone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Initializing the headset to restore factory settings](#)



## Connecting to a paired Android smartphone

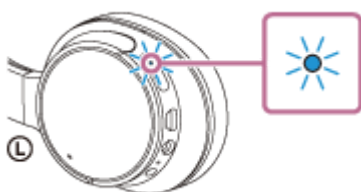
- 1 **Unlock the screen of the Android smartphone if it is locked.**

- 2 **Turn on the headset.**

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance “Power on”.




After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “BLUETOOTH connected”.

Check the connection status on the Android smartphone. If it is not connected, proceed to step 3.

- 3 **Display the devices paired with the smartphone.**

1. Select [Setting] — [Bluetooth].

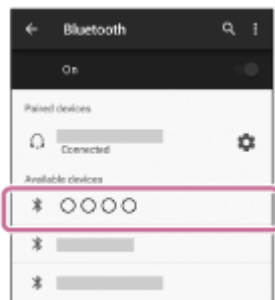


2. Touch [  ] next to [Bluetooth] to turn on the Bluetooth function.



#### 4 Touch [WH-CH700N].

You will hear a voice guidance “BLUETOOTH connected”.



#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your Android smartphone.
- If the smartphone was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the ►|| button.

#### Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your smartphone to the headset, deactivate pairing on your smartphone and perform pairing again. For details, refer to the operating instructions supplied with your smartphone.

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#### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an Android smartphone](#)
- [Listening to music from a device via Bluetooth connection](#)


## Pairing and connecting with an iPhone

Pairing is the process required to create a link between Bluetooth devices to allow wireless connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

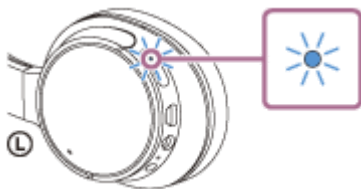
- The iPhone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the iPhone is in hand.

### 1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



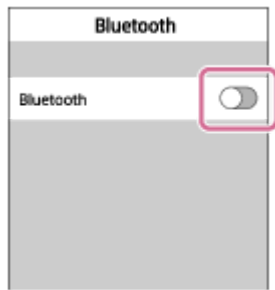
### 2 Unlock the screen of the iPhone if it is locked.

### 3 Select the Bluetooth setting on the iPhone.

1. Select [Settings].
2. Touch [Bluetooth].



3. Touch [] to change it to [] (turn on the Bluetooth function).



#### 4 Touch [WH-CH700N].



If passkey (\*) input is required on the display of the smartphone, input "0000."

The headset and iPhone are paired with each other and connected. You will hear a voice guidance "BLUETOOTH connected".

If they are not connected, see ["Connecting to a paired iPhone."](#)

If [WH-CH700N] does not appear on the display, try again from step 3.

\* A Passkey may be called "Passcode," "PIN code," or "Password."

#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your iPhone.
- To delete all pairing information, see ["Initializing the headset to restore factory settings."](#)

#### Note

- If pairing is not established within 5 minutes, pairing mode will be canceled and the headset will turn off. In this case, start over from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.  
All pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
- If the pairing information was deleted by initializing the headset, etc., delete the pairing information for the headset from your iPhone, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one paired device at a time.

#### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired iPhone](#)




- Listening to music from a device via Bluetooth connection
- Initializing the headset to restore factory settings

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## Connecting to a paired iPhone

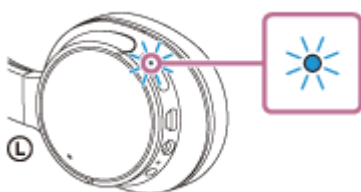
- 1 **Unlock the screen of the iPhone if it is locked.**

- 2 **Turn on the headset.**

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance “Power on”.



After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “BLUETOOTH connected”.

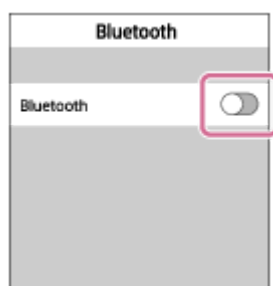
Check the connection status on the iPhone. If it is not connected, proceed to step 3.

- 3 **Display the devices paired with the iPhone.**

1. Select [Settings].
2. Touch [Bluetooth].



3. Touch [  ] to change it to [  ] (turn on the Bluetooth function).



#### 4 Touch [WH-CH700N].

You will hear a voice guidance “BLUETOOTH connected”.



#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your iPhone.
- If the iPhone was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the ►|| button.

#### Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your iPhone to the headset, deactivate pairing on your iPhone and perform pairing again. For details, refer to the operating instructions supplied with your iPhone.

#### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an iPhone](#)
- [Listening to music from a device via Bluetooth connection](#)


## Pairing and connecting with a computer (Windows 10)

You can register (pair) a Bluetooth compatible computer (Windows 10) and the headset with each other, and make a Bluetooth connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

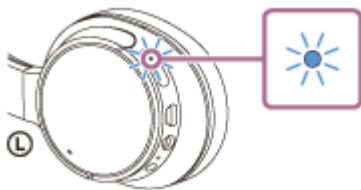
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer, the built-in Bluetooth adaptor should be turned on. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, refer to the operating instructions supplied with the computer.

### 1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



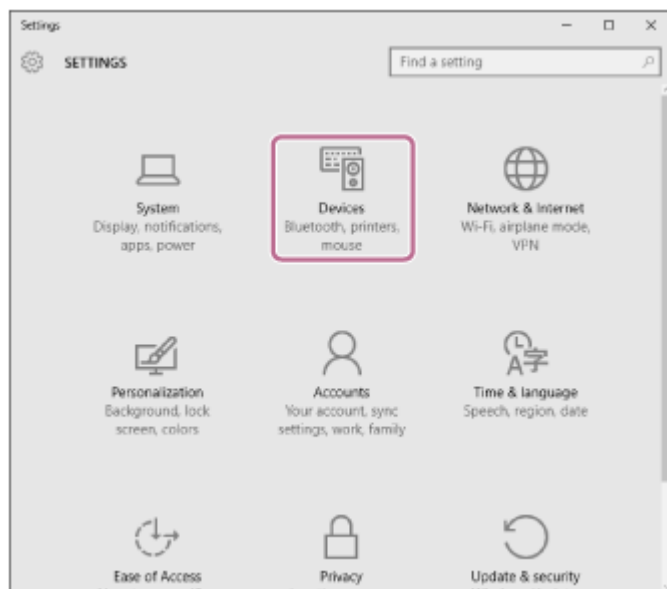
Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



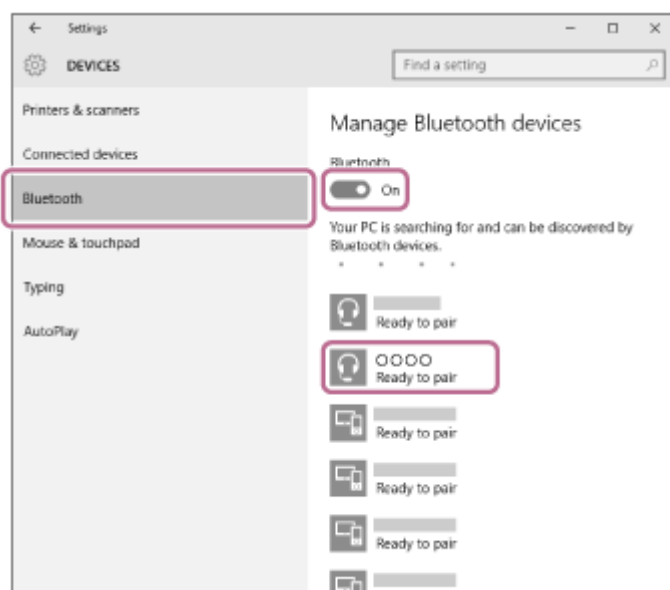
### 2 Wake the computer up from sleep mode.

### 3 Register the headset using the computer.

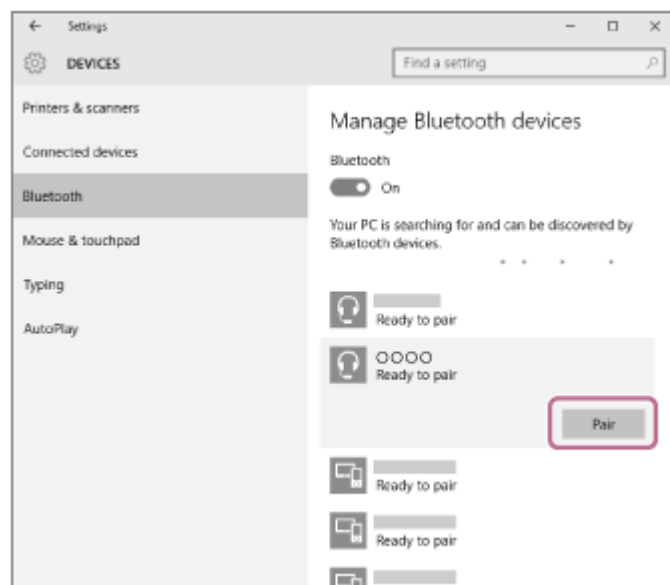
1. Click the [Start] button, then [Settings].
2. Click [Devices].



3. Click the [Bluetooth] tab, then click the [Bluetooth] button to turn on the Bluetooth function.



4. Select [WH-CH700N], then click [Pair].



If passkey (\*) input is required on the display of the computer, input "0000."

The headset and computer are paired with each other and connected. You will hear a voice guidance "BLUETOOTH connected".

If they are not connected, refer to [“Connecting to a paired computer \(Windows 10\).”](#)

If [WH-CH700N] does not appear on the display, try again from step 3.

\* A Passkey may be called “Passcode,” “PIN code,” or “Password.”

### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your computer.
- To delete all pairing information, see [“Initializing the headset to restore factory settings.”](#)

### Note

- If pairing is not established within about 5 minutes, pairing mode will be canceled and the headset will turn off. In this case, start over from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized, all pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one paired device at a time.

---

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Windows 10\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)


## Pairing and connecting with a computer (Windows 8/Windows 8.1)

Pairing is the process required to create a link between Bluetooth devices to allow wireless connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

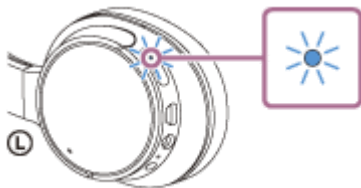
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer, you will need to turn on the built-in Bluetooth adaptor. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, refer to the operating instructions supplied with the computer.

### 1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



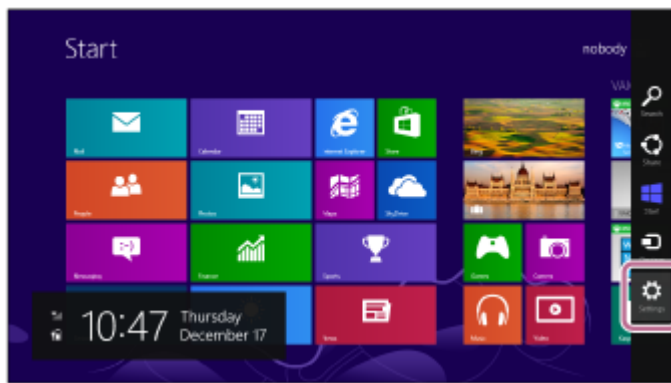
Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



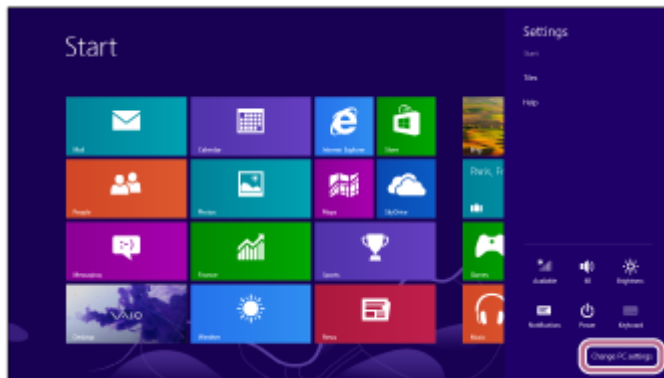
### 2 Wake the computer up from sleep mode.

### 3 Register the headset using the computer.

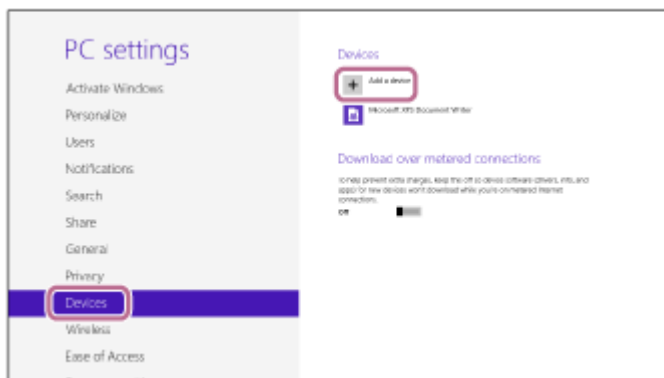
1. Move the mouse pointer to the top-right corner of the screen (when using a touch panel, swipe from the right edge of the screen), then select [Settings] from the Charm Bar.



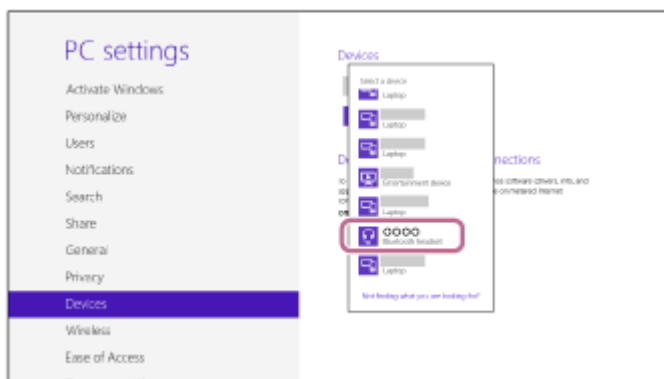
2. Select [Change PC settings] of the [Settings] charm.



3. Select [Devices] of [PC settings].
4. Select [Add a device].



5. Select [WH-CH700N].



If passkey (\*) input is required on the display of the computer, input "0000."

The headset and computer are paired with each other and connected. You will hear a voice guidance "BLUETOOTH connected".

If they are not connected, see ["Connecting to a paired computer \(Windows 8/Windows 8.1\)."](#)

If [WH-CH700N] does not appear on the display, try again from step 3.

\* A Passkey may be called "Passcode," "PIN code," or "Password."



### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your computer.
- To delete all pairing information, see [“Initializing the headset to restore factory settings.”](#)

### Note

- If pairing is not established within about 5 minutes, pairing mode will be canceled and the headset will turn off. In this case, start over from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.  
All pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one paired device at a time.

---

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Windows 8/Windows 8.1\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)


## Pairing and connecting with a computer (Windows 7)

Pairing is the process required to create a link between Bluetooth devices to allow wireless connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

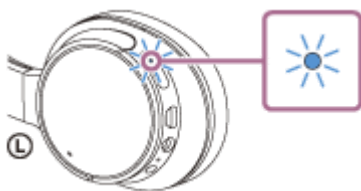
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer, you need to turn on the built-in Bluetooth adaptor. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, refer to the operating instructions supplied with the computer.

### 1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



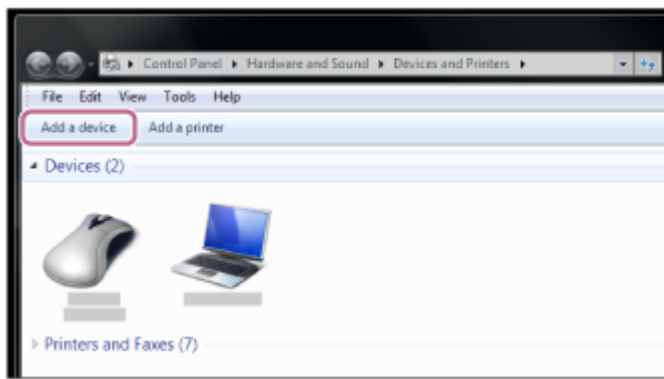
Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



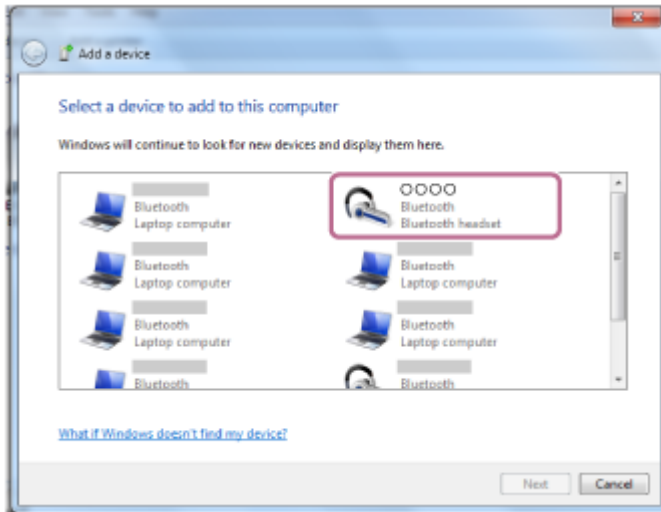
### 2 Wake the computer up from sleep mode.

### 3 Search for the headset using the computer.

1. Click the [Start] button, then [Devices and Printers].
2. Click [Add a device].



**4 Select [WH-CH700N], then click [Next].**



If passkey (\*) input is required on the display of the computer, input "0000."

The headset and computer are paired with each other and connected. You will hear a voice guidance "BLUETOOTH connected".

If they are not connected, see ["Connecting to a paired computer \(Windows 7\)."](#)

If [WH-CH700N] does not appear on the display, try again from step 3.

\* A Passkey may be called "Passcode," "PIN code," or "Password."

### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your computer.
- To delete all pairing information, see ["Initializing the headset to restore factory settings."](#)

### Note

- If pairing is not established within about 5 minutes, pairing mode will be canceled and the headset will turn off. In this case, start over from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.  
All pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one paired device at a time.

---

## Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Windows 7\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

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
## Connecting to a paired computer (Windows 10)

Before starting the operation, make sure of the following:

- Depending on the computer, you need to turn on the built-in Bluetooth adaptor. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, refer to the operating instructions supplied with the computer.

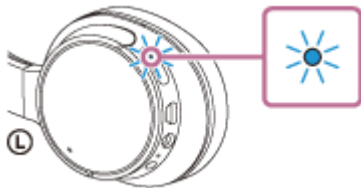
### 1 Wake the computer up from sleep mode.

### 2 Turn on the headset.

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance "Power on".



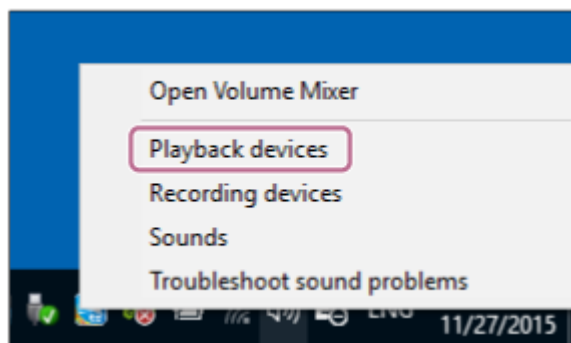
After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance "BLUETOOTH connected".

Use the computer to check whether the connection is established. If it is not established, proceed to step 3.

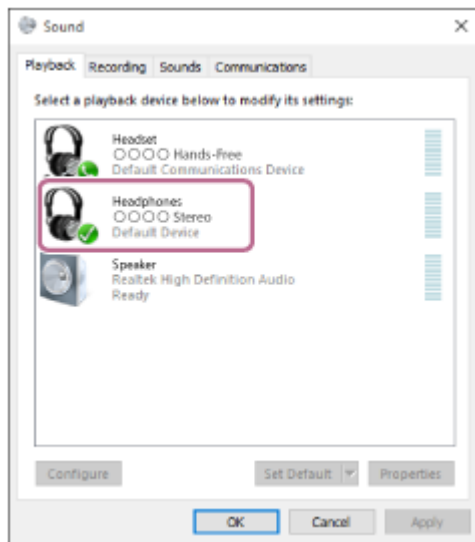
If the computer has connected to the last Bluetooth device connected, disconnect it, then proceed to the next step.

### 3 Select the headset using the computer.

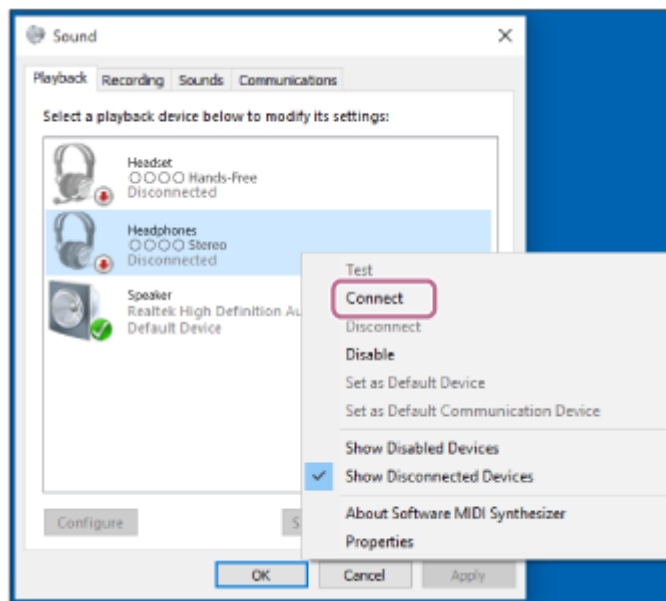
1. Right-click the volume icon on the windows toolbar, then click [Playback devices].



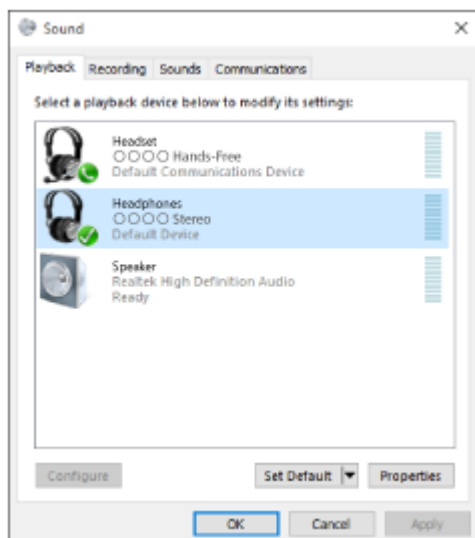
2. Right-click [WH-CH700N].  
If [WH-CH700N] is not displayed, right-click on the [Sound] screen, then select [Show Disabled Devices].



3. Click [Connect].



The connection is established.



#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your computer.

- If the computer was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the ►|| button.

### Note

- If the sound quality for music playback is low, make sure that the function that supports music playback connections (A2DP) is available on your computer. For details, refer to the operating instructions supplied with your computer.
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your computer to the headset, deactivate pairing on your computer, and perform pairing again. For details, refer to the operating instructions supplied with your computer.

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### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows 10\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)


## Connecting to a paired computer (Windows 8/Windows 8.1)

Before starting the operation, make sure of the following:

- Depending on the computer, you need to turn on the built-in Bluetooth adaptor. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, refer to the operating instructions supplied with the computer.

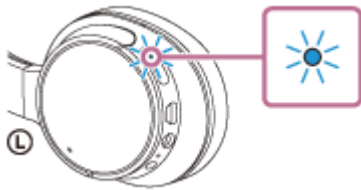
### 1 Wake the computer up from sleep mode.

### 2 Turn on the headset.

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance "Power on".



After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance "BLUETOOTH connected".

Use the computer to check whether the connection is established, and if it is not established, proceed to step 3.

If the computer has connected to the last Bluetooth device connected, disconnect it, then proceed to the next step.

### 3 Select the headset using the computer.

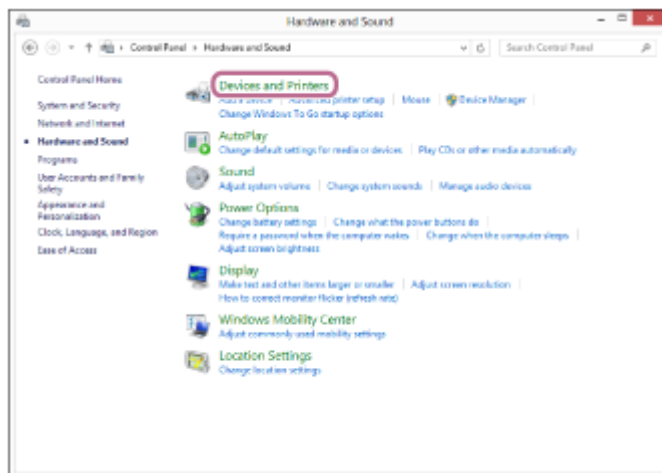
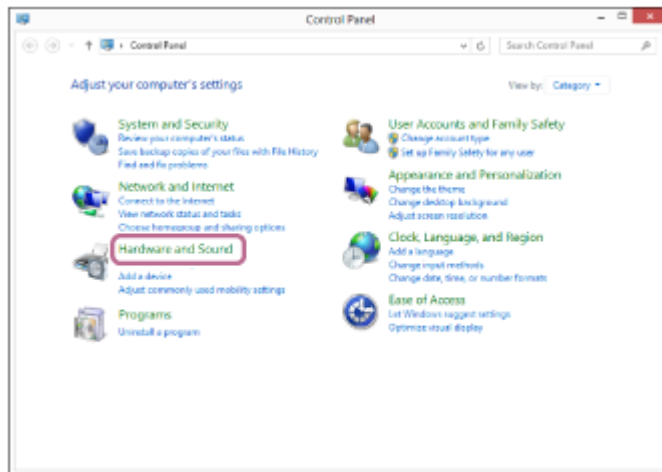
- Select [Desktop] on the Start screen.
- Move the mouse pointer to the top-right corner of the screen (when using a touch panel, swipe from the right edge of the screen), then select [Settings] from the Charm Bar.



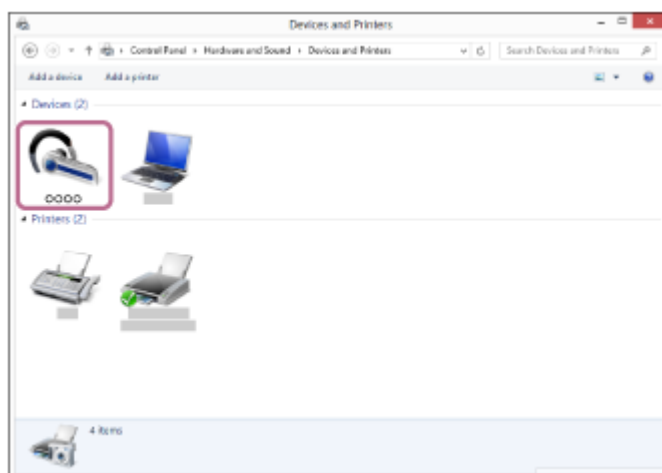
- Select [Control Panel] in the [Settings] charm.



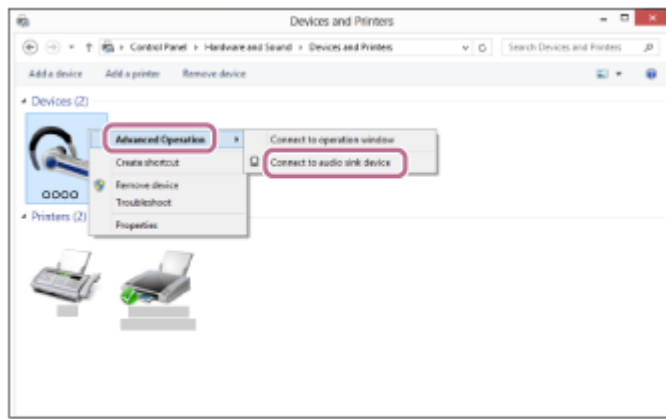
4. Select [Hardware and Sound], then [Devices and Printers].



5. Right-click [WH-CH700N].  
If [WH-CH700N] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then select [Show Disabled Devices].



6. Select [Connect] from the displayed menu.



### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your computer.
- If the computer was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the ►|| button.

### Note

- If the sound quality for music playback is low, make sure that the function that supports music playback connections (A2DP) is available on your computer. For details, refer to the operating instructions supplied with your computer.
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your computer to the headset, deactivate pairing on your computer and perform pairing again. For details, refer to the operating instructions supplied with your computer.

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### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows 8/Windows 8.1\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)


## Connecting to a paired computer (Windows 7)

Before starting the operation, make sure of the following:

- Depending on the computer, you need to turn on the built-in Bluetooth adaptor. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, refer to the operating instructions supplied with the computer.

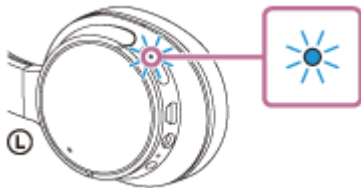
### 1 Wake the computer up from sleep mode.

### 2 Turn on the headset.

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance "Power on".



After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance "BLUETOOTH connected".

Use the computer to check whether the connection is established, and if it is not established, proceed to step 3.

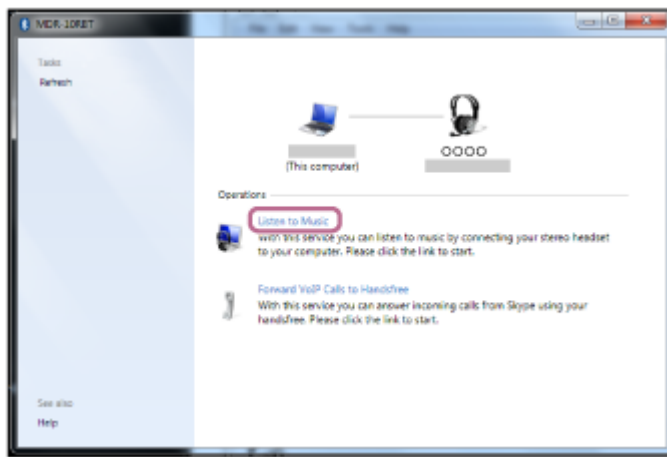
If the computer has connected to the last Bluetooth device connected, disconnect it, then proceed to the next step.

### 3 Select the headset using the computer.

1. Click the [Start] button, then [Devices and Printers].
2. Double-click [WH-CH700N] of the device.



3. Click [Listen to Music].



### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your computer.
- If the computer was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the ►|| button.

### Note

- If the sound quality for music playback is low, make sure that the function that supports music playback connections (A2DP) is available on your computer. For details, refer to the operating instructions supplied with your computer.
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your computer to the headset, deactivate pairing on your computer and perform pairing again. For details, refer to the operating instructions supplied with your computer.

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows 7\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)


## Pairing and connecting with other Bluetooth devices

Pairing is the process required to create a link between Bluetooth devices to allow wireless connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

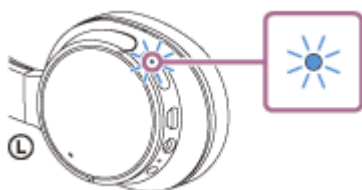
- The Bluetooth device is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the Bluetooth device is in hand.

### 1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



### 2 Perform the pairing procedure on the Bluetooth device to search for this headset.

[WH-CH700N] will be displayed on the list of detected devices on the screen of the Bluetooth device. If it is not displayed, repeat from step 1.

### 3 Select [WH-CH700N] displayed on the screen of the [Bluetooth] device for pairing.

If passkey (\*) input is required on the display of the computer, input "0000."

\* A Passkey may be called "Passcode," "PIN code," or "Password."

### 4 Make the Bluetooth connection from the Bluetooth device.

Depending on the Bluetooth device, the headset may be connected with the device automatically as soon as they are paired. When connected, you will hear a voice guidance "BLUETOOTH connected".

#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your Bluetooth device.

- To delete all pairing information, see [“Initializing the headset to restore factory settings.”](#)

## Note

- If pairing is not established within about 5 minutes, pairing mode will be canceled and the headset will turn off. In this case, start over from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.  
All pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one paired device at a time.


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## Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired Bluetooth device](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Initializing the headset to restore factory settings](#)

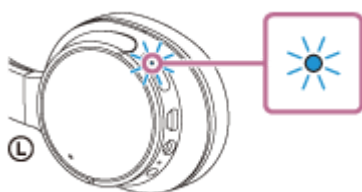
## Connecting to a paired Bluetooth device

### 1 Turn on the headset.

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance “Power on”.




After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “BLUETOOTH connected”.

Check the connection status on the Bluetooth device. If it is not connected, proceed to step 2.

### 2 Make the Bluetooth connection from the Bluetooth device.

For details, refer to the operating instructions supplied with your Bluetooth device. When connected, you will hear a voice guidance “BLUETOOTH connected”.

#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your Bluetooth device.
- If the Bluetooth device was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the  button.

#### Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your Bluetooth device to the headset, deactivate pairing on your Bluetooth device and perform pairing again. For details, refer to the operating instructions supplied with your Bluetooth device.

#### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with other Bluetooth devices](#)
- [Listening to music from a device via Bluetooth connection](#)





## Connecting the headset to both a music player and a smartphone or mobile phone

When you connect the headset to 2 Bluetooth devices, you can use them separately. For example, one for listening to music (with the A2DP Bluetooth connection) and the other for making phone calls (with the HFP or HSP Bluetooth connection).

To use a Bluetooth music player only for listening to music and a Bluetooth smartphone only for making phone calls, make a multipoint connection to the headset on each device.

- 1 Pair the headset with a music player and smartphone or mobile phone, respectively.**
- 2 Make an A2DP Bluetooth connection between the headset and Bluetooth music player.**
- 3 Make an HFP or HSP Bluetooth connection between the headset and Bluetooth smartphone or mobile phone.**

### Note

- If the smartphone or mobile phone was connected with the headset the last time, an HFP or HSP connection is made automatically when you turn on the headset. At the same time, an A2DP connection may also be made automatically. If this happens, disconnect the headset from the smartphone or mobile phone once using the phone, then connect the devices again by repeating the process from step 2.

## Connecting the headset to 2 Android smartphones

You can connect 2 smartphones to the headset, one for listening to music and the other for making phone calls. When you connect the headset to a smartphone, usually, the music playback function and phone call function are both connected automatically.

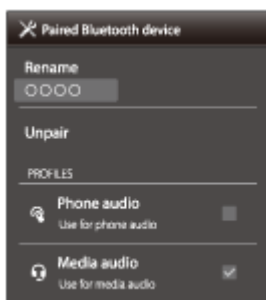
- 1 **Pair the headset with both smartphones, respectively.**
- 2 **Use one of the smartphones to establish a Bluetooth connection with the headset.**
- 3 **On the smartphone connected to the headset, uncheck either [Phone audio] (HFP) or [Media audio] (A2DP).**

**Operation example: When only connecting to a media audio (A2DP)**

Touch [Settings] - [Bluetooth] - the setting icon next to [WH-CH700N].



On the [Paired Bluetooth device] screen, uncheck [Phone audio].



- 4 **Terminate the Bluetooth connection of the smartphone.**
- 5 **Use the other smartphone to establish a Bluetooth connection to the headset.**
- 6 **In the same way, uncheck the function that you did not uncheck in step 3.**
- 7 **Use the first smartphone to establish a Bluetooth connection again.**

Both smartphones are connected to the headset with only one function enabled.

- The above procedure is an example. For details, refer to the operating instructions supplied with your Android smartphone.

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## Connecting the headset to an Android smartphone and an iPhone

When you connect the headset to a smartphone, usually, the music playback function and phone call function are both connected automatically.

To make a multi point connection using an Android smartphone and iPhone separately for listening to music and making phone calls, change the settings on the Android smartphone so that only one of the functions is connected. Connect the Android smartphone first, and then connect the iPhone.

You cannot set the iPhone to connect one function only.

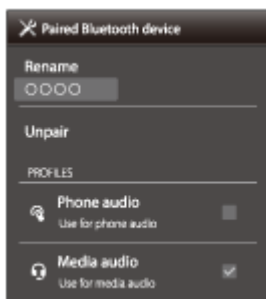
- 1 **Pair the headset with both Android smartphone and iPhone, respectively.**
- 2 **Use the Android smartphone to establish a Bluetooth connection with the headset.**
- 3 **On the Android smartphone connected to the headset, uncheck either [Phone audio] (HFP) or [Media audio] (A2DP).**

### Operation example: When only connecting to a media audio (A2DP)

Touch [Settings] - [Bluetooth] - the setting icon next to [WH-CH700N].



On the [Paired Bluetooth device] screen, uncheck [Phone audio].



- 4 **Use the iPhone to establish a Bluetooth connection to the headset.**

The iPhone is connected with the function unchecked in step 3.

### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your Android smartphone.

### Note

- If you connect an Android smartphone with [Phone audio] (HFP), the remaining battery charge of the headset will not be displayed correctly on an iPhone.

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## Disconnecting Bluetooth connection (after use)

- 1 If using a device that supports one-touch connection (NFC), touch the device to the headset again. (Unlock the screen of the device if it is locked.) If using a device that does not support one-touch connection (NFC), operate from the Bluetooth device.**

When disconnected, you will hear a voice guidance "BLUETOOTH disconnected".

- 2 Turn off the headset.**

You will hear a voice guidance "Power off".

### Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

## Related Topic

- [Disconnecting the smartphone by one touch \(NFC\)](#)
- [Turning off the headset](#)

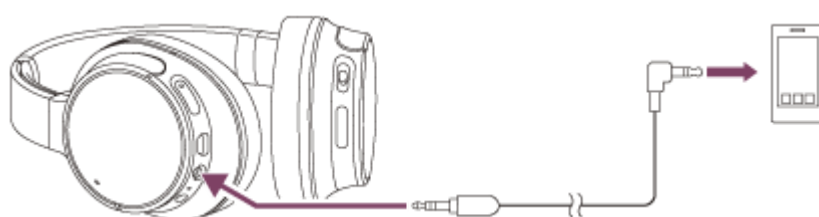
## Using the supplied headphone cable

If you use the headset at a place where it is restricted to use Bluetooth devices such as on an airplane, you can use the headset as noise canceling headphones by connecting a device via the supplied headphone cable and turning the headset on.

When the headset is turned on, the indicator (green) next to the NC button lights up (the noise canceling function: ON) or flashes (the noise canceling function: OFF).

### 1 Connect a playback device to the INPUT jack with the supplied headphone cable.

Make sure you connect the L-shaped plug to the playback device.



#### Hint

- You can enjoy music by connecting the supplied headphone cable to the headset even when the headset is turned off. In this case the noise canceling function is not available.
- The headset turns off automatically if you disconnect the supplied headphone cable while the headset is turned on.
- When an incoming call arrives, a ring tone will be heard via the headphones. Answer the call using your smartphone or mobile phone, and talk using the microphone of the phone. You can hear the voice of the caller from the headphones.
- If you disconnect the headphone cable from the smartphone or mobile phone, you can talk using the microphone and speaker of the phone.

#### Note

- Use the supplied headphone cable only.
- Make sure you insert the plug firmly.
- When using the headphone cable the Bluetooth function cannot be used.
- The Jog switch (▶||/◀ (play/call), ◀◀ (previous), ▶▶ (next)) and VOL +/- cannot be used. For volume, playback, pausing, etc., control with the connected device.
- The NC button cannot be used when the headset is powered off.

## Listening to music from a device via Bluetooth connection

If your Bluetooth device supports the following profiles, you can enjoy listening to music and perform basic remote control operation of the Bluetooth device via a Bluetooth connection.

- A2DP (Advanced Audio Distribution Profile)  
You can enjoy high-quality music wirelessly.
- AVRCP (Audio Video Remote Control Profile)  
You can adjust the volume, etc.

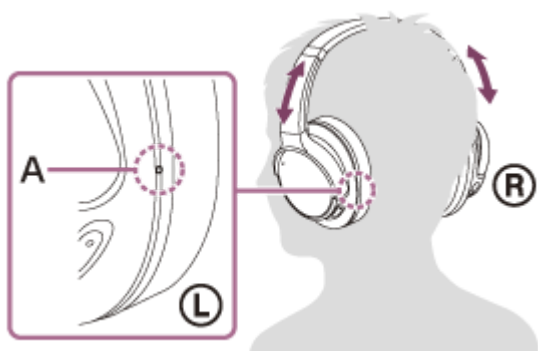
The operation may vary depending on the Bluetooth device. Refer to the operating instructions supplied with your Bluetooth device.

### 1 Connect the headset to a Bluetooth device.

### 2 Wear the headset.

Adjust the length of the headband.

Put the headset with the **L** indication to the left and the **R** indication to the right. The **L** unit of the headset has a tactile dot.



A: Tactile dot

### 3 Play back music or video on the Bluetooth device.

Adjust the volume on the Bluetooth device.

### 4 Adjust the volume by pressing the +/- buttons of the headset.

When the volume reaches the maximum or minimum, an alarm sounds.

#### Hint

- The headset supports SCMS-T content protection. You can enjoy music, etc., from a device such as a mobile phone or portable TV that supports SCMS-T content protection.
- Depending on the Bluetooth device, it may be necessary to adjust the volume or set the audio output setting on the Bluetooth device.



- Volume during a call and volume during music playback can be adjusted independently. Changing the call volume does not change the volume of music playback, and vice versa.

### Note

- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

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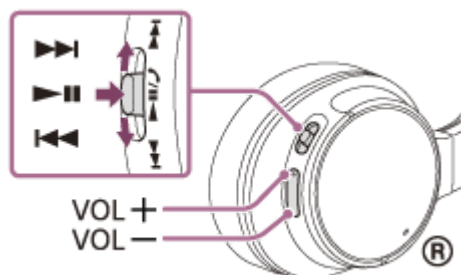
### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Controlling the audio device \(Bluetooth connection\)](#)
- [Using the noise canceling function](#)
- [Using the AI noise cancelling function](#)

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## Controlling the audio device (Bluetooth connection)

If the Bluetooth device supports AVRCP, you can control it on the headset. The functions available may vary depending on the Bluetooth device. Refer to the operating instructions supplied with your Bluetooth device.



Each button has the following function:



- Press once during pause to start playback.
- Press once during playback to pause.



- Slide your finger once to skip to the beginning of the next track/beginning of the previous track (or the current track during playback).
- Slide and hold your finger to fast-forward or fast-reverse.

You can do the following using the ►|| button.

- Press twice to skip to the beginning of the next track. (● ●)
- Press three times to skip to the beginning of the previous track (or the current track during playback). (● ● ●)
- Press once and release, then press again and hold to fast-forward. (● [hold])
- Press twice and release, then press again and hold to fast-reverse. (● ● [hold])

VOL +/-

Adjust the volume.

### Note

- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.
- The available functions may vary depending on the Bluetooth device. When you operate as illustrated above, it may operate differently or may not work at all.

## Disconnecting Bluetooth connection (after use)

- 1 **If using a device that supports one-touch connection (NFC), touch the device to the headset again. (Unlock the screen of the device if it is locked.) If using a device that does not support one-touch connection (NFC), operate from the Bluetooth device.**

When disconnected, you will hear a voice guidance "BLUETOOTH disconnected".

- 2 **Turn off the headset.**

You will hear a voice guidance "Power off".

### Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

## Related Topic

- [Disconnecting the smartphone by one touch \(NFC\)](#)
- [Turning off the headset](#)

## What is noise canceling?

The noise canceling circuit actually senses outside noise with built-in microphones and sends an equal-but-opposite canceling signal to the headset.

### Note

- The noise canceling effect may not be pronounced in a very quiet environment, or some noise may be heard.
- The noise canceling effect may vary depending on how you wear the unit.
- The noise canceling function works primarily for noise in the low frequency band. Although noise is reduced, it is not canceled completely.
- When you use the headset in a train or a car, noise may occur depending on street conditions.
- Mobile phones may cause interference and noise. Should this occur, locate the headset further away from the mobile phone.
- Do not cover the microphones of the headset (A) with your hands. The noise canceling function may not work properly.



A: Microphones

### Related Topic

- [Using the noise canceling function](#)
- [Using the AI noise cancelling function](#)

## Using the noise canceling function

If you use the noise canceling function, you can enjoy music without being disturbed by ambient noise.

### 1 Turn on the headset.

You hear the voice guidance "Power on".  
The noise canceling function is turned on automatically when you turn on the headset.  
The indicator (green) next to the NC button lights up.

### To turn off the noise canceling function


Press the NC button. The indicator (green) next to the NC button flashes and the noise canceling function is turned off.  
You hear a voice guidance which informs you of this. To turn on the function again, press the NC button again.



#### Hint

- If you use the noise canceling function with a Bluetooth connection, the noise canceling function is on even if you connect the supplied headphone cable.
- When you use the headset as a headphones, turn off the headset and use the supplied headphone cable.
- You can also turn on/off the noise canceling function with the "Sony | Headphones Connect" app.

#### Note

- When the headset is connected with the headphone cable, the indicator next to the  button turns off.

#### Related Topic

- [About voice guidance](#)
- [Turning on the headset](#)
- [What is noise canceling?](#)
- [Using the AI noise cancelling function](#)
- [What you can do with "Sony | Headphones Connect" app](#)

## Using the AI noise cancelling function

AI noise cancelling is a useful function that automatically selects one of the noise cancelling modes. This function provides the most effective noise cancelling mode by immediately analyzing ambient sound components.

1. When the headset is on, press and hold the NC button until beep sounds come from the headphones.



The headset starts analyzing ambient sound components (about 3 seconds).

During analysis, sound volume from the headphones is lowered and the indicator (green) flashes.

When analysis is completed, the most effective noise cancelling mode is set automatically, and sound volume from the headphones returns to the normal.

### Noise canceling mode types

**NC Mode A:** Suitable for noise that contains a lot of mid-low range sounds. Effective for general noisy environments.

**NC Mode B:** Suitable for noise that contains a lot of very low range sounds. Mainly effective for noise on buses and trains.

**NC Mode C:** Suitable for relatively quiet and wide range noise. Mainly effective for office and office equipment noise.

#### Note

- The noise cancelling mode returns to NC Mode A when:
  - the noise cancelling function is turned off, then turned on again.
  - the headset is turned off, then turned on again.

### Related Topic

- [What is noise canceling?](#)
- [Using the noise canceling function](#)

## Switching the sound quality mode

The sound quality is set to the “Priority on sound quality” mode as the default setting.

- When using an SBC, AAC, aptX, or aptX HD compatible device, use with the “Priority on sound quality” mode.
- If the connection is unstable, such as when producing only intermittent sound, select the “Priority on stable connection” mode.

### Sound quality and indicator (blue) of each mode

When you switch the sound quality mode, the indicator (blue) flashes to show the current sound quality mode.

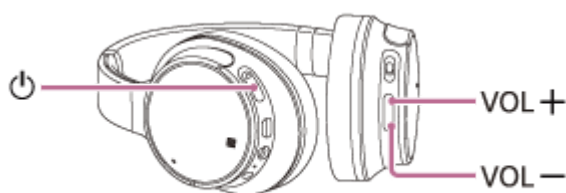
**“Priority on sound quality” mode: 3 times ● - - ● - - ●**

SBC, AAC, aptX, or aptX HD is selected automatically.

**“Priority on stable connection” mode: 1 time ●**


SBC

- 1 Turn on the headset by pressing the  button for more than 2 seconds while holding the + or - button down.**




- To select “Priority on stable connection,” turn on the headset while holding the - button down.
- To select “Priority on sound quality,” turn on the headset while holding the + button down.

### To check the sound quality mode

While the headset is powered on, press and hold the  button, then press the + or - button within 2 seconds (before the power is turned off). The indicator (blue) will flash 3 times (“Priority on sound quality” mode) or 1 time (“Priority on stable connection” mode). You can switch and check the sound quality mode setting with the "Sony | Headphones Connect" app.


#### Note

- When you turn on the headset by pressing only the  button, the indicator (blue) flashes two times to indicate that the power is on, but the headset does not indicate the sound quality mode with the indicator (blue) flashing.
- The playback time may become shorter depending on the sound quality and the conditions under which you are using the headset.
- Depending on the ambient conditions in the area where you are using the headset, intermittent sound may still occur even if the “Priority on stable connection” mode is selected.





## Checking the sound quality mode

When you switch the sound quality mode, the indicator (blue) flashes to show the current sound quality mode. When the headset is powered on, press and hold the  button, then press the + or - button within 2 seconds (before the power is turned off), then the indicator (blue) flashes to show the current sound quality mode.

■ **“Priority on sound quality” mode: 3 times** ● - - ● - - ●

SBC, AAC, aptX, or aptX HD is selected automatically.

■ **“Priority on stable connection” mode: 1 time** ●

SBC

You can switch and check the sound quality mode setting with the "Sony | Headphones Connect" app.

## Supported codecs

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A codec is an audio coding algorithm used when transmitting sound via a Bluetooth connection.

The headset supports the following 4 codecs for music playback via an A2DP connection: SBC, AAC, aptX, aptX HD.

- **SBC**  
This is an abbreviation for Subband Codec.  
This is the standard audio coding technology used by Bluetooth devices.  
All Bluetooth devices support SBC.
- **AAC**  
This is an abbreviation for Advanced Audio Coding.  
AAC is mainly used by Apple products such as iPhones, and it provides higher sound quality than that of SBC.
- **aptX**  
This is an audio coding technology. aptX is used by some Android smartphones, and it provides higher sound quality than that of SBC.
- **aptX HD**  
This is an audio coding technology. aptX HD is used by some Android smartphones, and it provides higher sound quality than that of aptX.

With the headset set to the “Priority on sound quality” mode, when music in one of the above codecs is transmitted from a connected device, the headset switches to that codec automatically and plays back the music in the same codec. However, depending on the device to be connected with the headset, you may need to set the device beforehand to listen to music in a different codec on the headset, even if the device supports a codec of higher sound quality than SBC. Refer to the operating instructions supplied with the device regarding setting the codec.

## Receiving a call

You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via a Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- Operations may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with your smartphone or mobile phone.
- This headset supports normal incoming calls only. Calling apps for smartphones and computers are not supported.

### Ring tone

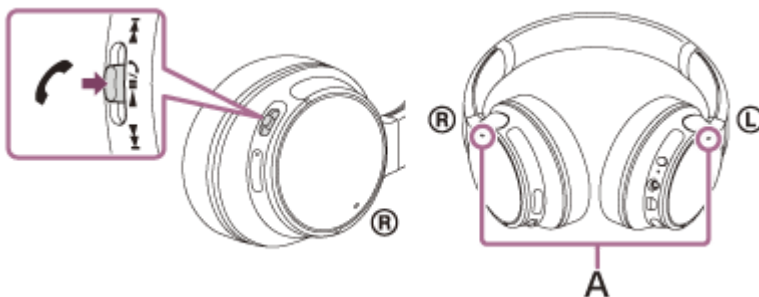
When an incoming call arrives, a ring tone will be heard from the headset, and the indicator (blue) flashes quickly. You will hear either of following ring tones, depending on your smartphone or mobile phone.

- Ring tone set on the headset
- Ring tone set on the smartphone or mobile phone
- Ring tone set on the smartphone or mobile phone only for a Bluetooth connection

#### 1 Connect the headset to a smartphone or mobile phone beforehand.

#### 2 When you hear a ring tone, press the button on the headset and receive the call.

When an incoming call arrives while you are listening to music, playback pauses and a ring tone will be heard from the headset.



**A:** Microphones

Use the microphone of the left or right unit (which suppresses noise when using the noise canceling function) for talking on the phone.

#### If no ring tone is heard via the headset

- The headset may not be connected with the smartphone or mobile phone with HFP or HSP. Check the connection status on the smartphone or mobile phone.
- If playback does not pause automatically, operate the headset to pause playback.


#### 3 Press the + or - button to adjust the volume.

When the volume reaches the maximum or minimum, an alarm sounds.

#### 4 To end the call, press the button on the headset again.

If you received a call during music playback, music playback resumes automatically.

### Hint

- Some smartphones or mobile phones by default receive calls with the phone instead of the headset. With an HFP or HSP connection, switch the call device to the headset by holding the  button down for about 2 seconds or by using your smartphone or mobile phone.
- Volume for a call can be adjusted during a telephone conversation only.
- Volume during a call and volume during music playback can be adjusted independently. Changing the call volume does not change the volume of music playback, and vice versa.

### Note

- Depending on the smartphone or mobile phone, playback may not resume automatically even if you finish the call.
- Use a smartphone or mobile phone at least 50 cm away from the headset. Noise may result if the headset and the smartphone or mobile phone are too close.

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### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Making a call](#)
- [Functions for a phone call](#)
- [What you can do with "Sony | Headphones Connect" app](#)

## Making a call

You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via a Bluetooth connection.


- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- Operations may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with your smartphone or mobile phone.
- This headset supports normal incoming calls only. Calling apps for smartphones and computers are not supported.

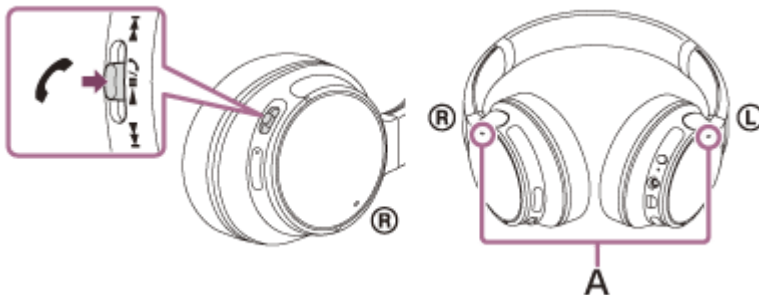
### 1 Connect the headset to a smartphone or mobile phone beforehand.

### 2 Operate your smartphone or mobile phone to make a call.

When you make a call, the dial tone is heard from the headset.

If you make a call while you are listening to music, playback pauses.

If no dial tone is heard via the headset, switch the call device to the headset using your smartphone or mobile phone or by holding the  button down for about 2 seconds.



**A:** Microphones

Use the microphone of the left or right unit (which suppresses noise when using the noise canceling function) for talking on the phone.

### 3 Press the + or - button to adjust the volume.

When the volume reaches the maximum or minimum, an alarm sounds.

### 4 To end the call, press the button on the headset again.

If you made a call during music playback, music playback resumes automatically after ending the call.

#### Hint

- Volume for a call can be adjusted during a telephone conversation only.
- Volume during a call and volume during music playback can be adjusted independently. Changing the call volume does not change the volume of music playback, and vice versa.

#### Note

- Use a smartphone or mobile phone at least 50 cm away from the headset. Noise may result if the headset and the smartphone or mobile phone are too close.

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### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Functions for a phone call](#)

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## Functions for a phone call

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The available functions may vary depending on the profile supported by your smartphone or mobile phone. Even if the profile is the same, functions may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with your smartphone or mobile phone.

### Supported profile: HFP (Hands-free Profile)



#### During standby/music playback

- Press and hold the  button for more than 2 seconds to start the voice dial function of the smartphone/mobile phone (\*), or activate the Google App of the Android device or Siri of the iPhone.



#### Outgoing call

- Press the  button once to cancel an outgoing call.
- Press and hold the  button for about 2 seconds to change the call device between the headset and the smartphone or mobile phone.

#### Incoming call


- Press the  button once to answer a call.
- Press and hold the  button for about 2 seconds to reject a call.

#### During call


- Press the  button once to finish a call.
- Press and hold the  button for about 2 seconds to change the call device between the headset and the smartphone or mobile phone.

### Supported profile: HSP (Headset Profile)


#### Outgoing call

- Press the  button once to cancel an outgoing call. (\*)

#### Incoming call

- Press the  button once to answer a call.

#### During call

- Press the  button once to finish a call. (\*)

\* Some devices may not support this function.

---

#### Related Topic

- [Receiving a call](#)
- [Making a call](#)

## Disconnecting Bluetooth connection (after use)

- 1 **If using a device that supports one-touch connection (NFC), touch the device to the headset again. (Unlock the screen of the device if it is locked.) If using a device that does not support one-touch connection (NFC), operate from the Bluetooth device.**

When disconnected, you will hear a voice guidance "BLUETOOTH disconnected".

- 2 **Turn off the headset.**

You will hear a voice guidance "Power off".

### Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

## Related Topic

- [Disconnecting the smartphone by one touch \(NFC\)](#)
- [Turning off the headset](#)



## Using the voice assist function (Google App)

By using the Google App feature that comes with the Android smartphone, you can speak to the headset's microphone to operate the Android smartphone.

### 1 Set assistant and voice input settings on the Google App.

On the Android smartphone, select [Settings] — [Apps], then select the gear icon appeared in the top-right corner of the display.

Then, select [Default Apps] — [Assist & Voice input] — [Assist App], and then set [Assist App] to the Google App.

The above procedure is an example. For details, refer to the operating instructions of the Android smartphone.

Note: The latest version of the app may be required.

For details on the Google App, refer to the operating instructions or the support website of the Android smartphone, or the Google Play store website.

The Google App may not be activated from the headset depending on specifications of the Android smartphone.

### 2 Connect the headset to the Android smartphone via Bluetooth connection.

### 3 When the Android smartphone is in standby or playing music, press and hold the button to activate the Google App.

The Google App is activated and you will hear the start-up sound.

### 4 Make a request to the Google App through the headset's microphone.

For details on the Google App, such as apps which work with the Google App, refer to the operating instructions of the Android smartphone.

After activating the Google App, when a certain time has passed without requests, a beep will sound and the Google App will be deactivated.

#### Note

- The Google App cannot be activated when you say "OK Google" through the headset's microphone even when the Android smartphone's [OK Google] setting is on.

## Using the voice assist function (Siri)

By using the Siri feature that comes with iPhone, you can speak to the headset's microphone to operate the iPhone.

### 1 Turn Siri on.

On iPhone, select [Settings] — [Siri] to turn Siri on.

The operation above is an example. For details, refer to the operating instructions of the iPhone.

Note: For details on Siri, refer to the operating instructions or support website of the iPhone.

### 2 Connect the headset to the iPhone via Bluetooth connection.

### 3 When the iPhone is using the Bluetooth connection and in standby or playing music, press and hold the button to activate Siri.

Siri is activated and you will hear the start-up sound.

### 4 Make a request to Siri through the headset's microphone.

For details on Siri, such as apps which work with Siri, refer to the operating instructions of the iPhone.

### 5 To continue to request, press the button before Siri is deactivated.

After activating Siri, when a certain time has passed without requests, a beep will sound and Siri will be deactivated.

#### Note

- Siri cannot be activated when you say "Hey Siri" through the headset's microphone even when the iPhone's [Allow "Hey Siri"] setting is on.

## What you can do with "Sony | Headphones Connect" app

When you connect the smartphone (with the "Sony | Headphones Connect" app installed) and the headset via the Bluetooth function, you can do the following.

- Display the remaining battery life of the headset
- Display the Bluetooth connection codec
- Turn noise canceling on/off
- Select the sound effect mode (Surround (VPT))
- Select the Equalizer setting
- Customize the Equalizer setting
- Switch the sound quality mode by setting the Bluetooth connection mode
- Set the DSEE function
- Adjust volume
- Play music, pause, fast-reverse, fast-forward
- Check the connection status and the settings of the headset

For details of the "Sony | Headphones Connect" app, refer to the following URL.

[http://rd1.sony.net/help/mdr/hpc/h\\_zz/](http://rd1.sony.net/help/mdr/hpc/h_zz/)

### Hint

- The operation of the "Sony | Headphones Connect" app depends on the audio device. The app specifications and screen design may be changed without prior notice.

### Related Topic

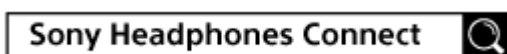
- [Installing "Sony | Headphones Connect" app](#)
- [Checking the remaining battery charge](#)
- [Using the noise canceling function](#)
- [Supported codecs](#)

## Installing "Sony | Headphones Connect" app

- 1 Download the "Sony | Headphones Connect" app from the Google Play store or App Store, and install the app on your smartphone.

For details of the "Sony | Headphones Connect" app, refer to the following URL.

[http://rd1.sony.net/help/mdr/hpc/h\\_zz/](http://rd1.sony.net/help/mdr/hpc/h_zz/)



- 2 After installing the app, launch the "Sony | Headphones Connect" app.

### Related Topic

- [What you can do with "Sony | Headphones Connect" app](#)

## Precautions

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### On Bluetooth communications

- Bluetooth wireless technology operates within a range of about 10 m (30 feet). Maximum communication range may vary depending on obstacles (the human body, metal, walls, etc.) or electromagnetic environments.
- Microwaves emitting from a Bluetooth device may affect the operation of electronic medical devices. Turn off this headset and other Bluetooth devices in the following locations, as it may cause an accident:
  - in a hospital, near the priority seat on the train, where inflammable gas is present such as a petrol station
  - near automatic doors or a fire alarm
- This product emits radio waves when used in wireless mode.  
When used in wireless mode on an airplane, follow flight crew directions regarding permissible use of products in wireless mode.
- Due to the characteristic of the wireless technology, the sound played on this headset is delayed from the sound and music played on the transmitting device. Therefore, the image and sound may be misaligned when viewing a movie or playing a game.
- This headset supports security capabilities that comply with the Bluetooth standard to provide a secure connection when the Bluetooth wireless technology is used, but security may not be sufficient depending on the setting. Be careful when communicating using Bluetooth wireless technology.
- We do not take any responsibility for the leakage of information during Bluetooth communications.
- Connection with all Bluetooth devices cannot be guaranteed.
  - A device featuring Bluetooth function is required to conform to the Bluetooth standard specified by Bluetooth SIG, Inc. and be authenticated.
  - Even if the connected device conforms to the above mentioned Bluetooth standard, some devices may not connect or work correctly, depending on the features or specifications of the device.
  - While talking on the phone hands free, noise may occur, depending on the device or communication environment.
- Depending on the device to be connected, it may require some time to start communications.

### Note on static electricity

- Static electricity accumulated in the body may cause mild tingling in your ears. To minimize the effect, wear clothes made from natural materials.

### Note on wearing the headset

- As you can wear the headset tightly, there is a danger of injuring your eardrums, etc. if it is pushed hard or when the headset is suddenly removed from the ears. Also, if you press the headset against your ear, a sound may be generated from the diaphragm, but it is not a malfunction.

### Others

- When you use the headset as wired headphones, use the supplied headphone cable only. Make sure that the headphone cable is firmly inserted.
- Do not place this headset in a place exposed to humidity, dust, soot or steam, or in a car or place subject to direct sunlight.
- Use of the Bluetooth device may not function on mobile phones, depending on radio wave conditions and location where the equipment is being used.
- High volume may affect your hearing.
- For traffic safety, do not use while driving or cycling.
- Do not use the headset in places where it would be dangerous if you are unable to hear ambient sound, such as at railroad crossings, train station platforms, and construction sites.

- Do not put weight or pressure on this headset as it may cause the headset to deform during long storage.
- Do not subject the headset to excessive shock.
- Clean the headset with a soft dry cloth.
- Do not expose the headset to water. The headset is not waterproof. Remember to follow the precautions below.
  - Be careful not to drop the headset into a sink or other container filled with water.
  - Do not use the headset in humid locations or bad weather, such as in the rain or snow.
  - Do not get the headset wet. If you touch the headset with wet hands, or put the headset in a damp article of clothing, the headset may get wet and this may cause a malfunction of the headset.
- If you experience discomfort after using the headset, stop using the headset immediately.
- The earpads may deteriorate due to long term storage or use.
- If you have any questions or problems concerning this headset that are not covered in this manual, please consult your nearest Sony dealer.

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- “Made for iPod” and “Made for iPhone” mean that an electronic accessory has been designed to connect specifically to iPod or iPhone, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod or iPhone may affect wireless performance.
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## Customer support websites

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Please access the following support website to get the support information about your headset:

For customers in the U.S.A:

<http://esupport.sony.com/>

For customers in Canada:

<http://esupport.sony.com/CA/>

For customers in Latin America:

<http://esupport.sony.com/LA/>

For customers in European countries:

[www.sony.eu/support](http://www.sony.eu/support)

For customers in China:

<https://service.sony.com.cn/>

For customers in other countries/regions:

<http://www.sony-asia.com/>



## What can I do to solve a problem?

---

If the headset does not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this Help Guide, and try any corrective actions listed.
- Charge the battery.  
You may be able to resolve some issues by charging the battery.
- Reset the headset.
- Initialize the headset.  
This operation resets volume settings, etc., and deletes all pairing information.
- Look up information on the issue on the customer support website.

If the operations above do not work, consult your nearest Sony dealer.

---

### Related Topic

- [Charging the headset](#)
- [Customer support websites](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

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## The headset is not turned on.

---

- Make sure the battery is charged enough to turn the headset on.
  - The headset cannot be turned on while charging the battery. Remove the micro-USB cable from the headset, and then turn on the headset again.
- 

### Related Topic

- [Charging the headset](#)
- [Checking the remaining battery charge](#)

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## Charging cannot be done.

---

- Check that you are using the micro-USB cable supplied.
  - Check that the micro-USB cable is connected to the headset and the computer firmly.
  - Make sure that the USB AC adaptor is firmly connected to the AC outlet.
  - Check that the computer is turned on.
  - Check that the computer is not in standby, sleep or hibernation mode.
  - When using Windows 8.1, update using Windows Update.
- 

### Related Topic

- [Charging the headset](#)

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## Charging time is too long.

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- Check that the headset and the computer are directly connected, not via a USB hub.
- 

### Related Topic

- [Charging the headset](#)

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## **The headset cannot be recognized by a computer.**

---

- The micro-USB cable is not connected properly to the USB port of the computer.
- Check that the headset and the computer are directly connected, not via a USB hub.
- A problem may have occurred with the connected USB port of the computer. Connect to another USB port if it is available.
- Try the USB connection procedure again in cases other than those stated above.

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## The remaining battery charge of the headset is not displayed on the screen of an iPhone or iPod touch.

- The remaining battery charge is shown only on the screen of an iPhone or iPod touch (iOS 5.0 or later) that supports HFP (Hands-free Profile).
- Make sure that the iPhone or iPod touch is connected with HFP (Hands-free Profile). Otherwise, the remaining battery charge will not be displayed correctly.

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### Related Topic

- [Checking the remaining battery charge](#)

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## No sound

---

- Check that both the headset and the connected device (i.e., smartphone) are turned on.
  - Check that the headset and the transmitting Bluetooth device are connected via Bluetooth A2DP.
  - Turn up the volume if it is too low.
  - Check that the connected device is playing back.
  - If you are connecting a computer to the headset, make sure the audio output setting of the computer is set for a Bluetooth device.
  - Pair the headset and the Bluetooth device again.
  - Check that the headphone cable is connected firmly.
- 

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Using the supplied headphone cable](#)
- [Listening to music from a device via Bluetooth connection](#)

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## Low sound level

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- Turn up the volume of the headset and the connected device.
- 

### Related Topic

- [Installing "Sony | Headphones Connect" app](#)

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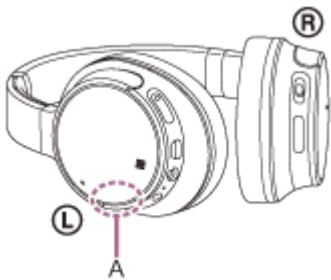
## Low sound quality

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- Turn down the volume if it is too loud.
- Keep the headset away from microwave ovens, Wi-Fi devices, etc.
- Bring the headset and the Bluetooth device closer together. Remove any obstacles between the headset and the Bluetooth device.
- Keep the headset away from a TV.
- Switch the Bluetooth connection to A2DP by operating the Bluetooth device when HFP or HSP is set.
- If you connect a device with a built-in radio or tuner to the headset, broadcasts may not be received, or sensitivity may be reduced. Move the headset away from the connected device and try again.
- If you have previously connected the headset to this Bluetooth device, only an HFP/HSP Bluetooth connection may be made when the headset is turned on. If this happens, use the Bluetooth device and make an A2DP Bluetooth connection.
- When you listen to music from a computer on the headset, sound quality may be reduced (e.g., hard to hear a vocalist's voice, etc.) for the first few seconds after a connection is made.  
This is caused by the computer transmitting music at sound quality for communications at first, and it is not a malfunction. If the sound quality does not improve after a few seconds, press the ►|| button on the headset once during playback. Or, operate the computer to make an A2DP connection. Refer to the operating instructions supplied with your computer for computer operation.

## Sound skips frequently.

- Set the headset to the “Priority on stable connection” mode. For details, refer to “[Switching the sound quality mode.](#)”
- Remove any obstacles between the antenna of the Bluetooth device to be connected and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



**A:** Location of the built-in antenna

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
  - When there is a human body between the headset and the Bluetooth device  
Put the Bluetooth device in the same direction as the antenna of the headset to improve the Bluetooth communications.
  - There is an obstacle, such as metal or a wall, between the headset and the Bluetooth device.
  - In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Because Bluetooth devices and Wi-Fi (IEEE802.11b/g/n) use the same frequency (2.4 GHz), microwave interference may occur resulting in noise or audio dropout or communications being disabled if this headset is used near a Wi-Fi device. In such a case, perform the following.
  - Use this headset at least 10 m (30 feet) away from the Wi-Fi device.
  - If this headset is used within 10 m (30 feet) of a Wi-Fi device, turn off the Wi-Fi device.
  - Use this headset and the Bluetooth device as near to each other as possible.
- If you are enjoying music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.

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## The noise canceling effect is not sufficient.

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- Make sure that the noise canceling function is turned on (the indicator (green) next to the NC button lights up).
  - Adjust the earpad position to fit your ears.
  - The noise canceling function is effective in low frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.
- 

### Related Topic

- [What is noise canceling?](#)
- [Using the noise canceling function](#)
- [Using the AI noise cancelling function](#)

## Pairing cannot be done.

---

- Bring the headset and the Bluetooth device within 1 m from each other.
  - When you turn on the headset for the first time after purchasing, initializing, or repairing it, the headset enters pairing mode automatically. When you want to pair a 2nd or subsequent device, press and hold the  button of the headset for more than 7 seconds to enter pairing mode.
  - When you pair the headset with devices again after initializing or repairing the headset, information for pairing with the headset remaining on the iPhone or other device may prevent you from pairing them successfully (iPhone etc.). In this case, delete the pairing information of the headset from the device, and then pair them again.
- 

### Related Topic

- [About the indicator](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Initializing the headset to restore factory settings](#)

## One-touch connection (NFC) does not work

---

- Check that the NFC function of the smartphone is set to On.
  - If the smartphone is in a case, remove it.
  - NFC reception sensitivity varies depending on the smartphone. If the connection repeatedly fails, connect/disconnect by operating the smartphone.
  - You cannot make a one-touch connection (NFC) while charging the battery because the headset cannot be turned on. Finish charging first, and then make the one-touch connection (NFC).
  - You cannot make a one-touch connection (NFC) when the headphone cable is connected to the INPUT jack. Remove the headphone cable from the headset.
- 

### Related Topic

- [One-touch connection \(NFC\) with a smartphone \(Android 4.1 or later\)](#)

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## Unable to make a Bluetooth connection

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- Check that the headset is turned on.
  - Check that the Bluetooth device is turned on and the Bluetooth function is on.
  - If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via the Bluetooth function. In that case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
  - The Bluetooth device is in sleep mode. Cancel the sleep mode.
  - The Bluetooth connection is terminated. Make the Bluetooth connection again.
  - In case that the pairing information for the headset has been deleted on the connected device, pair the headset with the device again.
- 

### Related Topic

- [About the indicator](#)
- [How to make a wireless connection to Bluetooth devices](#)

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## Distorted sound

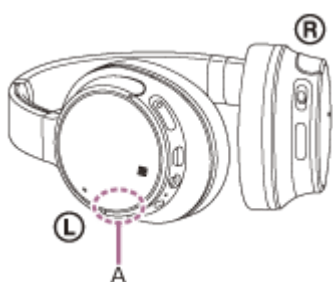
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- Keep the headset away from a microwave oven, Wi-Fi device, etc.

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## The Bluetooth wireless communication range is short, or the sound skips.

- Set the headset to the “Priority on stable connection” mode. For details, refer to [“Switching the sound quality mode.”](#)
- Remove any obstacles between the antenna of the Bluetooth device to be connected and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



**A:** Location of the built-in antenna

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
  - When there is a human body between the headset and the Bluetooth device  
Put the Bluetooth device in the same direction as the antenna of the headset to improve the Bluetooth communications.
  - There is an obstacle, such as metal or a wall, between the headset and the Bluetooth device.
  - In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Because Bluetooth devices and Wi-Fi (IEEE802.11b/g/n) use the same frequency (2.4 GHz), microwave interference may occur resulting in noise or audio dropout or communications being disabled if this headset is used near a Wi-Fi device. In such a case, perform the following.
  - Use this headset at least 10 m (30 feet) away from the Wi-Fi device.
  - If this headset is used within 10 m (30 feet) of a Wi-Fi device, turn off the Wi-Fi device.
  - Install this headset and the Bluetooth device as near to each other as possible.
- If you are enjoying music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.



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## The headset does not operate properly

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- Reset the headset. Pairing information is not deleted by this operation.
  - If you cannot use the headset even after resetting it, initialize the headset.
- 


### Related Topic

- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

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## Cannot hear a person on a call.

---

- Check that both the headset and the connected device (i.e., smartphone) are turned on.
  - Turn up the volume of the connected device and the volume of the headset if they are too low.
  - Check the audio settings of the Bluetooth device to make sure the sound comes from the headset during a call.
  - Re-establish the connection using the Bluetooth device. Select HFP or HSP for the profile.
  - While listening to music with the headset, stop playback and press the  button to respond to an incoming call.
- 

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Making a call](#)

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## Low voice from callers

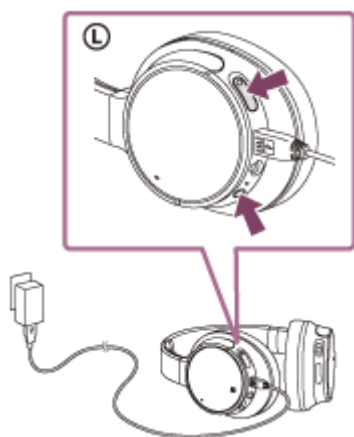
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- Turn up the volume of the headset and the connected device.

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## Resetting the headset

If the headset cannot be turned on, or if it cannot be operated even when it is turned on, press the  button and the NC button simultaneously during charging. The headset will be reset. Pairing information is not deleted. To charge the headset after resetting, disconnect and reconnect the micro-USB cable.



If the headset does not operate correctly even after resetting, initialize the headset to restore factory settings.

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### Related Topic





- [Initializing the headset to restore factory settings](#)

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## Initializing the headset to restore factory settings

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Disconnect the micro-USB cable, turn off the headset, then press and hold the  button and  button simultaneously for more than 7 seconds.

The indicator (blue) flashes 4 times (   ), and the settings such as the volume adjustment are reset to the factory settings. This operation resets volume settings, etc., and deletes all pairing information. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.

If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.