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## Sony WHCH500

# Sony WH-CH500 Wireless On-Ear Headphones User Manual

Model: WH-CH500

## INTRODUCTION

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The Sony WH-CH500 Wireless On-Ear Headphones are designed for effortless, all-day listening. Featuring one-touch NFC connectivity and a long-lasting battery, these headphones deliver dynamic sound through 30mm drivers. They also include a built-in microphone for hands-free calls and voice commands.



Image: Front view of the Sony WH-CH500 Wireless On-Ear Headphones in black.

## KEY FEATURES

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- **Wireless Freedom:** Enjoy audio without cables thanks to Bluetooth 4.2 and NFC connectivity.
- **Extended Battery Life:** Up to 20 hours of continuous playback on a single charge.
- **Dynamic Sound:** Equipped with 30mm driver units for clear audio across a frequency range of 20 Hz to 20,000 Hz.
- **Hands-Free Communication:** Built-in microphone for making calls and utilizing voice commands.
- **Comfortable Design:** Lightweight on-ear design (approx. 4.9 ounces) for extended wear.

## SETUP

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### 1. Charging the Headphones

Before first use, fully charge the headphones. Use the supplied Micro USB cable to connect the headphones to a USB charging port (e.g., computer, USB AC adapter). The indicator light will turn red during charging and turn off when charging is complete. A full charge takes approximately 4.5 hours.

### 2. Powering On and Pairing

To power on, press and hold the power button until the blue indicator flashes.

For initial pairing:

#### 1. Bluetooth Pairing:

- With the headphones off, press and hold the power button for about 7 seconds until the indicator flashes blue rapidly. This indicates pairing mode.
- On your device (smartphone, tablet, etc.), enable Bluetooth and search for available devices.
- Select "WH-CH500" from the list. If a passkey is required, enter "0000".
- Once connected, the blue indicator will flash slowly.

#### 2. NFC One-touch Pairing (for NFC-compatible devices):

- Ensure NFC is enabled on your smartphone.
- Touch the N-Mark on the left housing of the headphones to the N-Mark on your smartphone.
- Follow the on-screen prompts to complete pairing.



Image: Side view of the Sony WH-CH500 Wireless On-Ear Headphones, highlighting the control buttons and NFC mark.

## OPERATING INSTRUCTIONS

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### Basic Controls

- **Power On/Off:** Press and hold the power button.
- **Volume Control:** Use the volume up (+) and volume down (-) buttons located on the earcup.
- **Play/Pause:** Press the multi-function button once.
- **Next Track:** Press the multi-function button twice quickly.
- **Previous Track:** Press the multi-function button three times quickly.
- **Answer/End Call:** Press the multi-function button once during an incoming call to answer, or during a call to end.
- **Reject Call:** Press and hold the multi-function button for about 2 seconds during an incoming call.
- **Activate Voice Assistant:** Press and hold the multi-function button for about 2 seconds (requires compatible smartphone).

### Wearing the Headphones

Adjust the headband to ensure the earcups sit comfortably on your ears. The "L" (left) and "R" (right) indicators are located on the inside of the headband. Proper fit enhances sound quality and comfort.

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Video: An overview of the Sony WH-CH500 Wireless Headphones, demonstrating key features and design aspects.

## MAINTENANCE

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- **Cleaning:** Wipe the headphones with a soft, dry cloth. Do not use alcohol, benzene, thinners, or other chemical cleaners, as they may damage the finish or cause malfunction.

- **Storage:** When not in use, store the headphones in a cool, dry place away from direct sunlight, high temperatures, or humidity.
- **Battery Care:** To preserve battery life, avoid fully discharging the battery frequently. Charge the headphones regularly, even if not used for extended periods.
- **Water Resistance:** These headphones are not water resistant. Avoid exposure to water, sweat, or excessive moisture.

## TROUBLESHOOTING

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- **No Power:** Ensure the headphones are charged. Connect them to a power source using the Micro USB cable.
- **Cannot Pair:**
  - Ensure the headphones are in pairing mode (rapidly flashing blue indicator).
  - Check that Bluetooth is enabled on your device.
  - Move the headphones closer to your device (within 10 meters).
  - Delete "WH-CH500" from your device's Bluetooth list and try pairing again.
- **No Sound or Low Volume:**
  - Increase the volume on both the headphones and your connected device.
  - Ensure the headphones are properly connected to your device via Bluetooth.
  - Check if the audio source is playing.
- **Sound Skips or Intermittent Audio:**
  - Move the headphones closer to your device.
  - Avoid obstacles between the headphones and the device.
  - Turn off other wireless devices that may cause interference.

## SPECIFICATIONS

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Feature	Detail
Model Name	WH-CH500
Brand	Sony
Connectivity Technology	Bluetooth 4.2, NFC
Wireless Range	Up to 10 meters (33 feet)
Audio Driver Size	30mm Dynamic Driver
Frequency Response	20 Hz - 20,000 Hz
Impedance	40 Ohm
Battery Life	Up to 20 hours playback
Charging Port	Micro USB
Control Type	Voice Control, Touch (buttons)
Ear Placement	On Ear
Item Weight	Approx. 140 grams (4.9 ounces)
Product Dimensions	6.75 x 1.69 x 8.5 inches
Included Components	Headphones, Micro USB cable

## WARRANTY AND SUPPORT

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For warranty information and customer support, please refer to the official Sony website or contact Sony customer service directly. You can also find additional support resources and FAQs on the product's Amazon detail page: [Amazon Product Page](#). A PDF user manual is also available for download: [User Manual \(PDF\)](#).