

Wireless Noise Canceling Stereo Headset
WH-CH710N



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

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Wireless Noise Canceling Stereo Headset
WH-CH710N

What you can do with the Bluetooth function

The headset uses BLUETOOTH® wireless technology, allowing you to do the following.

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 calls hands-free, while leaving your smartphone or mobile phone in your bag or pocket.



About the voice guidance

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

- When the headset is turned on: "Power on"
- When the headset is turned off: "Power off"
- When entering pairing mode: "Bluetooth pairing"
- When establishing a Bluetooth connection: "Bluetooth connected"
- When disconnecting a Bluetooth connection: "Bluetooth disconnected"
- When informing the remaining battery charge: "Battery about XX %" (The "XX" value indicates the approximate remaining charge. Use it as a rough estimate.) / "Battery fully charged"
- When the remaining battery charge is low: "Low battery, please recharge headset"
- When automatically turning off due to low battery: "Please recharge headset. Power off"
- When turning on the noise canceling function: "Noise canceling"
- When turning on the Ambient Sound Mode: "Ambient sound"
- When turning off the noise canceling function and Ambient Sound Mode: "Ambient Sound Control off"

Wireless Noise Canceling Stereo Headset
WH-CH710N

Checking the package contents

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

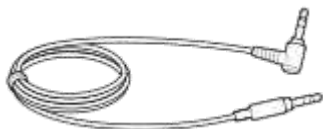
Numbers in () indicate the item amount.

Wireless Noise Canceling Stereo Headset

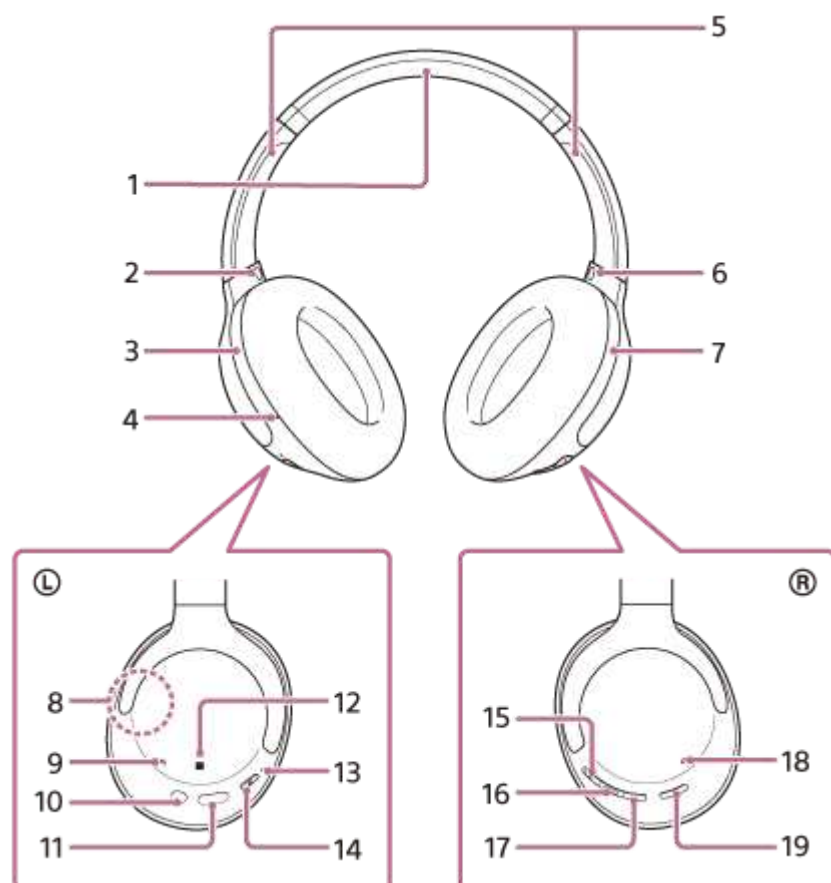
USB Type-C® cable (USB-A to USB-C®) (approx. 20 cm (7.88 in.)) (1)



Headphone cable (approx. 1.2 m (47.25 in.)) (1)



Location and function of parts



1. Headband
2. (left) mark
3. Left unit
4. Tactile dot
There is a tactile dot on the left unit.
5. Sliders (left, right)
Slide to adjust the length of the headband.
6. (right) mark
7. Right unit
8. Built-in antenna
A Bluetooth antenna is built into the headset.
9. Microphone (left)
Picks up the sound of your voice (when talking on the phone) and noise (when using the noise canceling function).
10. Headphone cable input jack
Connect a music player, etc. using the supplied headphone cable. Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you may not hear the sound properly.
11. USB Type-C port
Connect the headset to an AC outlet via a commercially available USB AC adaptor or to a computer with the supplied USB Type-C cable to charge the headset.
12. N-Mark
13. 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.
14. (power) button

15. + (volume +) button

There is a tactile dot on the + button. Use this dot as a guide when operating the headset.

16. (play/call/next/previous) button

Operate to play music, make a call, skip to the beginning of the next track, skip to the beginning of the previous track (or the current track during playback), etc.

17. – (volume –) button

18. Microphone (right)

Pick up the sound of the noise when the noise canceling function is in use.

19. NC/AMB (noise canceling/Ambient Sound Mode) button

Related Topic

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

About the indicator

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

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

Turning on

 -  (flashes twice in blue)

In this case, when the remaining battery charge is 20% or lower (requires charging), the indicator lights successively as follows.

 -  -  (repeatedly flashes slowly in red for about 15 seconds)

Turning off

 (lights up in blue for about 2 seconds)

Displaying the remaining battery charge

- Remaining charge: More than 20%

 -  (flashes twice in blue)

- Remaining charge: 20% or lower (requires charging)

 -  -  (repeatedly flashes slowly in red for about 15 seconds)

For details, see "[Checking the remaining battery charge](#)".

When the remaining battery charge becomes low

 -  -  (repeatedly flashes slowly in red for about 15 seconds)

Charging

- While charging

 (lights up in red)

The indicator turns off after charging is complete.

- Abnormal temperature

  - -   - - (repeatedly flashes twice in red)

- Abnormal charging

 - -  - - (repeatedly flashes slowly in red)

Bluetooth function

- Device registration (pairing) mode

  - -   - - (repeatedly flashes twice in blue)

- Not connected

 - -  - -  - -  - - (repeatedly flashes in blue at about 1-second intervals)

- Connection process completed

        (repeatedly flashes quickly in blue for about 5 seconds)

- Connected

 - - - - -  - - - - - (repeatedly flashes in blue at about 5-second intervals)

- Incoming call

        (repeatedly flashes quickly in blue)

The unconnected and connected status indications automatically turn off after a period of time has passed. They start flashing again for a period of time when some operation is performed. When the remaining battery charge becomes low, the indicator starts flashing in red.

Other

- Headphone cable connected (power is turned on)
 (repeatedly flashes in blue at about 5-second intervals)
The indicator turns off automatically after a period of time has passed. When the remaining battery charge becomes low, the indicator starts flashing in red.
- Initialization completed
 (flashes 4 times in blue)
For details, see [“Initializing the headset to restore factory settings”](#).

Related Topic

- [Checking the remaining battery charge](#)
- [Initializing the headset to restore factory settings](#)

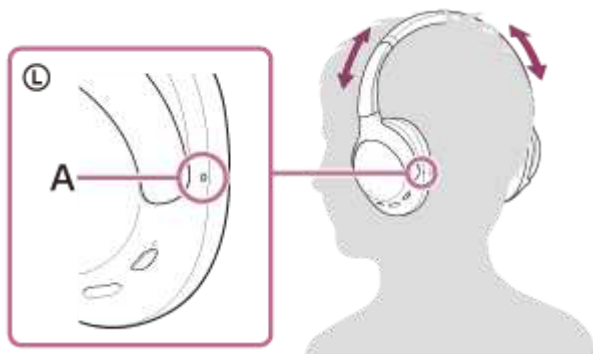
Wearing the headset

1 Put the headset on your ears.

Adjust the length of the headband.

Put the headset on your head with the  (left) mark on your left ear and the  (right) mark on your right ear.

There is a tactile dot on the  (left) mark side.



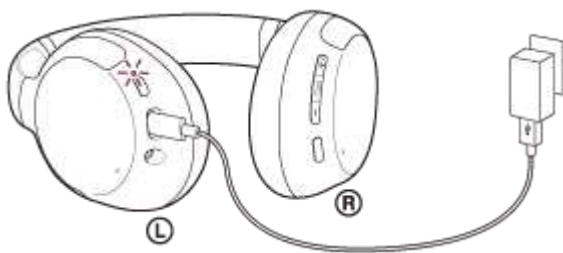
A: Tactile dot

Charging the headset

The headset contains a built-in lithium-ion rechargeable battery. Use the supplied USB Type-C cable to charge the headset before use.

1 Connect the headset to an AC outlet.

Use the supplied USB Type-C cable and a commercially available USB AC adaptor.



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

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

After charging is complete, disconnect the USB Type-C cable.

System requirements for battery charge using USB

USB AC adaptor

A commercially available USB AC adaptor capable of supplying an output current of 0.5 A (500 mA) or more

Personal computer

Personal computer with a standard USB port

- We do not guarantee operation on all computers.
- Operations using a custom-built or homebuilt computer are not guaranteed.

Hint

- The headset can be also charged by connecting the headset to a running computer using the supplied USB Type-C cable.
- If charging starts while the headset is on, the headset will turn off automatically.

Note

- Charging may not be successful with cables other than the supplied USB Type-C cable.
- Charging may not be successful depending on the type of USB AC adaptor.
- When the headset is connected to an AC outlet or computer, all operations such as turning on the headset, registering or connecting to Bluetooth devices, and music playback cannot be performed.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging the headset once again.
- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. 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 headset detects a problem while charging due to the following causes, the indicator (red) flashes. In this case, charge once 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 rechargeable battery.
- If the headset is not used for a long time, the indicator (red) may not immediately light up when charging. Please wait a moment until the indicator lights up.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer to replace the rechargeable battery.
- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.
- When connecting the headset to a computer, use only the supplied USB Type-C cable, and be sure to directly connect them. Charging will not be properly completed when the headset is connected through a USB hub.

Available operating time

The available operating times of the headset with the battery fully charged are as follows:

Bluetooth connection

Music playback time

Codec	Noise canceling function/Ambient Sound Mode	Available operating time
AAC	Noise canceling function: ON	Max. 35 hours
AAC	Ambient Sound Mode: ON	Max. 40 hours
AAC	OFF	Max. 45 hours
SBC	Noise canceling function: ON	Max. 35 hours
SBC	Ambient Sound Mode: ON	Max. 40 hours
SBC	OFF	Max. 45 hours

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

Communication time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 35 hours
Ambient Sound Mode: ON	Max. 35 hours
OFF	Max. 40 hours

Standby time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 35 hours
Ambient Sound Mode: ON	Max. 40 hours
OFF	Max. 200 hours

Headphone cable connected (power is turned on)

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 50 hours
Ambient Sound Mode: ON	Max. 60 hours
OFF	Max. 60 hours

Note

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

Related Topic

- [Supported codecs](#)

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Checking the remaining battery charge

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

When you press the  (power) button while the headset is on, a voice guidance indicating the remaining battery charge can be heard.

“Battery about XX %” (The “XX” value indicates the approximate remaining charge.)

“Battery fully charged”

The remaining battery charge indicated by the voice guidance may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

In addition, the indicator (red) flashes for about 15 seconds if the remaining battery charge is 20% or lower when the headset is turned on.

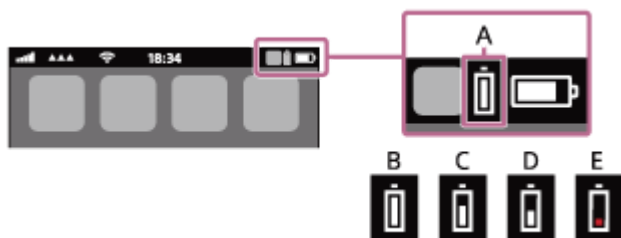
When the remaining charge becomes low

A warning beep sounds and the color of the operating indicator (blue) becomes red. If you hear the voice guidance say, “Low battery, please recharge headset”, charge the headset as soon as possible.

When the battery becomes completely empty, a warning beep sounds, the voice guidance says, “Please recharge headset. Power off”, and the headset automatically turns off.

When you are using iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch over an HFP Bluetooth connection, it will show an icon that indicates the remaining battery charge of the headset on the screen of the iPhone or iPod touch.



A: Remaining battery charge of the headset

B: 100% - 70%

C: 70% - 50%

D: 50% - 20%

E: 20% or lower (requires charging)

The remaining battery charge of the headset is also displayed on the widget of an iPhone or iPod touch running iOS 9 or later. For more details, refer to the operating instructions supplied with the iPhone or iPod touch.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

When you are using an Android™ smartphone (OS 8.1 or later)

When the headset is connected to an Android smartphone via HFP Bluetooth connection, select [Settings] - [Device connection] - [Bluetooth] to display the remaining battery charge of the headset where the paired Bluetooth device is displayed on the smartphone's screen. It is displayed as “100%”, “70%”, “50%”, or “20%”. For details, refer to the operating instructions of the Android smartphone.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

Note

- If you connect the headset to an iPhone/iPod touch or Android smartphone with "Media audio" (A2DP) only in a multipoint connection, the remaining battery charge will not be displayed correctly.
- The remaining battery charge may not be properly displayed if the headset has not been used for a long time. In this case, repeatedly charge and discharge the battery multiple times to properly display the remaining battery charge.

Related Topic

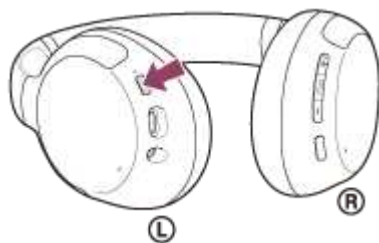
- [About the indicator](#)

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Wireless Noise Canceling Stereo Headset
WH-CH710N

Turning on the headset

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



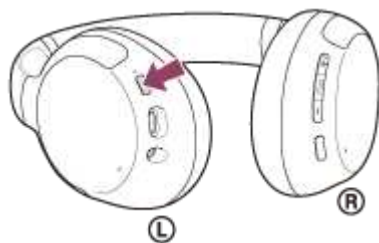
Related Topic

- [Turning off the headset](#)

Wireless Noise Canceling Stereo Headset
WH-CH710N

Turning off the headset

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



Related Topic

- [Turning on the headset](#)

How to make a wireless connection to Bluetooth devices

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

Device registration (pairing)

To use the Bluetooth function, both of the connecting devices must be registered in advance. The operation to register a device is called "device registration (pairing)".

If the device to be connected does not support one-touch connection (NFC), pair the headset and the device manually.

If the device supports one-touch connection (NFC), you can pair the headset and device and establish a Bluetooth connection by simply touching the headset with the device.

Connecting to a paired device

Once a device and the headset are paired, there is no need to pair them again. Connect to devices already paired with the headset using the methods necessary for each device.

Pairing and connecting with an Android smartphone

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

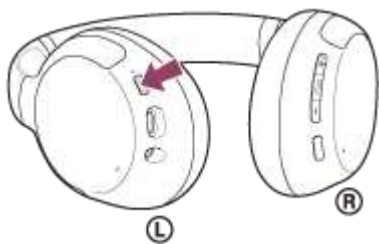
Before starting the operation, make sure of the following:

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

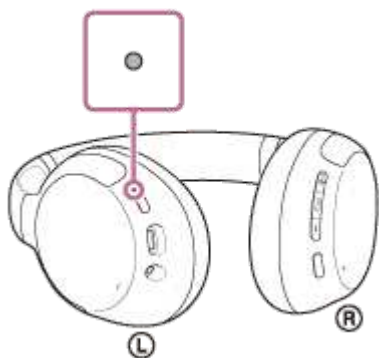
1 Enter pairing mode on this headset.

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. In this case, proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the  (power) button for about 7 seconds.



Check that the indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”.



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

3 Find the headset on the Android smartphone.

1. Select [Settings] - [Device connection] - [Bluetooth].



2. Touch the switch to turn on the Bluetooth function.



- 4 Touch [WH-CH710N].



If Passkey (*) input is required, input "0000".

The headset and smartphone are paired and connected with each other. You will hear the voice guidance say, "Bluetooth connected".

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

If [WH-CH710N] does not appear on the Android smartphone screen, try again from the beginning of step 3.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation again 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 registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 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](#)

- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

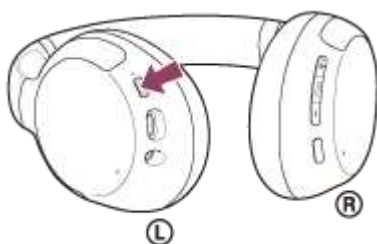
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Connecting to a paired Android smartphone

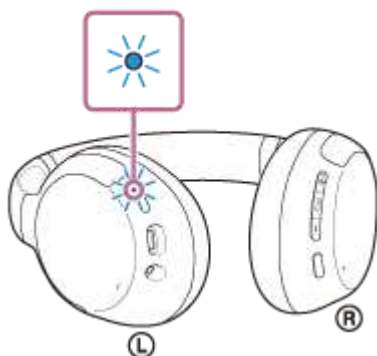
- 1 **Unlock the screen of the Android smartphone if it is locked.**

- 2 **Turn on the headset.**

Press and hold the  (power) button for about 2 seconds.



You will hear the voice guidance say, "Power on". Check that the indicator (blue) continues to flash after you release your finger from the button.

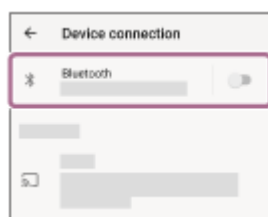


If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "Bluetooth connected".

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

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

1. Select [Settings] - [Device connection] - [Bluetooth].



2. Touch the switch to turn on the Bluetooth function.



4 Touch [WH-CH710N].



You will hear the voice guidance say, "Bluetooth connected".

Hint

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

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 that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your smartphone to the headset, delete the headset pairing information on your smartphone and perform the pairing again. As for the operations on your smartphone, refer to the operating instructions supplied with the smartphone.

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](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

One-touch connection (NFC) with an Android smartphone

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

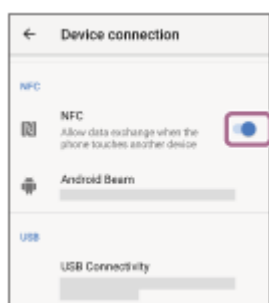
What is NFC?

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.

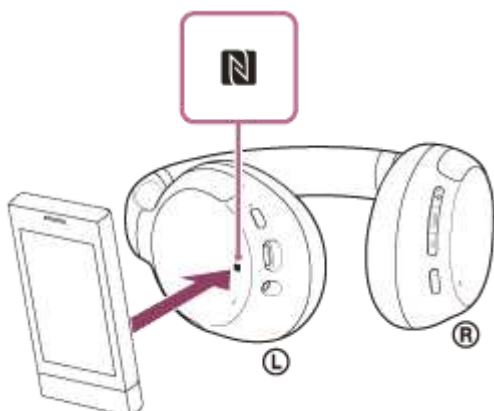
2 Turn on the smartphone's NFC function.

1. Select [Settings] - [Device connection].
2. Touch the switch to turn on the NFC function.



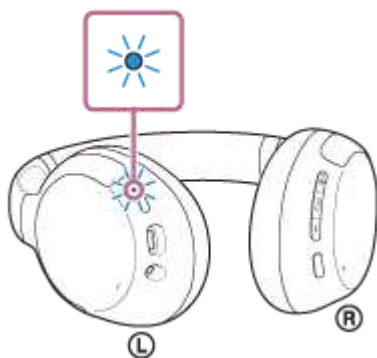
3 Touch the smartphone with the headset.

- 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 will hear the voice guidance say, "Bluetooth connected".



- To disconnect, touch the smartphone again with the headset. You will hear the voice guidance say, "Bluetooth disconnected".
- To connect a paired smartphone, perform step 3.
- Unlock the screen of the smartphone if it is locked.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the 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.
 - Check that the Bluetooth function of the smartphone is enabled.
- If you touch an NFC-compatible smartphone connected to another NFC-compatible device with the headset, the smartphone terminates the Bluetooth connection with any current devices, and connects to the headset via one-touch (NFC) (One-touch connection switching).

Note

- When 2 Bluetooth devices have already connected to the WH-CH710N in a multipoint connection, and one is used for music playback (A2DP connection) and the other is used for calls (HFP/HSP connection), another smartphone cannot connect via Bluetooth connection with one-touch (NFC) even if you touch the smartphone with the WH-CH710N. In this case, disconnect one of the already connected Bluetooth devices and touch the smartphone you want to connect with WH-CH710N again.

Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Switching the device by one-touch \(NFC\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Connecting the headset to both a music player and a smartphone / mobile phone \(multipoint connection\)](#)
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- [Disconnecting Bluetooth connection \(after use\)](#)

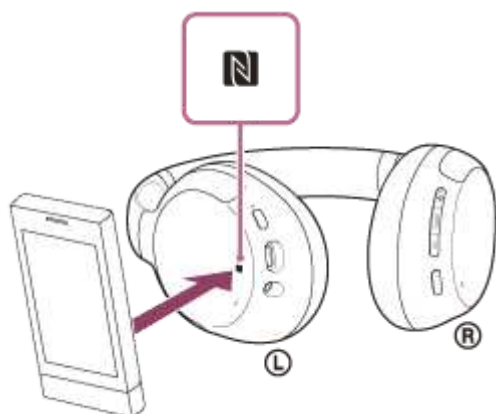
Disconnecting the Android smartphone with one-touch (NFC)

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 smartphone with the headset.

Touch the smartphone to the N-Mark on the headset.



You will hear the voice guidance say, "Bluetooth disconnected".

Note

- In the factory setting, if no operations are performed for about 5 minutes after disconnecting, the headset automatically turns off. Press and hold the  (power) button for about 2 seconds to turn off the power before that time. You will hear the voice guidance say, "Power off", the indicator (blue) turns off, and the headset powers off.

Switching the device by one-touch (NFC)

- If you touch an NFC-compatible smartphone to the headset while the headset is connected to another Bluetooth device, the connection switches to the smartphone (One-touch connection switching). However, the connection cannot be switched when talking on a headset connected to a Bluetooth-compatible mobile phone.
- When an NFC-compatible smartphone is connected to the headset, if the smartphone is touched by another NFC-compatible Bluetooth headset or Bluetooth speaker, the smartphone is disconnected from the headset and connected to the Bluetooth device.

Note

- Unlock the smartphone screen in advance if it is locked.
- When 2 Bluetooth devices have already connected to the WH-CH710N in a multipoint connection, and one is used for music playback (A2DP connection) and the other is used for calls (HFP/HSP connection), the connection cannot switch to another smartphone even if you touch the smartphone with the WH-CH710N. In this case, disconnect one of the already connected Bluetooth devices and touch the smartphone you want to connect with WH-CH710N again.

Related Topic

- [Connecting the headset to both a music player and a smartphone / mobile phone \(multipoint connection\)](#)
- [Connecting the headset to 2 Android smartphones \(multipoint connection\)](#)
- [Connecting the headset to an Android smartphone and an iPhone \(multipoint connection\)](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Pairing and connecting with an iPhone

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

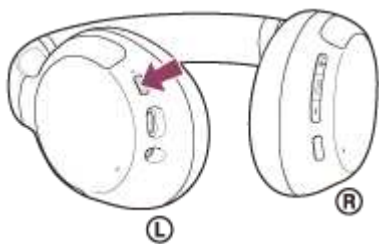
Before starting the operation, make sure of the following:

- 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.

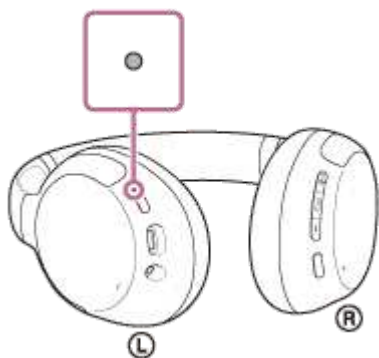
1 Enter pairing mode on this headset.

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. In this case, proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the  (power) button for about 7 seconds.



Check that the indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”.



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

3 Find the headset on the iPhone.

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



3. Touch the switch to turn on the Bluetooth function.



4 Touch [WH-CH710N].



If Passkey (*) input is required, input "0000".

The headset and iPhone are paired and connected with each other. You will hear the voice guidance say, "Bluetooth connected".

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

If [WH-CH710N] does not appear on the display of the iPhone, try again from the beginning of step 3.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation again 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 registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 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](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

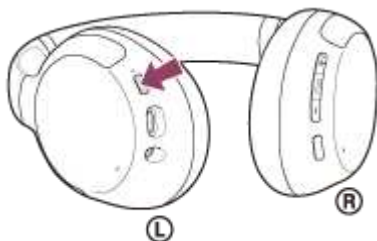
5-013-896-11(1) Copyright 2020 Sony Corporation

Connecting to a paired iPhone

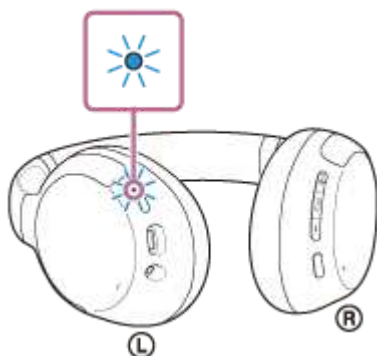
- 1 **Unlock the screen of the iPhone if it is locked.**

- 2 **Turn on the headset.**

Press and hold the  (power) button for about 2 seconds.



You will hear the voice guidance say, "Power on". Check that the indicator (blue) continues to flash after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "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 the switch to turn on the Bluetooth function.



4 Touch [WH-CH710N].



You will hear the voice guidance say, “Bluetooth connected”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with your iPhone.

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 that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone and perform the pairing again. As for the operations on your iPhone, refer to the operating instructions supplied with the 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](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Pairing and connecting with a computer (Windows 10)

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

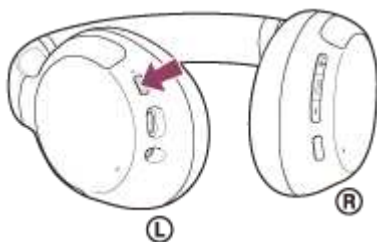
Before starting the operation, make sure of the following:

- 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 are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

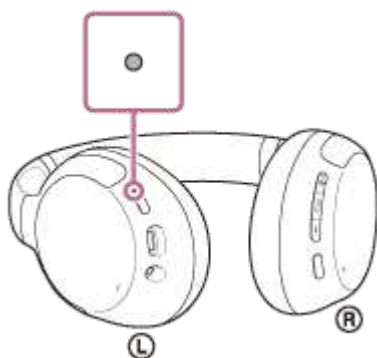
1 Enter pairing mode on this headset.

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. In this case, proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the  (power) button for about 7 seconds.



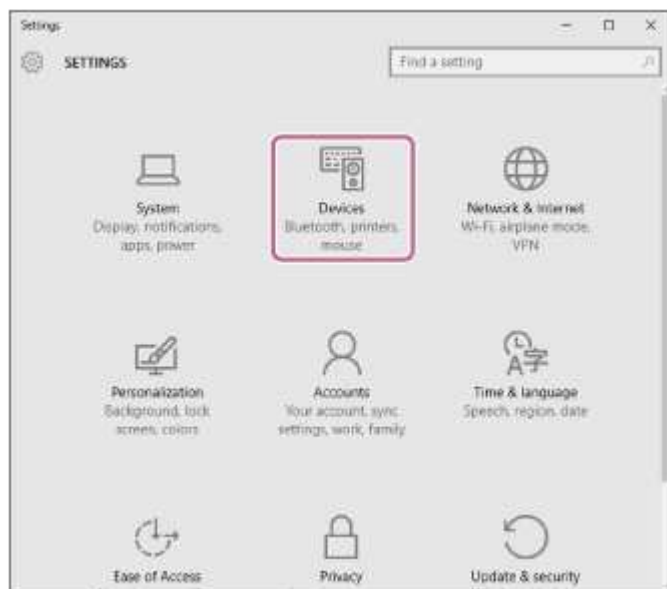
Check that the indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”.



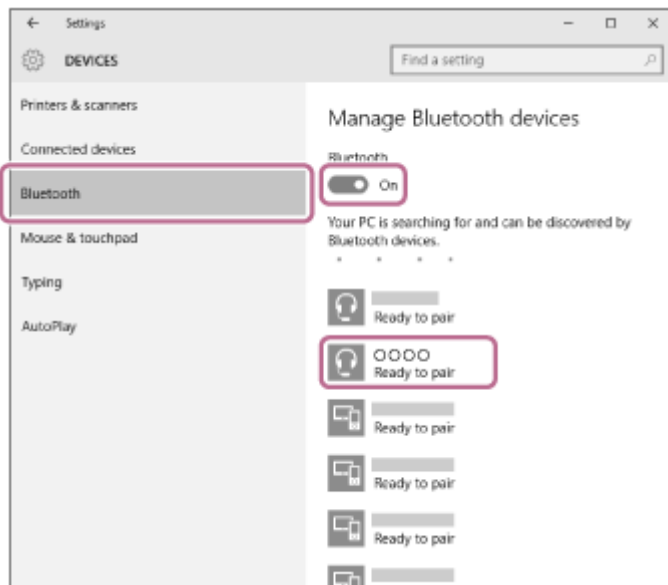
2 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

3 Register the headset using the computer.

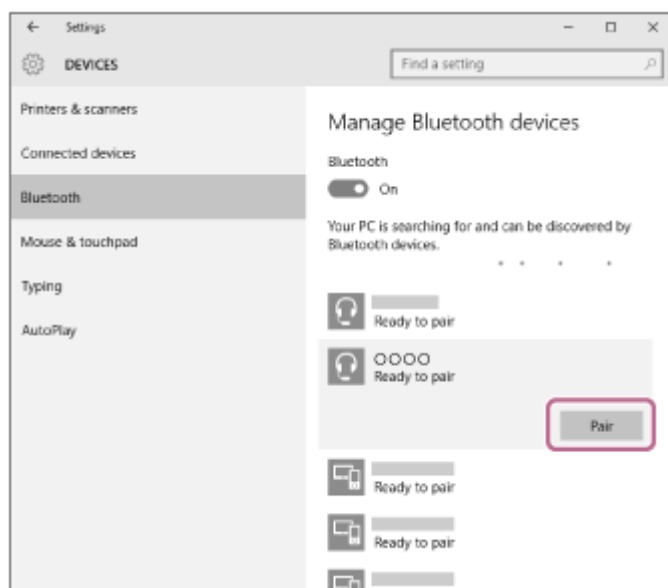
1. Click the [Start] button, then [Settings].
2. Click [Devices].



3. Click the [Bluetooth] tab, click the [Bluetooth] switch to turn on the Bluetooth function, then select [WH-CH710N].



4. Click [Pair].



If Passkey (*) input is required, input "0000".

The headset and computer are paired and connected with each other. You will hear the voice guidance say, "Bluetooth connected".

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

If [WH-CH710N] does not appear on the computer screen, try again from the beginning of step 3.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation again 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 registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 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 8.1)

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

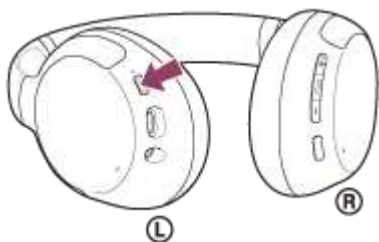
Before starting the operation, make sure of the following:

- 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 are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

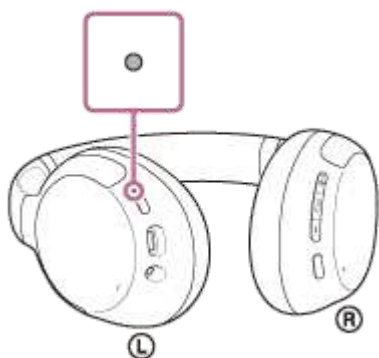
1 Enter pairing mode on this headset.

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. In this case, proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the  (power) button for about 7 seconds.



Check that the indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”.



2 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

3 Register the headset using the computer.

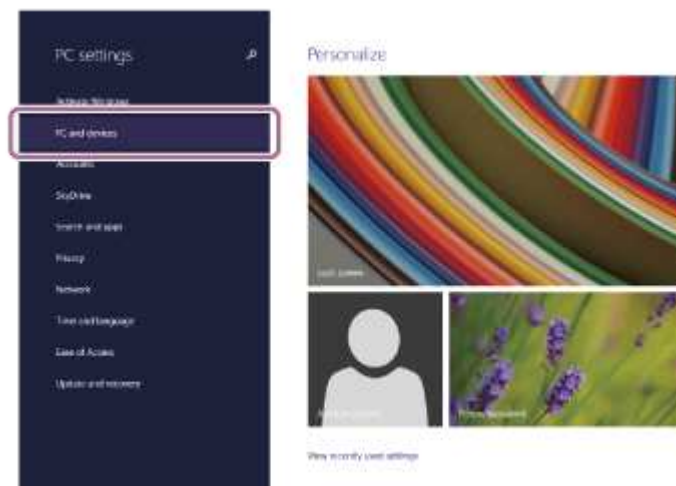
1. Move the mouse pointer to the top-right corner of the screen (when using a touch panel, swipe from the right edge of the screen), then select [Settings] from the Charm Bar.



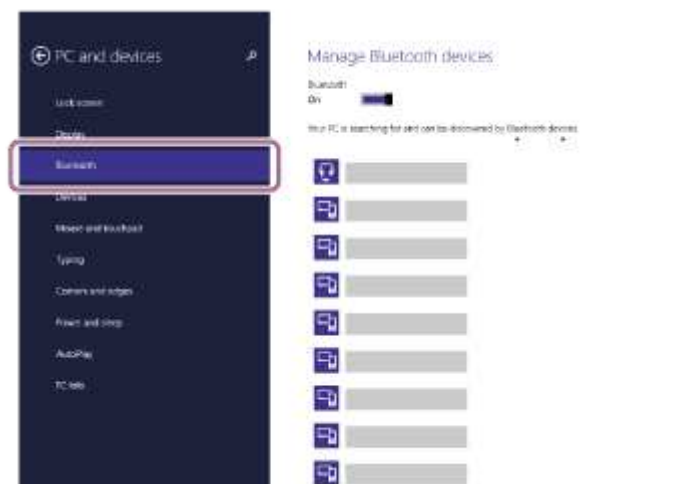
2. Select [Change PC Settings] of the [Settings] charm.



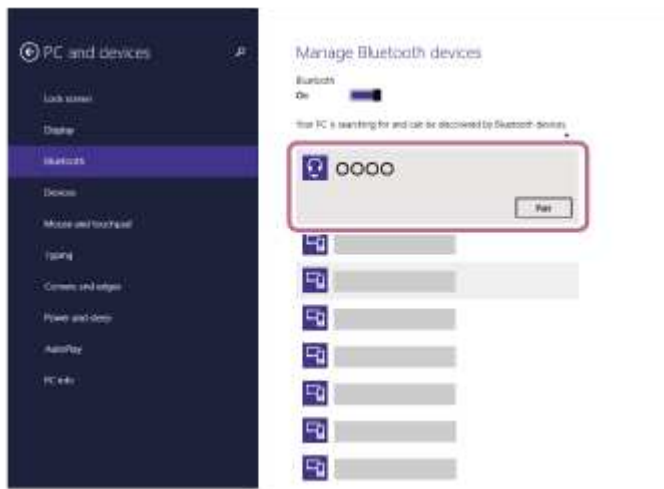
3. Select [PC and devices] of the [PC Settings] screen.



4. Select [Bluetooth].



5. Select [WH-CH710N], then select [Pair].



If Passkey (*) input is required, input “0000”.

The headset and computer are paired and connected with each other. You will hear the voice guidance say, “Bluetooth connected”.

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

If [WH-CH710N] does not appear on the computer screen, try again from the beginning of step 3.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation again 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 registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Windows 8.1\)](#)
- [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 (Mac)

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

Compatible OS

macOS (version 10.10 or later)

Before starting the operation, make sure of the following:

- 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 are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.

If the computer speaker is set to the  “OFF” mode, no sound is heard from the headset.

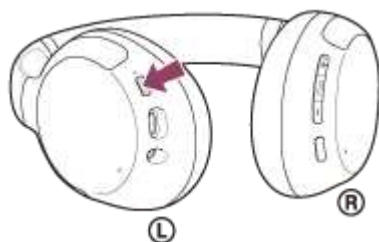
Computer speaker in the ON mode



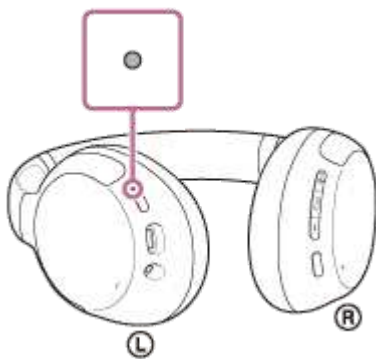
1 Enter pairing mode on this headset.

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. In this case, proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the  (power) button for about 7 seconds.



Check that the indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”.



2 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

3 Register the headset using the computer.

1. Select [ (System Preferences)] - [Bluetooth] from the task bar in the lower right part of the screen.



2. Select [WH-CH710N] of the [Bluetooth] screen and click [Connect].



If Passkey (*) input is required, input "0000".

The headset and computer are paired and connected with each other. You will hear the voice guidance say, "Bluetooth connected".

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

If [WH-CH710N] does not appear on the computer screen, try again from the beginning of step 3.

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

4 Click the speaker icon in the upper right part of the screen and select [WH-CH710N].

Now you are ready to enjoy music playback on your computer.



Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation again 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 registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

Connecting to a paired computer (Windows 10)

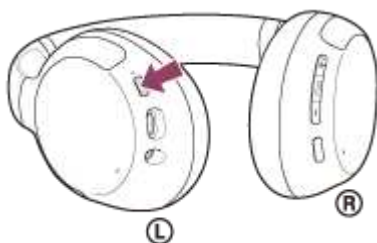
Before starting the operation, make sure of the following:

- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

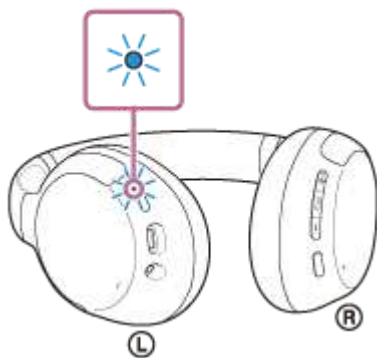
1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Turn on the headset.

Press and hold the  (power) button for about 2 seconds.



You will hear the voice guidance say, "Power on". Check that the indicator (blue) continues to flash after you release your finger from the button.

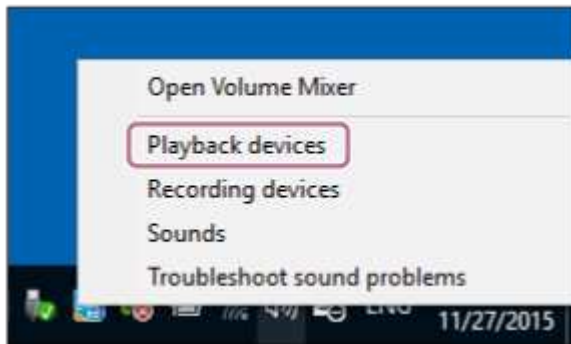


If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "Bluetooth connected".

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

3 Select the headset using the computer.

1. Right-click the speaker icon on the toolbar, then select [Playback devices].

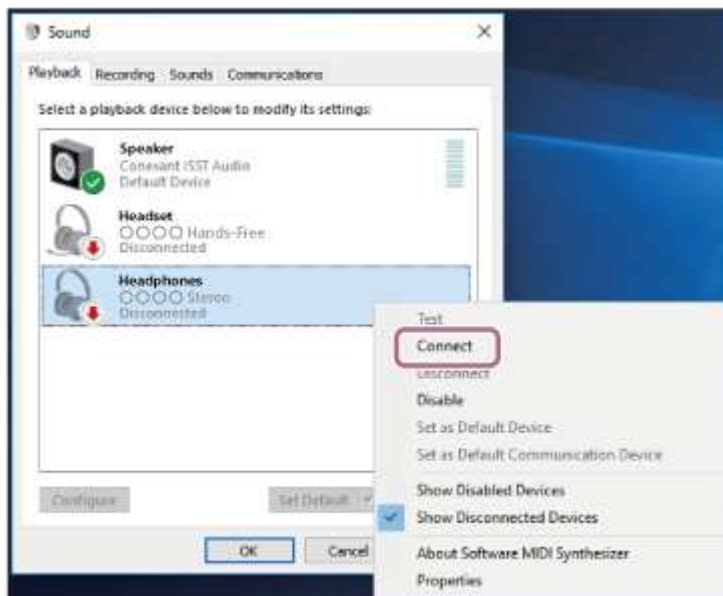


2. Right-click [WH-CH710N].

If [WH-CH710N] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then check [Show Disconnected Devices].



3. Select [Connect] from the displayed menu.



The connection is established. You will hear the voice guidance say, "Bluetooth connected".

Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the 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 that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

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 8.1)

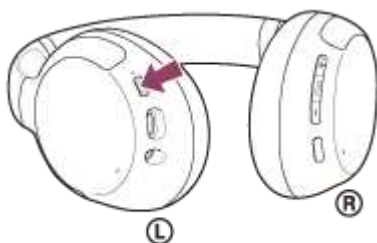
Before starting the operation, make sure of the following:

- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

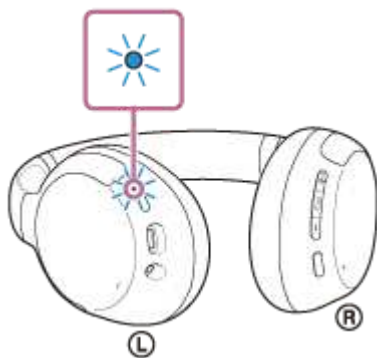
1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Turn on the headset.

Press and hold the  (power) button for about 2 seconds.



You will hear the voice guidance say, "Power on". Check that the indicator (blue) continues to flash after you release your finger from the button.

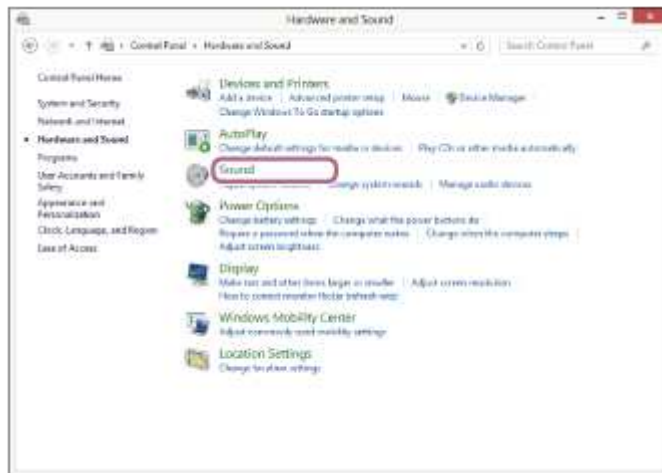
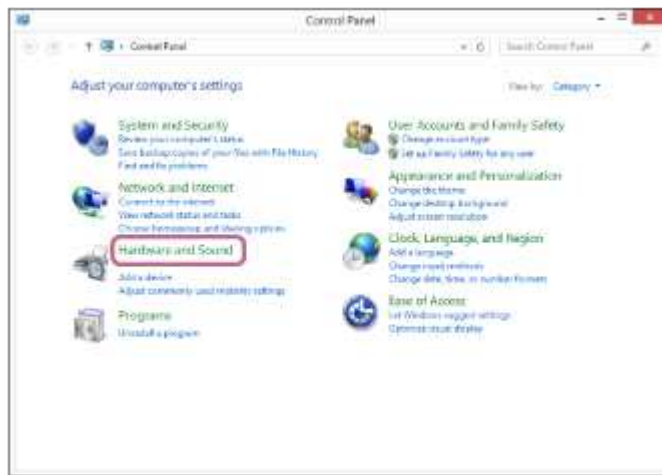


If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "Bluetooth connected".

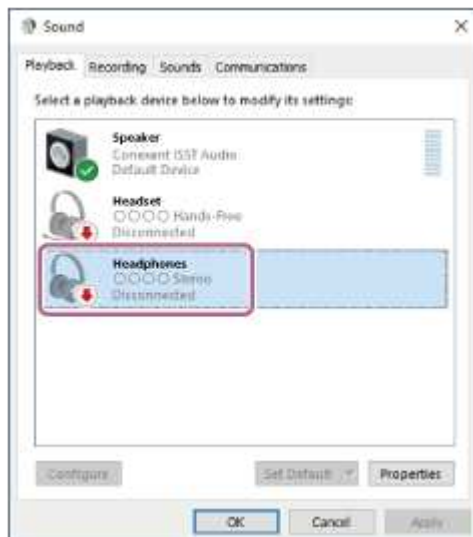
Check the connection status on the computer. If it is not connected, proceed to step 3.

3 Select the headset using the computer.

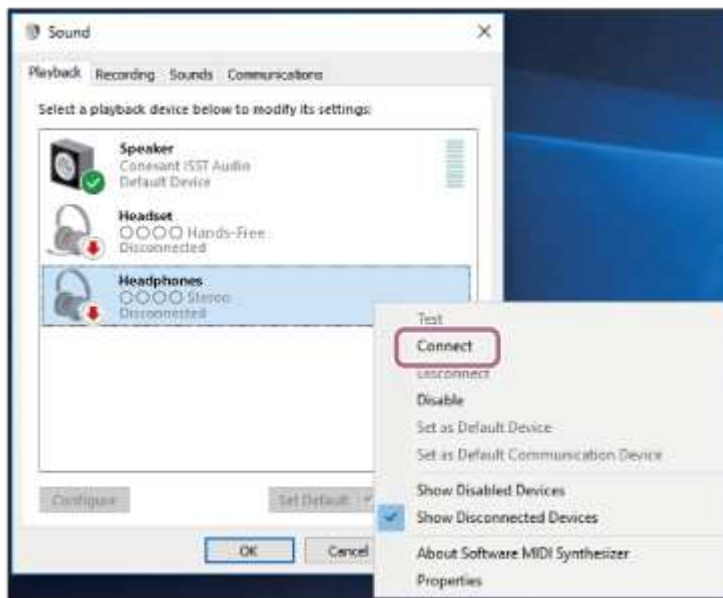
1. Select [Desktop] on the Start screen.
2. Right-click the [Start] button, then select [Control Panel] from the pop-up menu.
3. Select [Hardware and Sound] - [Sound].



4. Right-click [WH-CH710N].
If [WH-CH710N] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then check [Show Disconnected Devices].



5. Select [Connect] from the displayed menu.



The connection is established. You will hear the voice guidance say, “Bluetooth connected”.



Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the 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 that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

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

- [Disconnecting Bluetooth connection \(after use\)](#)

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Connecting to a paired computer (Mac)

Compatible OS

macOS (version 10.10 or later)

Before starting the operation, make sure of the following:

- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.
If the computer speaker is set to the  "OFF" mode, no sound is heard from the headset.

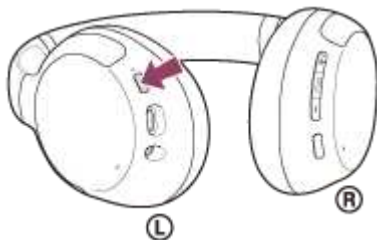
Computer speaker in the ON mode



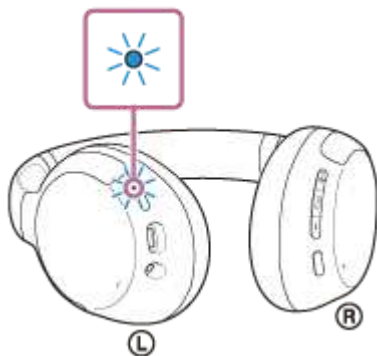
1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Turn on the headset.

Press and hold the  (power) button for about 2 seconds.



You will hear the voice guidance say, "Power on". Check that the indicator (blue) continues to flash after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "Bluetooth connected".

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

3 Select the headset using the computer.

1. Select [ (System Preferences)] - [Bluetooth] from the task bar in the lower right part of the screen.



2. Click [WH-CH710N] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop up menu.



You will hear the voice guidance say, “Bluetooth connected”.

- 4 Click the speaker icon in the upper right part of the screen and select [WH-CH710N].

Now you are ready to enjoy music playback on your computer.



Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the 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 that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

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

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Pairing and connecting with a Bluetooth device

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

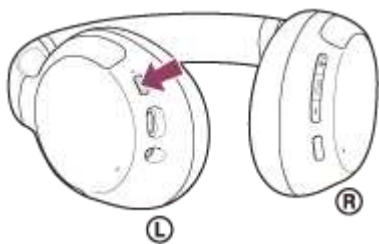
Before starting the operation, make sure of the following:

- 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.

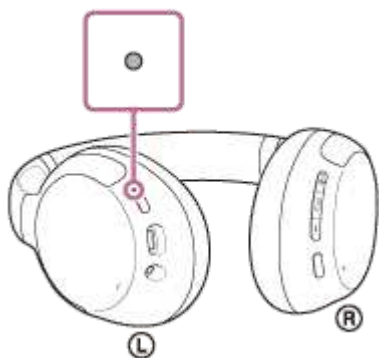
1 Enter pairing mode on this headset.

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. In this case, proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the  (power) button for about 7 seconds.



Check that the indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”.



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

[WH-CH710N] 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-CH710N] displayed on the screen of the Bluetooth device for pairing.

If Passkey (*) input is required, input “0000”.

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

4 Make the Bluetooth connection from the Bluetooth device.

Some devices automatically connect with the headset when the pairing is complete. You will hear the voice guidance say, "Bluetooth connected".

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation again 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 registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

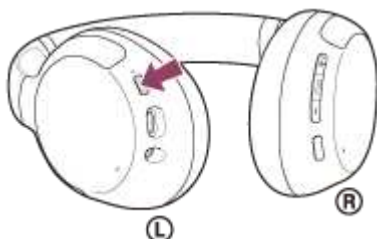
Related Topic

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

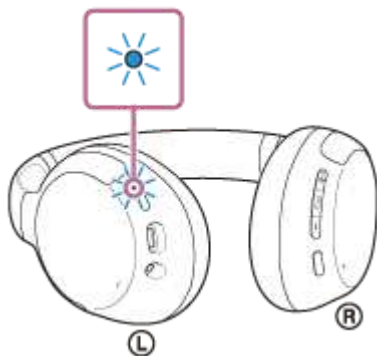
Connecting to a paired Bluetooth device

1 Turn on the headset.

Press and hold the  (power) button for about 2 seconds.



You will hear the voice guidance say, "Power on". Check that the indicator (blue) continues to flash after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "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.

As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device. When connected, you will hear the voice guidance say, "Bluetooth connected".

Hint

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

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 that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your Bluetooth device to the headset, delete the headset pairing information on your Bluetooth device and perform the pairing again. As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

Related Topic

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

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Connecting the headset to both a music player and a smartphone / mobile phone (multipoint connection)

Multipoint is a function which allows you to connect 2 Bluetooth devices to the headset and use one device for music playback (A2DP connection) and the other for calls (HFP/HSP connection).

When you wish to use a music player only for music playback and a smartphone only for calls, use a multipoint connection to the headset for each device. The connecting devices need to support the Bluetooth function.

1 Pair the headset with both the music player and the smartphone/mobile phone.

2 Connect the headset with the music player.

Operate the music player to establish a Bluetooth connection with the headset.

3 Connect the headset to the smartphone/mobile phone.

Operate the smartphone/mobile phone to establish a Bluetooth connection with the headset.

Note

- If the smartphone or mobile phone was connected with the headset last time, an HFP or HSP connection is automatically established when the headset is turned on, and in some cases an A2DP connection is simultaneously established. In that case, connect from step 2 after disconnecting via smartphone/mobile phone operations.
- When 2 Bluetooth devices have already connected to the WH-CH710N in a multipoint connection, and one is used for music playback (A2DP connection) and the other is used for calls (HFP/HSP connection), another NFC-compatible Bluetooth device cannot connect via Bluetooth connection with one-touch (NFC) even if you touch it with the WH-CH710N. In this case, disconnect one of the already connected Bluetooth devices and touch the Bluetooth device you want to connect with WH-CH710N again.

Connecting the headset to 2 Android smartphones (multipoint connection)

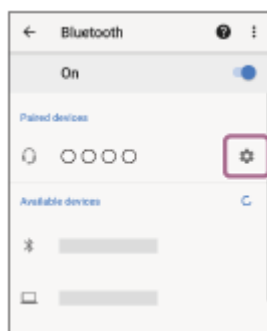
Usually, when you connect the headset to a smartphone, both the music playback function and the phone call function are connected simultaneously.

To make a multipoint connection using 2 smartphones to use one for listening to music and the other for making phone calls, set up to connect to only one function by operating the smartphone.

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

Operation example: For connecting only through media audio (A2DP)

Touch [Settings] - [Device connection] - [Bluetooth] - the setting icon next to [WH-CH710N].



On the [Paired devices] screen, uncheck [Call audio].



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

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

Hint

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

Note

- When using multipoint connection, the remaining battery charge of the headset will not be correctly displayed on the screen of the device that is connected for listening to music (A2DP).
- When 2 Bluetooth devices have already connected to the WH-CH710N in a multipoint connection, and one is used for music playback (A2DP connection) and the other is used for calls (HFP/HSP connection), another NFC-compatible Bluetooth device cannot connect via Bluetooth connection with one-touch (NFC) even if you touch it with the WH-CH710N. In this case, disconnect one of the already connected Bluetooth devices and touch the Bluetooth device you want to connect with WH-CH710N again.

Related Topic

- [Checking the remaining battery charge](#)

Wireless Noise Canceling Stereo Headset
WH-CH710N

Connecting the headset to an Android smartphone and an iPhone (multipoint connection)

Usually, when you connect the headset to a smartphone, both the music playback function and the phone call function are connected simultaneously.

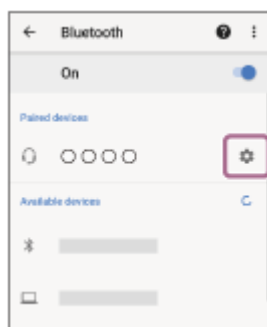
To make a multipoint connection using a smartphone and an iPhone to use one for listening to music and the other for making phone calls, change the settings on the smartphone so that only one of the functions is connected. Connect the smartphone before connecting the iPhone.

You cannot set the iPhone to connect one function only.

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

Operation example: For connecting only through media audio (A2DP)

Touch [Settings] - [Device connection] - [Bluetooth] - the setting icon next to [WH-CH710N].



On the [Paired devices] screen, uncheck [Call audio].



- 4 Operate the iPhone to establish a Bluetooth connection with the headset.

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

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone and iPhone.

Note

- When using multipoint connection, the remaining battery charge of the headset will not be correctly displayed on the screen of the device that is connected for listening to music (A2DP).
- When 2 Bluetooth devices have already connected to the WH-CH710N in a multipoint connection, and one is used for music playback (A2DP connection) and the other is used for calls (HFP/HSP connection), another NFC-compatible Bluetooth device cannot connect via Bluetooth connection with one-touch (NFC) even if you touch it with the WH-CH710N. In this case, disconnect one of the already connected Bluetooth devices and touch the Bluetooth device you want to connect with WH-CH710N again.

Related Topic

- [Checking the remaining battery charge](#)

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Disconnecting Bluetooth connection (after use)

- 1** Unlock the screen of the Bluetooth device if it is locked.
- 2** Touch the one-touch connection (NFC) compatible device again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.

When disconnected, you will hear the voice guidance say, "Bluetooth disconnected".
- 3** Turn off the headset.

You will hear the voice guidance say, "Power off".

Hint

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

Related Topic

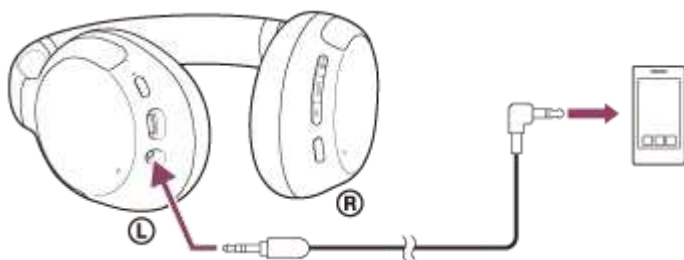
- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Turning off the headset](#)

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 with the headset turned on.

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

Be sure to connect the L-shaped plug into the connecting device.



Hint

- You can listen to music even if the headset is turned off. In this case, the noise canceling function cannot be used.
- To use the noise canceling function/Ambient Sound Mode, turn the headset on.
- The headset turns off automatically if you disconnect the supplied headphone cable from the headset while it is turned on.
- When an incoming call arrives, a ring tone is heard via the headset. Answer the call using your smartphone or mobile phone, and talk using the microphone of the phone. You can hear the caller's voice from the headset. 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 NC/AMB (noise canceling/Ambient Sound Mode) button cannot be used when the headset is turned off.
- The +/–, and  (play/call/next/previous) buttons cannot be used. Perform operations, such as adjusting the volume and play/pause, on the playback device.

Related Topic

- [Using the noise canceling function](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)

Listening to music from a device via Bluetooth connection

If your Bluetooth device supports the following profiles, you can enjoy listening to music and control the device from your headset via 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.

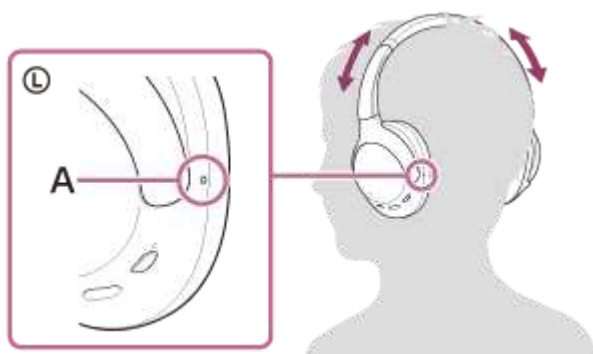
The operation may vary depending on the Bluetooth device. Refer to the operating instructions supplied with the Bluetooth device.

1 Connect the headset to a Bluetooth device.

2 Put the headset on your ears.

Adjust the length of the headband.

Put the headset on your head with the  (left) mark on your left ear and the  (right) mark on your right ear.
There is a tactile dot on the  (left) mark side.

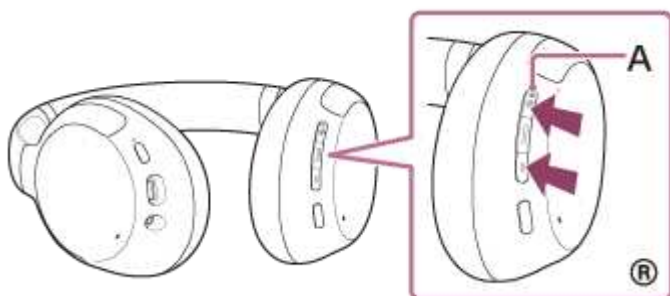


A: Tactile dot

3 Operate the Bluetooth device to start playback and adjust the volume to a moderate level.

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

There is a tactile dot on the + button.



A: Tactile dot

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

Hint

- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset 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 device.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.

Note

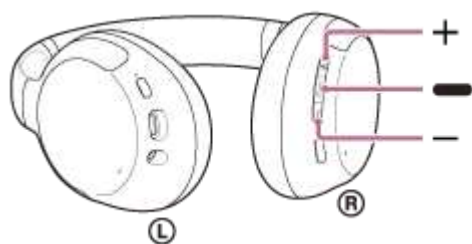
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

Related Topic

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

Controlling the audio device (Bluetooth connection)

If your Bluetooth device supports the device operating function (compatible protocol: AVRCP), then the following operations are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.



Each button has the following function:

▬ (play/next/previous)

- Play: Press once briefly while paused.
- Pause: Press once briefly during playback.
- Skip to the beginning of the next track: Press twice quickly. (**■ ■**)
- Skip to the beginning of the previous track (or the current track during playback): Press 3 times quickly. (**■ ■ ■**)
- Fast-forward: Press twice quickly, holding the second press. Release the button at the desired playback point. (**■ ■■**)
- Fast-reverse: Press 3 times quickly, holding the third press. Release the button at the desired playback point. (**■ ■■ ■**)

+ (volume +)/**-** (volume -)

- 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 connected device, the music software, or app used. In some cases, it may operate differently or may not work even when the operations described above are performed.
- When you use an iPhone, Siri may be activated by pressing and holding the **▬** (play/next/previous) button.

Disconnecting Bluetooth connection (after use)

- 1** Unlock the screen of the Bluetooth device if it is locked.
- 2** Touch the one-touch connection (NFC) compatible device again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.

When disconnected, you will hear the voice guidance say, "Bluetooth disconnected".
- 3** Turn off the headset.

You will hear the voice guidance say, "Power off".

Hint

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

Related Topic

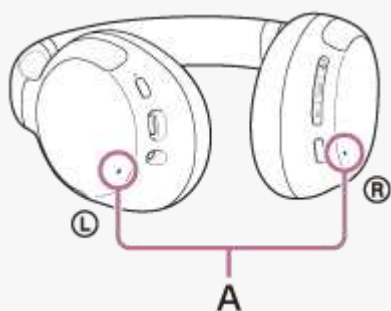
- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Turning off the headset](#)

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 effect of noise canceling may not be pronounced in a very quiet environment, or some noise may be heard.
- When you are wearing the headset, depending on how you wear the headset, the effect of noise canceling may vary or a beeping sound (feedback) may be heard. In this case, take off the headset and put it on again.
- The noise canceling function works primarily on noise in the low frequency band such as vehicles and air conditioning. Although noise is reduced, it is not completely canceled.
- When you use the headset in a car or a bus, noise may occur depending on street conditions.
- Mobile phones may cause interference and noise. Should this occur, move the headset further away from the mobile phone.
- Do not cover the microphones on the left and right units of the headset with your hand, etc. The effect of noise canceling or the Ambient Sound Mode may not work properly, or a beeping sound (feedback) may occur. In this case, remove your hand, etc. from the left and right microphones.



A: Microphones (left, right)

Related Topic

- [Using the noise canceling function](#)

Using the noise canceling function

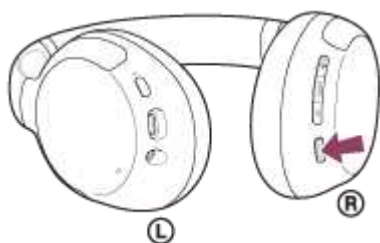
If you use the noise canceling function, you can enjoy music without being disturbed by ambient noise. This function provides the most effective noise canceling mode by immediately analyzing ambient sound components.

1 Turn on the headset.

You will hear the voice guidance say, "Power on".
The noise canceling function is turned on automatically.

To turn off the noise canceling function

Press the NC/AMB (noise canceling/Ambient Sound Mode) button repeatedly to turn off the noise canceling function.



Each time the button is pressed, the function switches as follows and is announced by the voice guidance.

The Ambient Sound Mode: ON



The noise canceling function: OFF/The Ambient Sound Mode: OFF



The noise canceling function: ON

About the instruction manual video

Watch the video to find out how to use the noise canceling function.

https://rd1.sony.net/help/mdr/mov0021/h_zz/

Hint

- If you connect the supplied headphone cable while using the noise canceling function with a Bluetooth connection, the Bluetooth function is turned off, but you can continue to use the noise canceling function.
- When you use the headset as ordinary headphones, turn off the headset and use the supplied headphone cable.

Related Topic

- [About the voice guidance](#)
- [Turning on the headset](#)

- [What is noise canceling?](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)

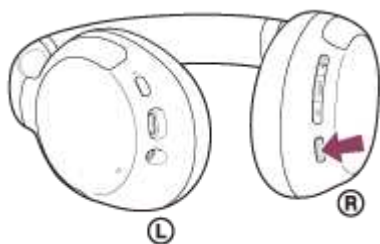
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Listening to ambient sound during music playback (Ambient Sound Mode)

You can hear ambient sound through the microphones embedded in the left and right units of the headset while enjoying music.

To activate the Ambient Sound Mode

Press the NC/AMB (noise canceling/Ambient Sound Mode) button while the noise canceling function is on.



To turn off the Ambient Sound Mode

Press the NC/AMB (noise canceling/Ambient Sound Mode) button repeatedly until the Ambient Sound Mode is turned off.

Each time the button is pressed, the function switches as follows and is announced by the voice guidance.

The noise canceling function: OFF/The Ambient Sound Mode: OFF



The noise canceling function: ON



The Ambient Sound Mode: ON

About the instruction manual video

Watch the video to find out how to use the Ambient Sound Mode.

https://rd1.sony.net/help/mdr/mov0021/h_zz/

Note

- Depending on the ambient condition and the type/volume of audio playback, the ambient sound may not be heard even when using the Ambient Sound Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds such as on a road with car and bicycle traffic.
- If the headset is not worn properly, the Ambient Sound Mode may not work correctly. Wear the headset properly.

Related Topic

- [About the voice guidance](#)
- [Using the noise canceling function](#)

Supported codecs

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

The headset supports the following 2 codecs for music playback via an A2DP connection: SBC and AAC.

- SBC

This is an abbreviation for Subband Codec.

SBC is the standard audio coding technology used in Bluetooth devices.

All Bluetooth devices support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.

AAC is mainly used in Apple products such as iPhone that can provide a higher sound quality than that of SBC.

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.

If the connected device supports a codec of higher sound quality than SBC, you may need to set the device beforehand to enjoy music with the desired codec from the supported codecs.

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 Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Only ordinary phone calls are supported. Applications for phone calls on smartphones or personal computers are not supported.

Ring tone

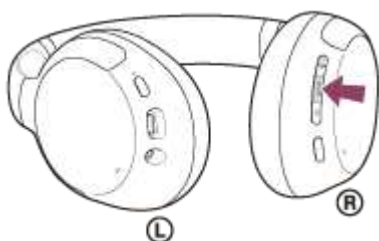
When an incoming call arrives, a ring tone will be heard from the headset, and the indicator (blue) flashes quickly. You will hear either of following ring tones, depending on your smartphone or mobile phone.

- 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

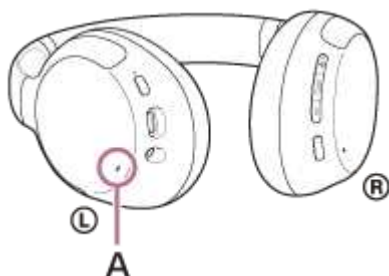
1 Connect the headset to a smartphone or mobile phone via Bluetooth connection beforehand.

2 When you hear the ring tone, press the  (call) 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.



You can talk using the microphone on the left unit.



A: Microphone

If no ring tone is heard via the headset

- The headset may not be connected with the smartphone or mobile phone over 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 Adjust the volume by pressing the +/- buttons of the headset.

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

4 When you finish your phone call, press the (call) button on the headset to end the call.

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

Hint

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

Note

- Depending on the smartphone or mobile phone, when an incoming call arrives while you are listening to music, playback may not resume automatically even if you finish the call.
- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- Your voice will be heard from the headset through the microphone on the left unit (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

Related Topic

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

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 Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Only ordinary phone calls are supported. Applications for phone calls on smartphones or personal computers are not supported.

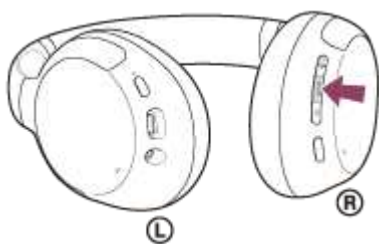
1 Connect the headset to a smartphone/mobile phone via Bluetooth connection.

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

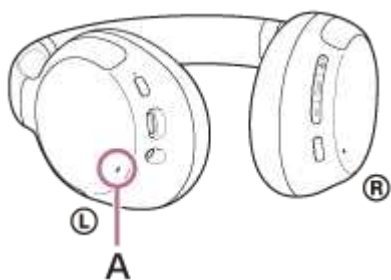
When you make a call, the dial tone is heard from the headset.

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 pressing and holding the  (call) button down for about 2 seconds.



You can talk using the microphone on the left unit.



A: Microphone

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

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

4 When you finish your phone call, press the (call) button on the headset to end the call.

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

- Volume for a call can be adjusted during a telephone conversation only.
- The headset volume during a call and during music playback can be independently adjusted. 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 (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- Your voice will be heard from the headset through the microphone on the left unit (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

Related Topic

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

Wireless Noise Canceling Stereo Headset
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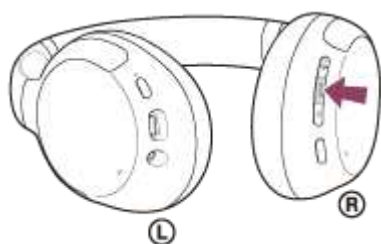
Functions for a phone call

The functions available during a call may vary depending on the profile supported by your smartphone or mobile phone. In addition, even if the profile is the same, the functions may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.

Supported profile: HFP (Hands-free Profile)

During standby/music playback

- Press and hold the  (call) button to start up the voice dial function (*) of the smartphone/mobile phone, or activate the Google™ app on the Android smartphone or Siri on the iPhone.



Outgoing call

- Press the  (call) button once to cancel an outgoing call.
- Press and hold the  (call) button for about 2 seconds to change the call device back and forth from the headset to the smartphone/mobile phone.

Incoming call

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

During call

- Press the  (call) button once to finish a call.
- Press and hold the  (call) button for about 2 seconds to change the call device back and forth from the headset to the smartphone/mobile phone.

Supported profile: HSP (Headset Profile)

Outgoing call

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

Incoming call

- Press the  (call) button once to answer a call.

During call

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

* Some devices may not support this function.

Related Topic

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

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Disconnecting Bluetooth connection (after use)

- 1** Unlock the screen of the Bluetooth device if it is locked.
- 2** Touch the one-touch connection (NFC) compatible device again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.

When disconnected, you will hear the voice guidance say, "Bluetooth disconnected".
- 3** Turn off the headset.

You will hear the voice guidance say, "Power off".

Hint

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

Related Topic

- [Disconnecting the Android smartphone with 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 the assist and voice input selection to the Google app.

On the Android smartphone, select [Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input], and set [Assist app] to the Google app.

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

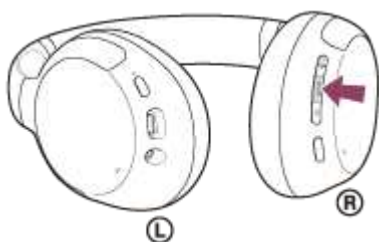
Note: The latest version of the Google app may be required.

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.

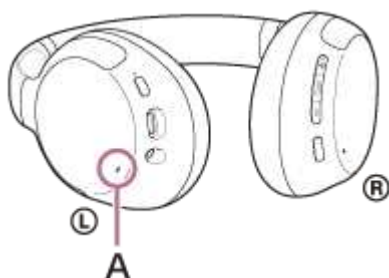
2 Connect the headset to the Android smartphone via Bluetooth connection.

3 When the Android smartphone is in standby or playing music, press and hold the (play/call) button on the headset for about 2 seconds.



The Google app is activated.

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



A: Microphone

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

After activating the Google app, the voice command is canceled when a certain time has passed without requests.

Note

- The Google app cannot be activated when you say "Ok Google" even when the Android smartphone's "Ok Google" setting is on.

- When using the voice assist function, your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.
- The Google app may not be activated depending on specifications of the smartphone or application version.
- The Google app does not work when connected to a device not compatible with the voice assist function.

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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.

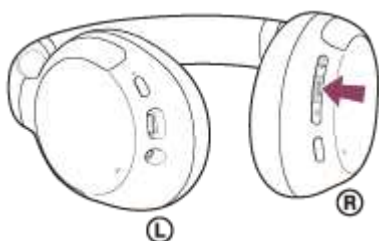
On iPhone, select [Settings] - [Siri & Search] to turn [Press Home for Siri] and [Allow Siri When Locked] on.

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

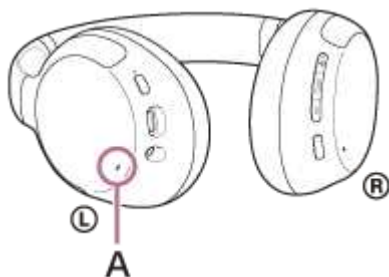
Note: For details on Siri, refer to the operating instructions or support website of the iPhone.

2 Connect the headset to the iPhone via Bluetooth connection.

3 When the iPhone is in standby or playing music, press and hold the **■** (play/call) button on the headset until Siri is activated.



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



A: Microphone

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

5 To continue to request, press the **■** (play/call) button before Siri is deactivated.

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

Note

- Siri cannot be activated when you say "Hey Siri" even when the iPhone's "Hey Siri" setting is on.
- When using the voice assist function, your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.
- Siri may not be activated depending on specifications of the smartphone or application version.

Precautions

On Bluetooth communications

- Bluetooth wireless technology operates within a range of about 10 m (30 feet). The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.
- Microwaves emitting from a Bluetooth device may affect the operation of electronic medical devices. Turn off this unit and other Bluetooth devices in the following locations, as it may cause an accident:
 - in hospitals, near priority seating in trains, locations where inflammable gas is present, near automatic doors, or near fire alarms.
- 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.
- The audio playback on this unit may be delayed from that on the transmitting device, due to the characteristics of Bluetooth wireless technology. As a result, the sound may not be in sync with the image when viewing movies or playing games.
- The unit supports security functions that comply with the Bluetooth standard as a means of ensuring security during communication using Bluetooth wireless technology. However, depending on the configured settings and other factors, this security may not be sufficient. Be careful when communicating using Bluetooth wireless technology.
- Sony shall assume no responsibility for any damages or loss resulting from information leaks that occur when using Bluetooth communications.
- Bluetooth connections with all Bluetooth devices cannot be guaranteed.
 - Bluetooth devices connected with the unit must comply with the Bluetooth standard prescribed by Bluetooth SIG, Inc., and must be certified as compliant.
 - Even when a connected device complies with the Bluetooth standard, there may be cases where the characteristics or specifications of the Bluetooth device make it unable to connect, or result in different control methods, display, or operation.
 - When using the unit to perform hands-free talking on the phone, noise may occur depending on the connected device or the 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 reduce the effect, wear clothes made from natural materials, which suppress the generation of static electricity.

Notes on wearing the unit

- Because the headphones achieve a tight seal over the ears, forcibly pressing them against your ears or quickly pulling them off can result in eardrum damage. When wearing the headset, the speaker diaphragm may produce a click sound. This is not a malfunction.

Other notes

- Do not subject the unit to excessive shock.
- When you use the unit as wired headphones, use the supplied headphone cable only. Make sure that the headphone cable is firmly inserted.
- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- Do not apply weight or pressure to the unit for long periods, including when it is stored, as it may cause deformation.
- If you experience discomfort while using the unit, stop using it immediately.
- The earpads may be damaged or deteriorate with long-term use and storage.

- The unit is not waterproof. If water or foreign objects enter the unit, it may result in fire or electric shock. If water or a foreign object enters the unit, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
 - When using the unit around a sink, etc.
Be careful that the unit does not fall into a sink or container filled with water.
 - When using the unit in the rain or snow, or in humid locations
 - When using the unit while you are sweaty
If you touch the unit with wet hands, or put the unit in the pocket of a damp article of clothing, the unit may get wet.

Cleaning the unit

- When the outside of the unit is dirty, clean it by wiping with a soft dry cloth. If the unit is particularly dirty, soak a cloth in a dilute solution of neutral detergent, and wring it well before wiping. Do not use solvents such as thinner, benzene, or alcohol, as they may damage the surface.

Do not use the headset near medical devices

- Radio waves can affect cardiac pacemakers and medical devices. Do not use the headset in crowded places such as crowded trains or inside a medical institution.
- The headset (including accessories) has magnet(s) which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place the headset close to persons who use such medical devices. Consult your doctor before using the headset if you use any such medical device.

Keep the headset away from the magnetic card

- The headset uses magnets. If you bring a magnetic card close to the headset, the card magnet may be affected and become unusable.

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<https://rd1.sony.net/help/mdr/sl/20/>

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Customer support websites

For customers in the U.S.A, Canada, and Latin America:

<https://www.sony.com/am/support>

For customers in European countries:

<https://www.sony.eu/support>

For customers in China:

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

For customers in other countries/regions:

<https://www.sony-asia.com/support>

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 headset.
You may be able to resolve some issues by charging the headset battery.
- Reset the headset.
- Initialize the headset.
This operation resets volume settings, etc. to the factory settings, 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](#)

Unable to turn on the headset.

- Make sure the battery is fully charged.
 - The headset cannot be turned on while charging the battery. Remove the USB Type-C cable and turn on the headset.
 - Reset the headset.
-

Related Topic

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

Wireless Noise Canceling Stereo Headset
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Charging cannot be done.

- Be sure to use the supplied USB Type-C cable.
 - Check that the USB Type-C cable is firmly connected to the headset and the USB AC adaptor or computer.
 - Make sure that the USB AC adaptor is firmly connected to the AC outlet.
 - Check that the computer is turned on.
 - Wake the computer up if the computer is in standby (sleep) or hibernation mode.
 - When using Windows 8.1, update using Windows Update.
 - Reset the headset.
-

Related Topic

- [Charging the headset](#)
- [Resetting the headset](#)

Wireless Noise Canceling Stereo Headset
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Charging time is too long.

- Check that the headset and the computer are directly connected, not via a USB hub.
 - Check that you are using the supplied USB Type-C cable.
-

Related Topic

- [Charging the headset](#)

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Wireless Noise Canceling Stereo Headset
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The headset cannot be charged even if connecting the headset to a computer.

- Check that the supplied USB Type-C cable is properly connected to the USB port of the computer.
- Check that the headset and the computer are directly connected, not via a USB hub.
- There may be a problem with the USB port of the connected computer. Try connecting to another USB port on the computer if one is available.
- Try the USB connection procedure again in cases other than those stated above.

The remaining battery charge of the headset is not displayed on the screen of smartphone.

-
- Only the iOS devices (including iPhone/iPod touch) which support HFP (Hands-free Profile), and Android smartphone (OS 8.1 or later) can display the remaining battery charge.
 - Check that the smartphone is connected with HFP. If the smartphone is not connected with HFP, the remaining battery charge will not be correctly displayed.
-

Related Topic

- [Checking the remaining battery charge](#)

Wireless Noise Canceling Stereo Headset
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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.
 - Reset the headset.
 - Charge the headset. Check if the sound is output from the headset after charging.
 - Initialize the headset, and pair the headset and the device again.
-

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

Wireless Noise Canceling Stereo Headset
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Low sound level

- Turn up the volume of the headset and the connected device.
- Connect the Bluetooth device to the headset once again.

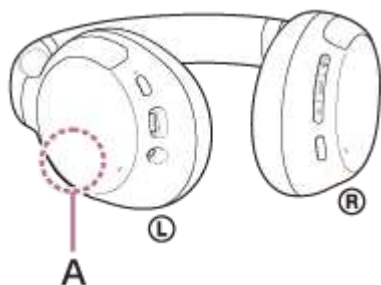
Low sound quality

- Turn down the volume of the connected device if it is too loud.
- Keep the headset away from a microwave oven, wireless LAN device, etc.
- Bring the headset closer to the Bluetooth device. Remove any obstacles between the headset and the Bluetooth device.
- Keep the headset away from a TV.
- Switch the Bluetooth connection to A2DP with the connected device when the headset and the transmitting Bluetooth device are connected via an HFP or HSP Bluetooth connection.
- If you connect a device with a built-in radio or tuner to the headset, broadcasts may not be received or the sensitivity may be reduced. Move the headset away from the connected device.
- If the headset connects to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it is turned on. Use the connected device to connect via an A2DP Bluetooth connection.
- When listening to music from a computer on the headset, the sound quality may be poor (e.g., difficult to hear the singer's voice, etc.) for the first few seconds after a connection is established. This is due to the computer specifications (priority on stable connection at the start of transmission and then switches to priority on sound quality several seconds later) and is not a headset malfunction.

If the sound quality does not improve after a few seconds, use the computer to establish an A2DP connection. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Sound skips frequently.

- Remove any obstacles between the antenna of the connecting Bluetooth device 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
In this case, 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 wireless LAN (IEEE802.11b/g/n) use the same frequency band (2.4 GHz), microwave interference may occur and result in noise, audio dropouts, or communications being disabled if this headset is used near a wireless LAN device. In such a case, perform the following steps.
 - When connecting the headset to a Bluetooth device, use the headset at least 10 m (30 feet) away from the wireless LAN device.
 - If this headset is used within 10 m (30 feet) of a wireless LAN device, turn off the wireless LAN 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.
- Connect the headset and the Bluetooth device once again.

Wireless Noise Canceling Stereo Headset
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The effect of noise canceling is not sufficient.

- Make sure that the noise canceling function is turned on.
 - Adjust the headset into a comfortable position.
 - 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](#)
- [Wearing the headset](#)

Wireless Noise Canceling Stereo Headset
WH-CH710N

Pairing cannot be done.

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
 - The headset automatically enters pairing mode when pairing for the first time after purchasing, initializing, or repairing the headset. To pair a second or subsequent device, press and hold the  (power) button of the headset for 7 seconds or more to enter pairing mode.
 - When pairing a device once again after initializing or repairing the headset, you may be unable to pair the device if it retains pairing information for the headset (iPhone or other device). In this case, delete the pairing information for the headset from the device and pair them again.
-

Related Topic

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

One-touch connection (NFC) does not work.

- Keep the smartphone close to the N-mark on the headset until the smartphone responds. If it still does not respond, slowly move the smartphone around in different directions.
- Check that the NFC function of the smartphone is turned on.
- If the smartphone is in a case, remove the case.
- NFC reception sensitivity varies depending on the smartphone. If it repeatedly fails to connect, connect/disconnect on the smartphone.
- You cannot establish a one-touch connection (NFC) while charging the battery, because the headset cannot be turned on. Finish charging before establishing the one-touch connection (NFC).
- You cannot establish a one-touch connection (NFC) when the headphone cable is connected to the headphone cable input jack. Remove the headphone cable before establishing the one-touch connection (NFC).
- Check that the connecting device supports the NFC function.
- Check that the Bluetooth function of the smartphone is turned on.
- When 2 Bluetooth devices have already connected to the WH-CH710N in a multipoint connection, and one is used for music playback (A2DP connection) and the other is used for calls (HFP/HSP connection), another smartphone cannot connect via Bluetooth connection with one-touch (NFC) even if you touch the smartphone with the WH-CH710N. In this case, disconnect one of the already connected Bluetooth devices and touch the smartphone you want to connect with WH-CH710N again.

Related Topic

- [One-touch connection \(NFC\) with an Android smartphone](#)
- [Connecting the headset to both a music player and a smartphone / mobile phone \(multipoint connection\)](#)
- [Connecting the headset to 2 Android smartphones \(multipoint connection\)](#)
- [Connecting the headset to an Android smartphone and an iPhone \(multipoint connection\)](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Wireless Noise Canceling Stereo Headset
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Unable to make a Bluetooth connection.

- 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 Bluetooth connection. In that case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
 - Check if the Bluetooth device is in sleep mode. If the device is in sleep mode, cancel the sleep mode.
 - Check if the Bluetooth connection has been terminated. If terminated, make the Bluetooth connection again.
 - If the pairing information for the headset has been deleted on the Bluetooth device, pair the headset with the device again.
-

Related Topic

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

Wireless Noise Canceling Stereo Headset
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Distorted sound

- Keep the headset away from a microwave oven, wireless LAN device, etc.

Wireless Noise Canceling Stereo Headset
WH-CH710N

The headset does not operate properly.

- Reset the headset. This operation does not delete pairing information.
 - If the headset does not operate properly even if you reset the headset, initialize the headset.
-

Related Topic

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

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 is output from the headset during a call.
- Use the Bluetooth device to re-establish the connection. Select HFP or HSP for the profile.
- If you are listening to music with the headset, stop playback and press the  (call) button to respond to an incoming call.

Related Topic

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

Wireless Noise Canceling Stereo Headset
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Low voice from callers

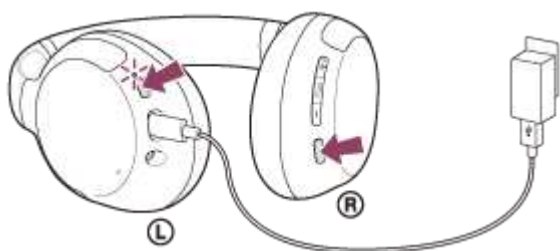
- Turn up the volume of the headset and the connected device.

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Wireless Noise Canceling Stereo Headset
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Resetting the headset

If the headset cannot be turned on or cannot be operated even when it is turned on, press both the  (power) button and the NC/AMB (noise canceling/Ambient Sound Mode) button simultaneously while charging. The headset will be reset. The device registration (pairing) information is not deleted.



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

Related Topic

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

Initializing the headset to restore factory settings

If the headset does not operate correctly even after resetting, initialize the headset.

Turn off the headset while the USB Type-C cable is disconnected and then press and hold the  (power) button and the  (play/call) button simultaneously for 7 seconds or more.

The indicator (blue) flashes 4 times (   ), and the headset is initialized. This operation resets volume settings, etc. to the factory settings, and deletes all pairing information. In this case, delete the pairing information for the headset from the device and then pair them again.

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