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> Sony WH-CH520 Wireless Headphones User Manual

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Sony WH-CH520 Wireless Headphones User Manual

Model: WH-CH520

1. OVERVIEW

The Sony WH-CH520 Wireless Headphones offer high-quality sound and comfortable, all-day listening. Designed for convenience, these on-ear headphones feature an ultra-long battery life, quick charging, and a built-in microphone for hands-free calling. They are ideal for various uses, from daily commutes to long listening sessions.



A front-facing view of the black Sony WH-CH520 wireless on-ear headphones, showcasing their sleek design.

2. WHAT'S IN THE BOX

Upon opening your Sony WH-CH520 package, you will find the following items:

- Headphones
- USB Type-C cable (USB-A to USB-C) (approx. 20 cm (7.88 in.))



The Sony WH-CH520 headphones laid flat next to their included USB Type-C charging cable.

3. SETUP

3.1. Charging the Headphones

Before initial use, fully charge your headphones. Connect the supplied USB Type-C cable to the USB Type-C port on the headphones and to a USB charging adapter or a computer's USB port. A full charge provides up to 50 hours of playback. A quick 3-minute charge can provide up to 1.5 hours of audio playback.

LISTEN LONGER

- Up to 50 hours battery life*
- 3 mins charge for up to 90 mins playback*



* Actual performance varies based on settings, environmental conditions, storage, and usage. Batteries are consumable products and their capacity degrades over time as they age. Sony does not guarantee the life span of the battery.

The Sony WH-CH520 headphones resting on a wooden bench, illustrating their long battery life of up to 50 hours and quick charge capability.

3.2. Bluetooth Pairing

To connect your headphones to a device via Bluetooth:

1. Ensure the headphones are charged and powered off.
2. Press and hold the power button on the headphones for approximately 7 seconds until the indicator light flashes blue rapidly, indicating pairing mode.
3. On your device (smartphone, tablet, or computer), enable Bluetooth and search for available devices.
4. Select "WH-CH520" from the list of found devices.
5. Once connected, the indicator light will slowly flash blue.

For Windows 10 computers, Swift Pair makes connection quick and easy. For Android devices, Fast Pair helps locate missing headphones by sound or last known location.

ALL DAY COMFORT

Comfortable, lightweight design



A person comfortably wearing white Sony WH-CH520 headphones, highlighting the lightweight and comfortable design for extended use.

3.3. Connecting to Multiple Devices (Multipoint Connection)

The WH-CH520 headphones support multipoint connection, allowing you to connect to two Bluetooth devices simultaneously. This feature enables seamless switching between devices, for example, listening to music on your computer and then answering a call on your smartphone without re-pairing.

MULTIPOINT CONNECTION

Connect to two devices at once*



*Interoperability and compatibility among Bluetooth® devices may vary.

A user with Sony WH-CH520 headphones connected simultaneously to a laptop and a smartphone, showcasing the multipoint connection feature.

4. OPERATING INSTRUCTIONS

4.1. Headphone Controls

The control buttons are located on the right ear cup, allowing for easy management of audio playback and calls:

- **Power Button:** Press and hold to power on/off.
- **Volume Buttons (+/-):** Press to adjust volume.
- **Multi-function Button (Play/Pause/Call):** Press once to play/pause music or answer/end calls. Press twice for next track, three times for previous track.



A detailed view of the control buttons located on the ear cup of the Sony WH-CH520 headphones, including power, volume, and playback controls.

4.2. Hands-Free Calling

The built-in microphone allows for clear hands-free calling. When a call comes in, press the multi-function button once to answer. Press it again to end the call. You do not need to take your phone out of your pocket.

EASY HANDS-FREE CALLING

Built-in microphone*



*Interoperability and compatibility among Bluetooth® devices may vary.

A person wearing black Sony WH-CH520 headphones, demonstrating the ease of hands-free calling with the built-in microphone.

4.3. Customizing Sound with the App

For a personalized audio experience, download the Sony | Headphones Connect App. This application allows you to customize the equalizer (EQ) settings to match your music preferences, enhancing the sound quality of your audio playback.



The Sony WH-CH520 headphones on a desk, with the Sony | Headphones Connect app logo visible, indicating app compatibility for sound customization.

4.4. Digital Sound Enhancement Engine (DSEE)

The DSEE (Digital Sound Enhancement Engine) feature restores the high-frequency sound lost during compression, providing a more natural and expansive sound experience, especially with streaming music services.

5. MAINTENANCE

Proper care and maintenance will ensure the longevity and optimal performance of your headphones.

5.1. Cleaning Your Headphones

- 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.
- Keep the charging port free of dust and debris.

5.2. Storage

When not in use, store the headphones in a cool, dry place away from direct sunlight and extreme temperatures. Avoid placing heavy objects on them or subjecting them to strong impacts.

6. TROUBLESHOOTING

If you encounter issues with your Sony WH-CH520 headphones, refer to the table below for common problems and solutions.

Problem	Solution
Headphones do not power on.	Ensure the headphones are charged. Connect them to a power source using the supplied USB Type-C cable.
Cannot connect via Bluetooth.	Ensure headphones are in pairing mode (rapidly flashing blue light). Check that Bluetooth is enabled on your device and that the headphones are within range. Delete previous pairing records on your device and try again.
No sound or low volume.	Check the volume levels on both the headphones and the connected device. Ensure the headphones are properly paired and connected.
Poor sound quality.	Move the headphones closer to the connected device. Avoid obstacles between the headphones and the device. Ensure there is no interference from other wireless devices.
Microphone not working during calls.	Ensure the headphones are properly connected for calls. Check microphone settings on your connected device.

For more detailed troubleshooting or persistent issues, please refer to the official user guide PDF linked in the Warranty and Support section.

7. TECHNICAL SPECIFICATIONS

Feature	Specification
Model Name	WHCH520/B
Connectivity Technology	Wireless
Wireless Communication Technology	Bluetooth
Bluetooth Version	5.2
Battery Life	Up to 50 Hours
Charging Time	Approx. 3 hours for full charge (3 min quick charge for 1.5 hrs playback)

Feature	Specification
Item Weight	5.1 ounces (144.58 grams)
Product Dimensions	6.85 x 1.76 x 7.76 inches
Frequency Range	20 Hz - 20,000 Hz
Material	Plastic
Included Components	Headphones, USB Type-C cable

8. WARRANTY AND SUPPORT

Sony products are manufactured to high standards and are covered by a limited warranty. For specific warranty terms and conditions, please refer to the documentation included with your purchase or visit the official Sony support website.

For additional support, detailed instructions, or to download the complete user manual in PDF format, please visit the following link:

[Official Sony WH-CH520 User Guide \(PDF\)](#)