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Sony WH-CH520

Sony WH-CH520 Wireless Headphones

INSTRUCTION MANUAL

Model: WH-CH520

Introduction

The Sony WH-CH520 Wireless Headphones provide high-quality audio and comfortable, extended listening. This manual contains essential information for the proper setup, operation, and maintenance of your headphones.



Image: Sony WH-CH520 Wireless Headphones in Cappuccino color, showcasing the on-ear design and adjustable headband.

What's in the Box

Verify that all items are present in the packaging:

- Sony WH-CH520 Wireless Headphones
- USB Type-C cable (USB-A to USB-C, approximately 20 cm / 7.88 in.) for charging

Setup

1. Charging the Headphones

Before initial use, fully charge the headphones. A full charge takes approximately 3 hours. A 3-minute quick charge provides up to 1.5 hours of audio playback.

1. Connect the supplied USB Type-C cable to the USB Type-C port on the headphones.
2. Connect the other end of the USB cable to a powered USB charger or a computer's USB port.
3. The indicator light on the headphones will illuminate during charging and turn off when charging is complete.

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.

Image: The headphones feature a long battery life, providing up to 50 hours of playback and quick charging capabilities.

2. Powering On/Off

- To power on: Press and hold the power button until the indicator light flashes.
- To power off: Press and hold the power button until the indicator light turns off.

3. Bluetooth Pairing

To connect your headphones to a device via Bluetooth:

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

4. Sony | Headphones Connect App

For enhanced functionality and sound customization, download the Sony | Headphones Connect App from your device's app store.



Image: The Sony | Headphones Connect App allows for personalized sound settings and feature management.

Operating Instructions

1. Basic Controls

The headphones feature intuitive controls located on the earcups:

- **Volume Up/Down:** Use the dedicated volume buttons.
- **Play/Pause:** Press the multi-function button once.
- **Next Track:** Press the multi-function button twice.
- **Previous Track:** Press the multi-function button three times.
- **Answer/End Call:** Press the multi-function button once during an incoming call or an active call.
- **Reject Call:** Press and hold the multi-function button for approximately 2 seconds during an incoming call.



Image: The right earcup houses the control buttons for easy access to volume, playback, and call management.

2. Hands-Free Calling

The built-in microphone allows for clear hands-free calls without needing to access your phone.

EASY HANDS-FREE CALLING

Built-in microphone*



Image: The integrated microphone facilitates convenient hands-free communication.

3. Multipoint Connection

The headphones support multipoint connection, allowing simultaneous connection to two Bluetooth devices. This enables seamless switching between devices, for example, listening to music on a computer and then answering a call on a smartphone.

MULTIPOINT CONNECTION

Connect to two devices at once*



*Interoperability and compatibility among Bluetooth® devices may vary.

Image: Multipoint connection allows the headphones to be simultaneously paired with a laptop and a smartphone.

4. DSEE (Digital Sound Enhancement Engine)

DSEE technology restores high-frequency sounds lost during compression, enhancing the quality of digital music files for a richer listening experience. This feature can be managed via the Sony | Headphones Connect App.



Image: The DSEE logo indicates the presence of Digital Sound Enhancement Engine technology.

5. Voice Assistant Integration

Access your smartphone's voice assistant (e.g., Siri, Google Assistant) directly through the headphones. Refer to the Sony | Headphones Connect App for configuration.



Image: The headphones support popular voice assistants like Siri and Google Assistant.

Maintenance

1. General Care

- Clean the headphones with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials.
- Do not expose the headphones to extreme temperatures, humidity, or direct sunlight.
- Store the headphones in a clean, dry place when not in use. The swivel earcups allow for compact storage.



Image: The headphones can be folded flat for convenient storage and portability.

2. Battery Longevity

To maximize battery life, avoid fully discharging the headphones frequently. Charge them regularly, even if not used for extended periods.

Troubleshooting

1. No Power

- Ensure the headphones are charged. Connect them to a power source using the supplied USB Type-C cable.

2. Cannot Pair via Bluetooth

- Ensure the headphones are in pairing mode (indicator flashes blue and red alternately).
- Make sure Bluetooth is enabled on your device and it is within 1 meter of the headphones.
- Delete "WH-CH520" from your device's Bluetooth list and attempt to pair again.

3. No Sound or Low Volume

- Check the volume levels on both the headphones and the connected device.
- Ensure the headphones are properly connected to the device.
- Restart both the headphones and the connected device.

4. Finding Lost Headphones (Fast Pair)

If you misplace your headphones, you can use Google's Fast Pair feature to locate them. This allows you to make them ring or check their last known location via the Google Find My Device app on your smartphone.



Image: Fast Pair technology assists in quickly connecting and locating your headphones.

5. Easy Connection to PC (Swift Pair)

For Windows 10 computers, Swift Pair enables quick and easy Bluetooth pairing. Simply place the headphones near your Windows 10 PC and follow the on-screen prompts.

Specifications

| Feature | Specification |
|-------------------------|---|
| Model Name | WH-CH520 |
| Connectivity Technology | Wireless (Bluetooth) |
| Bluetooth Version | 5.2 |
| Bluetooth Range | Up to 10 meters (33 feet) |
| Battery Life | Up to 50 hours |
| Quick Charge | 3 minutes charge for 1.5 hours playback |
| Charging Time | Approximately 3 hours |
| Earpiece Shape | On-Ear |
| Microphone | Built-in |
| Weight | Approximately 0.015 ounces (4.2 grams) |
| Dimensions | 6.85 x 1.76 x 7.76 inches |

Included Components

Headphones, USB Type-C cable

Warranty and Support

For warranty information and customer support, please refer to the official Sony website or contact Sony customer service directly. Keep your proof of purchase for warranty claims.

Online resources and FAQs may also be available on the Sony support portal for your specific model.



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