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## Sony WH-CH520

# Sony WH-CH520 Wireless Bluetooth Headphones User Manual

Model: WH-CH520

## 1. INTRODUCTION

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Thank you for choosing the Sony WH-CH520 Wireless Bluetooth Headphones. These on-ear headphones are designed to provide a high-quality audio experience with exceptional comfort and convenience. Featuring up to 50 hours of battery life, quick charge capabilities, and multipoint connection, they are ideal for daily use, whether for music, calls, or video streaming.





Image: The Sony WH-CH520 Wireless Bluetooth Headphones in black, showcasing their sleek design.

# WH-CH520



Hochwertiger, auf dich zugeschnittener Klang



Leichtes Design (147 g)



Bis zu 50 Stunden Akkulaufzeit



Kristallklare Anrufe



Koppeln von zwei Bluetooth-Geräten gleichzeitig



Swift Pair & Fast Pair

Image: An overview of the WH-CH520's key features, highlighting high-quality sound, lightweight design (147g), up to 50 hours battery life, crystal clear calls, simultaneous pairing of two Bluetooth devices, and Swift Pair & Fast Pair compatibility.

## 2. WHAT'S IN THE BOX

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Ensure all items are present before proceeding with setup.

- Sony WH-CH520 Headphones
- USB Type-C Cable

# WH-CH520



## Im Lieferumfang

Image: The contents of the WH-CH520 package, showing the headphones and the included USB Type-C charging cable.

### 3. SETUP

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#### 3.1 Charging the Headphones

Before first use, fully charge the headphones.

1. Connect the supplied USB Type-C cable to the charging port on the headphones.
2. Connect the other end of the USB Type-C cable to a USB AC adapter (not supplied) or a USB port on a computer.
3. The indicator light will illuminate during charging and turn off when charging is complete.

**Note:** A 3-minute quick charge provides approximately 1.5 hours of playback. A full charge can provide up to 50 hours of playback.

# WH-CH520

50 Stunden Akku

⚡ 3min Ladezeit =  
▶ 1,5 Stunde Wiedergabe

Image: The WH-CH520 headphones on a desk, illustrating the impressive 50-hour battery life and the quick charge feature (3 minutes charge for 1.5 hours playback).

## 3.2 Bluetooth Pairing

Pair your headphones with your device (smartphone, tablet, computer) to enable wireless audio.

1. **First-time Pairing:** When you turn on the headphones for the first time, they automatically enter pairing mode. The indicator light will flash blue rapidly.
2. **Manual Pairing:** If the headphones are not in pairing mode, press and hold the Power button for approximately 7 seconds until the indicator light flashes blue rapidly.
3. On your device, enable Bluetooth and search for available devices.
4. Select "WH-CH520" from the list of found devices.
5. Once connected, the indicator light will flash blue slowly.

**Tip:** The WH-CH520 supports **Swift Pair** for Windows 10/11 devices and **Fast Pair** for Android devices, allowing for quick and easy pairing.

# WH-CH520



**Übernehme die Kontrolle mit In-App-Anpassungen, einfachen Tasten und Swift Pair/Fast Pair-Verbindungen**

Image: The WH-CH520 headphones on a desk, highlighting the ease of control through in-app adjustments, simple physical buttons, and seamless Swift Pair/Fast Pair connections.

## 4. OPERATING THE HEADPHONES

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### 4.1 Controls Overview

The WH-CH520 headphones feature intuitive controls located on the earcups.

# WH-CH520



Image: A detailed diagram of the WH-CH520 headphones, pointing out key features such as the padded headband for comfort, adjustable headband, soft and comfortable earcups, and the multi-function button for power, Bluetooth pairing, volume control, play/pause, and track skipping.

## Headphone Controls

Button/Action	Function
<b>Power Button</b> (Long Press)	Power On/Off, Enter Bluetooth Pairing Mode
<b>Volume + / -</b>	Adjust Volume Up/Down
<b>Play/Pause Button</b> (Single Press)	Play/Pause Music, Answer/End Call
<b>Play/Pause Button</b> (Double Press)	Skip to Next Track
<b>Play/Pause Button</b> (Triple Press)	Skip to Previous Track
<b>Play/Pause Button</b> (Long Press)	Activate Voice Assistant (Siri, Google Assistant, etc.)

## 4.2 Making and Receiving Calls

The built-in microphone allows for clear hands-free calling.

- To answer an incoming call, press the Play/Pause button once.
- To end a call, press the Play/Pause button once during a call.
- To reject an incoming call, press and hold the Play/Pause button for approximately 2 seconds.

**Note:** The high-quality integrated microphone and noise-cancelling technology reduce ambient noise during calls, ensuring clear conversations even in noisy environments.

# WH-CH520



**Die Anrufe sind kristallklar, und du kannst mit der Multipoint-connection zwei Geräte auf einmal verbinden**

Image: A person wearing the WH-CH520 headphones while using a smartphone and laptop, demonstrating the crystal-clear call quality and the ability to connect to two devices simultaneously via multipoint connection.

## 4.3 Multipoint Connection

The WH-CH520 headphones can be connected to two Bluetooth devices simultaneously. This allows you to seamlessly switch between devices, for example, listening to music on your computer and then answering a call on your smartphone.

- Pair the headphones with the first device.
- Disconnect the headphones from the first device's Bluetooth settings (do not unpair).
- Pair the headphones with the second device.
- Reconnect the headphones to the first device from its Bluetooth settings.
- The headphones are now connected to both devices. Audio will automatically switch to the device playing sound or receiving a call.

## 4.4 Sound Customization with Sony | Headphones Connect App

Enhance your listening experience by customizing sound settings using the Sony | Headphones Connect app.

- Download the "Sony | Headphones Connect" app from your device's app store.
- Connect your headphones to your device via Bluetooth.
- Open the app to access features like:
  - **Digital Sound Enhancement Engine (DSEE):** Restores high-frequency sounds lost during compression for a more authentic performance.
  - **Equalizer (EQ) Settings:** Adjust sound levels to match your personal preferences.
  - Firmware updates and other settings.

# WH-CH520



**Hochwertige Klangqualität mit detaillierten Höhen, kräftigen Tiefen und satten Mitten**

Image: A person wearing the WH-CH520 headphones, illustrating the high-quality sound experience with detailed highs, powerful lows, and rich mids.

## 5. MAINTENANCE

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Proper care will extend the life of your headphones.

- Clean the headphones regularly with a soft, dry cloth. Do not use alcohol, benzene, thinner, or other chemical

cleaners.

- Avoid exposing the headphones to extreme temperatures, humidity, or direct sunlight.
- Do not drop or apply strong impact to the headphones.
- Store the headphones in a cool, dry place when not in use.

## 6. TROUBLESHOOTING

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If you encounter issues, try the following solutions.

### Common Issues and Solutions

Problem	Solution
No power	Charge the headphones. Ensure the USB cable is securely connected.
Cannot pair with Bluetooth device	Ensure headphones are in pairing mode (rapidly flashing blue indicator). Make sure Bluetooth is enabled on your device. Move headphones closer to the device. Delete "WH-CH520" from your device's Bluetooth list and try pairing again.
No sound or low volume	Increase volume on both headphones and connected device. Ensure headphones are properly connected to the device. Check if the audio output on your device is set to "WH-CH520".
Sound skips or cuts out	Move headphones closer to the device, avoiding obstacles. Avoid using the headphones near Wi-Fi devices, microwave ovens, or other Bluetooth devices. Try restarting both the headphones and the connected device.
Cannot make or receive calls	Ensure headphones are connected to your phone. Check call audio settings on your phone to ensure audio is routed to the headphones.

## 7. SPECIFICATIONS

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## Technical Specifications

Feature	Detail
Model Number	WH-CH520
Brand	Sony
Connectivity Technology	Wireless (Bluetooth)
Wireless Communication Technology	Bluetooth
Ear Placement	On Ear
Form Factor	On-Ear
Impedance	32 Ohm
Noise Control	None (Passive Noise Reduction from earcups)
Headphone Jack	3.5 mm Jack
Product Dimensions	22.8 x 17.2 x 4.4 cm; 310 Grams
Battery Life	Up to 50 hours
Quick Charge	3 min charge for 1.5 hours playback
Multipoint Connection	Supported
Fast Pair / Swift Pair	Supported

**Clarification on Headphone Jack:** While the specifications list a "3.5 mm Klinke" (3.5 mm Jack), the product's primary description and images indicate it is a wireless-only model. It is possible this specification is a generic entry or refers to a different variant. The WH-CH520 is generally known as a wireless-only headphone.

## 8. WARRANTY AND SUPPORT

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

**Online Support:** Visit [www.sony.com/electronics/support](http://www.sony.com/electronics/support) for product manuals, FAQs, and software updates.

