

Wireless Stereo Headset  
WH-CH500



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

## Getting started

[What you can do with the Bluetooth function](#)

[About voice guidance](#)

## Supplied accessories

[Checking the package contents](#)

## Parts and controls

[Location and function of parts](#)

[About the indicator](#)

## Power/Charging

[Charging the headset](#)

[Available operating time](#)

[Checking the remaining battery charge](#)

[System requirements for battery charge using USB](#)

- [Turning on the headset](#)

---

- [Turning off the headset](#)

## Making connections

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

---

#### One-touch connection (NFC) compatible Android devices

- [One-touch connection \(NFC\) with a smartphone \(Android 4.1 or later\)](#)

---

- [Disconnecting the smartphone by one touch \(NFC\)](#)

---

- [Switching the device by one touch \(NFC\)](#)

---

#### Android devices not compatible with one-touch connection (NFC)

- [Pairing and connecting with an Android smartphone](#)

---

- [Connecting to a paired Android smartphone](#)

---

#### iPhone (iOS devices)

- [Pairing and connecting with an iPhone](#)

---

- [Connecting to a paired iPhone](#)

---

## Computers

- [Pairing and connecting with a computer \(Windows 10\)](#)

---

- [Pairing and connecting with a computer \(Windows 8/Windows 8.1\)](#)

---

- [Pairing and connecting with a computer \(Windows 7\)](#)

---

- [Connecting to a paired computer \(Windows 10\)](#)

---

- [Connecting to a paired computer \(Windows 8/Windows 8.1\)](#)

---

- [Connecting to a paired computer \(Windows 7\)](#)

---

#### Other Bluetooth devices

- [Pairing and connecting with other Bluetooth devices](#)

---

- [Connecting to a paired Bluetooth device](#)

---

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

---

## Listening to music

#### Listening to music via a Bluetooth connection

- [Listening to music from a device via Bluetooth connection](#)

---

- [Controlling the audio device \(Bluetooth connection\)](#)

---

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

[Supported codecs](#)

Making phone calls

[Receiving a call](#)

[Making a call](#)

[Functions for a phone call](#)

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

Using the voice assist function

[Using the voice assist function \(Google App\)](#)

[Using the voice assist function \(Siri\)](#)

Important information

[Precautions](#)

[Trademarks](#)

[Customer support websites](#)

Troubleshooting

[What can I do to solve a problem?](#)

Power/Charging

- [The headset is not turned on.](#)
- [Charging cannot be done.](#)
- [Charging time is too long.](#)
- [The headset cannot be recognized by a computer.](#)
- [The remaining battery charge of the headset is not displayed on the screen of an iPhone or iPod touch.](#)

Sound

- [No sound](#)
- [Low sound level](#)
- [Low sound quality](#)
- [Sound skips frequently.](#)

Bluetooth

- [Pairing cannot be done.](#)
- [One-touch connection \(NFC\) does not work](#)

- [Unable to make a Bluetooth connection](#)

---

- [Distorted sound](#)

---

- [The Bluetooth wireless communication range is short, or the sound skips.](#)

---

- [The headset does not operate properly.](#)

---

- [Cannot hear a person on a call.](#)

---

- [Low voice from callers](#)

---

#### Resetting or initializing the headset

- [Resetting the headset](#)

---

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

Wireless Stereo Headset  
WH-CH500

## What you can do with the Bluetooth function

---

The headset uses BLUETOOTH® wireless technology, allowing you to listen to music or make phone calls wirelessly.

### 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 a call hands-free, while leaving your smartphone or mobile phone in your bag or pocket.



## About voice guidance

---

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

- When powering on: "Power on"
- When powering off: "Power off"
- When entering pairing mode: "BLUETOOTH pairing"
- When establishing a Bluetooth connection: "BLUETOOTH connected"
- When disconnecting a Bluetooth connection: "BLUETOOTH disconnected"
- When the remaining battery charge is low when you turn on the headset: "Battery level low"
- When automatically turning off due to low battery: "Please recharge headset"

Wireless Stereo Headset  
WH-CH500

## Checking the package contents

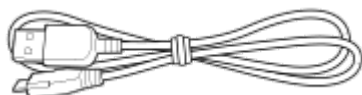
---

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

Numbers in ( ) indicate the item amount.

Wireless Stereo Headset (1)

Micro-USB cable (approx. 50 cm (19 3/4 in.)) (1)



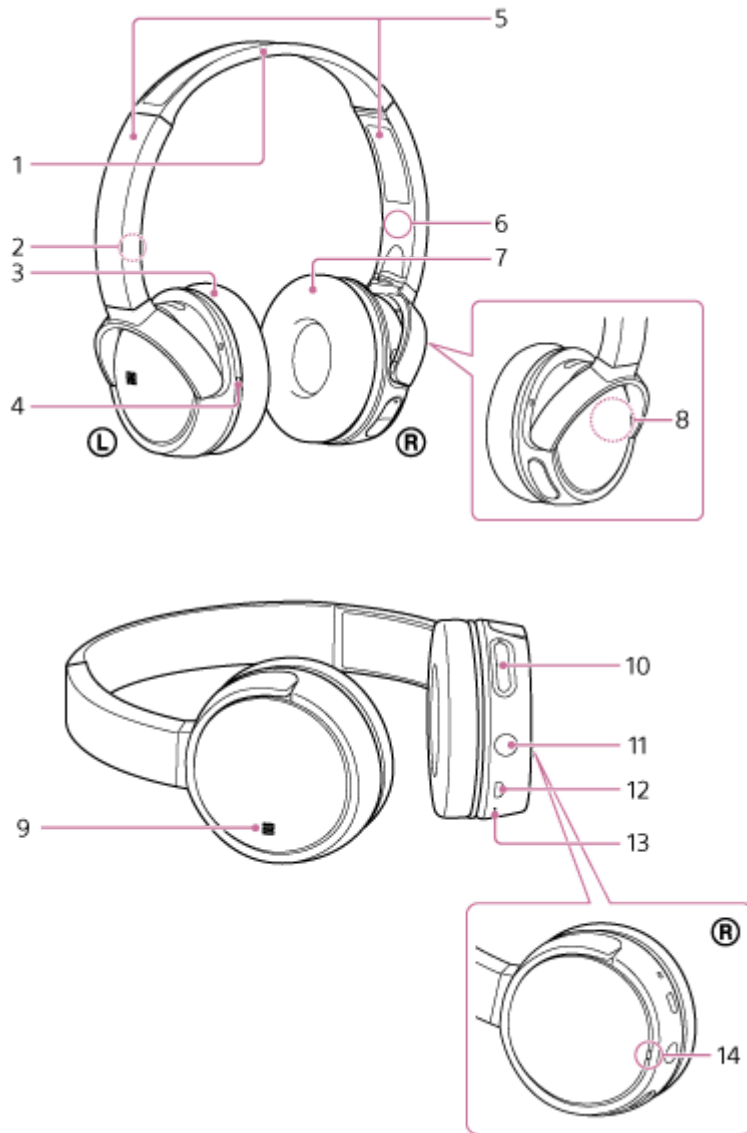
Reference Guide (1)

Operating Instructions (1)

Other documents (1 set) (\*)

\* May not be supplied in some countries or regions.

## Location and function of parts



1. Headband
2. L mark
3. Ⓛ left unit
4. Tactile dot  
The left unit has a tactile dot.
5. Slider  
Slide to adjust the length of the headband.
6. R mark
7. Ⓡ right unit
8. Built-in antenna  
A Bluetooth antenna is built into the headset.
9. N -mark
10. +/-/◀◀/▶▶ buttons
11. Multi-function button  
⌂ / ⏻ / ▶▶ button
12. Micro-USB port  
Connect a computer or USB AC adaptor (not supplied) to this port with the supplied micro-USB cable to charge the



headset.

**13. Microphone**

Picks up the sound of your voice when talking on the phone.

**14. 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.

---

---

**Related Topic**

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

4-731-715-11(2) Copyright 2018 Sony Corporation

Wireless Stereo Headset  
WH-CH500

## About the indicator

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

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

### Turning on

● - ● (flashes two times)

### Turning off

 (lights for about two seconds)

### Bluetooth status indication

- Pairing mode



- Not connected

● - - ● - - ● - - ● (about one-second intervals)

- Connection process completed

● ● ● ● ● ● ● ● (flashes quickly for about five seconds)

- Connected

● - - - (about five-second interval) - - - ●

- Incoming call



### Remaining battery charge indication

- High



- Medium



- Low (needs to charge)



For details, refer to [“Checking the remaining battery charge.”](#)

### Charging

- While charging



### Other

- Initialization completed



For details, refer to [“Initializing the headset to restore factory settings.”](#)

### Hint

- When the remaining battery charge becomes low, the indicator turns from blue to red, except for pairing mode.

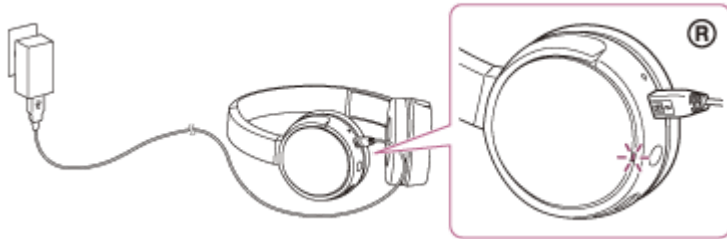
4-731-715-11(2) Copyright 2018 Sony Corporation

## Charging the headset

The headset contains a lithium ion rechargeable battery. Charge the headset using the supplied micro-USB cable.

### 1 Connect the headset and an AC outlet.

Use the supplied micro-USB cable and a USB AC adaptor to connect them.



- The indicator (red) of the headset lights up.
- Charging is completed in about 4.5 hours (\*) and the indicator (red) goes off automatically.

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

After charging is complete, disconnect the micro-USB cable.

### Hint

- Charging is also possible by connecting the supplied micro-USB cable to a booted computer.
- If charging starts while the headset is turned on, the headset will turn off automatically.

### Note

- Charging may not be successful depending on the USB AC adaptor.
- If the rechargeable battery has not been used for a long time, its duration may shorten. 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 computer enters into hibernation mode while connected to the headset, charging will not be completed properly. Check the setting of the computer before charging. The indicator (red) will go off automatically if the computer enters into hibernation mode. In this case, charge the headset again.
- When you are connected the headset to the computer with a USB cable during charging or after charging finished, you cannot turn on the headset or perform operations such as registering or connecting a Bluetooth device, music playback etc.
- If the headset detects a problem while charging due to following causes, the indicator (red) may turn off although charging is not complete. In this case, charge 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 battery.
- If the headset is not used for a long time, the indicator (red) may not light up when you connect the micro-USB cable to charge the headset. Wait for a specified amount of time until the indicator (red) lights up.
- If the life of the built-in rechargeable battery drops significantly, the battery should be replaced. Consult your nearest Sony dealer for replacement of the rechargeable battery.

- Avoid exposure to temperature extremes, direct sunlight, moisture, sand, dust or electrical shock. Never leave the headset in a parked car.
- When connecting to a computer, use the supplied micro-USB cable only, and be sure to connect them directly. Charging will not be completed properly by an indirect connection, such as via a USB hub.

4-731-715-11(2) Copyright 2018 Sony Corporation

Wireless Stereo Headset  
WH-CH500

## Available operating time

---

The available operating times of the headset on a fully-charged battery are as follows:

- Bluetooth connection

**Music Playback time (SBC/AAC):** Max. 20 hours

- About 60 minutes of music playback is possible after 15 minutes charging.

**Communication time:** Max. 20 hours

**Standby time:** Max. 200 hours

### Note

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

---

### Related Topic

- [Supported codecs](#)

## Checking the remaining battery charge

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

When you turn on the headset, the indicator (blue) flashes two times, then the indicator (red) flashes.

The indicator (red) flashes according to the remaining battery charge as follows.

Flashes 3 times ● - - ● - - ● : High

Flashes 2 times ● - - ● : Medium

Flashes 1 time ● : Low (needs to charge) "Battery level low"

\* You also hear voice guidance only when the remaining battery charge is low.

### When the battery is almost empty

The indicator turns red. When the battery becomes empty, the headset sounds a warning beep, you hear voice guidance "Please recharge headset", and the headset turns off automatically.

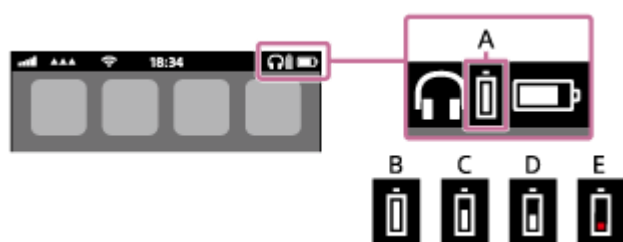
### When you are using an iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch (iOS) that supports HFP (Hands-free Profile), it will show an icon that indicates the remaining battery charge of the headset on the screen.

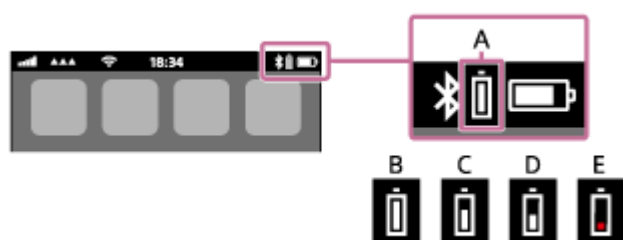
#### Usable devices

iPhone or iPod touch which supports HFP (Hands-free Profile) (iOS 5.0 or later)

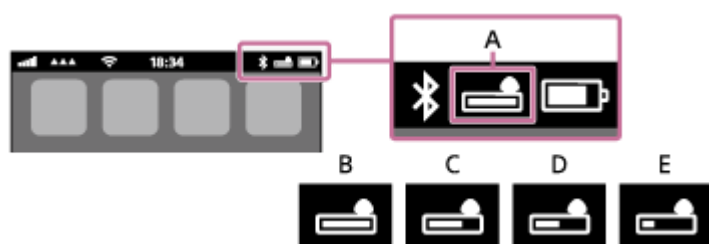
#### iOS 10.2 or later



#### iOS 7.0 or later



#### iOS 5.X/6.X



**A:** Remaining battery charge of the headset

**B:** 100% to 70%

**C:** 70% to 50%

**D:** 50% to 20%

**E:** 20% or lower (needs to charge)

4-731-715-11(2) Copyright 2018 Sony Corporation



Wireless Stereo Headset  
WH-CH500

## System requirements for battery charge using USB

---

### USB AC adaptor

A commercially available USB AC adaptor capable of feeding in more than 0.5 A (500 mA)

### Personal Computer

(As of December 2017)

Computers on which the following OS is installed and a USB terminal is equipped as a standard

- It is not that we guarantee operation on all computers which meet the following environment.
- Operations using a custom-built or homebuilt computer are not guaranteed.

(when using Windows®)

Windows® 10 Home / Windows® 10 Pro

Windows® 8.1 / Windows® 8.1 Pro

Windows® 8 / Windows® 8 Pro

Windows® 7 Home Basic / Home Premium / Professional / Ultimate

(when using Mac)

Mac OS X (version 10.9 or later)

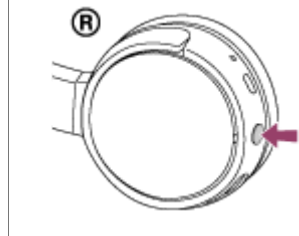
Design and specifications are subject to change without notice.

Wireless Stereo Headset  
WH-CH500

## Turning on the headset

---

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



### Related Topic

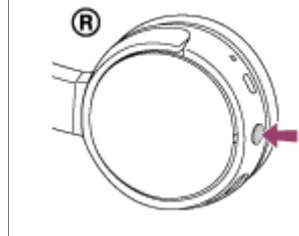
- [Turning off the headset](#)

Wireless Stereo Headset  
WH-CH500

## Turning off the headset

---

- 1 Press and hold the  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 device's Bluetooth function.

### Device registration (pairing)

When using the Bluetooth function for the first time, you must previously register both devices to allow connection. The operation to register a device is called device registration (pairing).

If the device to be connected does not support the one-touch connection (NFC), operate the headset and the device to perform device registration (pairing).

If the device supports one-touch connection (NFC), you can just touch to perform device registration (pairing) and establish a Bluetooth connection.

### Connecting the headset to a registered (paired) device

Once the device is registered, it is not necessary to register it again. Connect to it with an appropriate method.

## One-touch connection (NFC) with a smartphone (Android 4.1 or later)

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

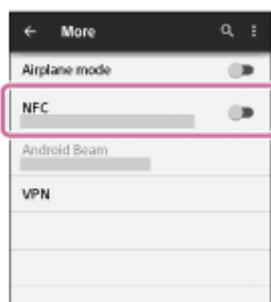
### NFC

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** Select [Setting] — [More].

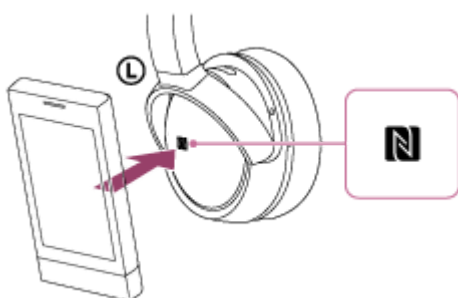
**3** Set the NFC function to on.



\* The above procedure is an example. For details, refer to the operating instructions supplied with your Android smartphone.

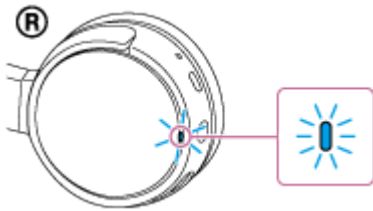
**4** Touch the headset with the smartphone.

- 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 hear voice guidance "BLUETOOTH connected".



- To disconnect, touch the smartphone again.
- To connect a paired smartphone, perform step 4.
- Unlock the screen of the smartphone if it is locked.

### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your 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.
- If you touch an NFC-compatible smartphone with the headset, the smartphone terminates Bluetooth connection with any current device, and connects to the headset (One-touch connection switching).

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Disconnecting the smartphone by one touch \(NFC\)](#)
- [Switching the device by one touch \(NFC\)](#)
- [Listening to music from a device via Bluetooth connection](#)

Wireless Stereo Headset  
WH-CH500

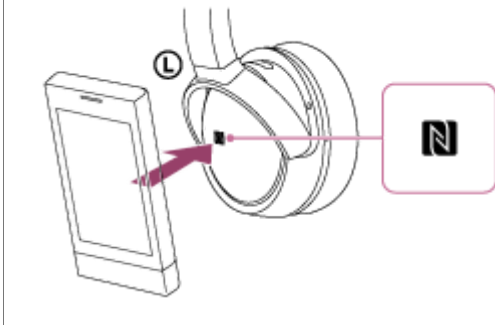
## Disconnecting the smartphone by one touch (NFC)

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 headset with the smartphone.

Touch the N-Mark on the headset with the smartphone. You hear voice guidance "BLUETOOTH disconnected".



### Note

- After the headset is disconnected from the smartphone, if no operation is performed for about 5 minutes, the headset turns off automatically. To turn off the headset before that, press and hold the  button for about 2 seconds. You hear voice guidance, the indicator (blue) turns off, and the headset turns off.

## Switching the device by one touch (NFC)

---

- When the headset is connected with a Bluetooth device, if you touch an NFC -compatible smartphone on the headset, the headset is connected with the smartphone that was touched on the headset most recently (One-touch connection switching). However, if you are talking on a Bluetooth mobile phone connected to the headset, you cannot switch the Bluetooth connection by one touch.
- When the headset is connected with an NFC-compatible smartphone, if you touch the smartphone on another NFC-compatible Bluetooth headset or Bluetooth speaker, the smartphone disconnects from the headset, and connects to the Bluetooth device it touched.

**Note**

- Unlock the screen of the smartphone if it is locked.



Wireless Stereo Headset  
WH-CH500


## Pairing and connecting with an Android smartphone

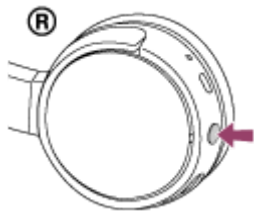
Pairing is the process required to create a link between Bluetooth devices to allow wireless connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

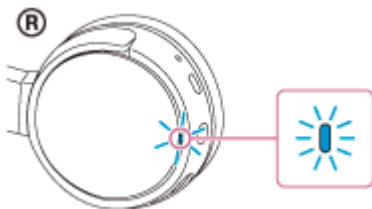
- The smartphone is placed within 1 m of the headset.
- The headset is charged sufficiently.
- The operating instructions of the smartphone is in hand.

### 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. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



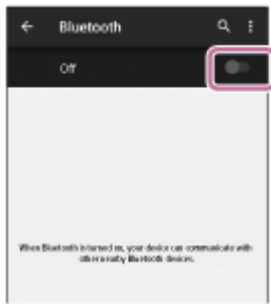
### 2 Unlock the screen of the Android smartphone if it is locked.

### 3 Search for this headset on the smartphone.

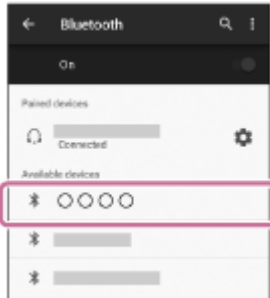
1. Select [Setting] — [Bluetooth].



2. Touch [  ] next to [Bluetooth] to turn on the Bluetooth function.



**4 Touch [WH-CH500].**



If passkey (\*) input is required on the display of the smartphone, input “0000.”

The headset and smartphone are paired with each other and connected. You will hear a voice guidance “BLUETOOTH connected”.

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

If [WH-CH500] does not appear on the display, try again from step 3.

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

**Hint**

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

**Note**

- If pairing is not established within about 5 minutes, pairing mode will be canceled, and the headset will turn off. In this case, start over 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 paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized, all pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one 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](#)
- [Initializing the headset to restore factory settings](#)

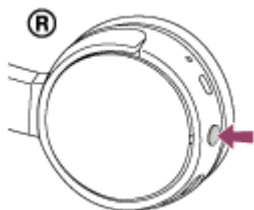


## Connecting to a paired Android smartphone

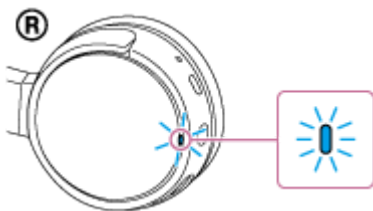
**1** Unlock the screen of the Android smartphone if it is locked.

**2** Turn on the headset.

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance “Power on”.



After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “BLUETOOTH connected”.

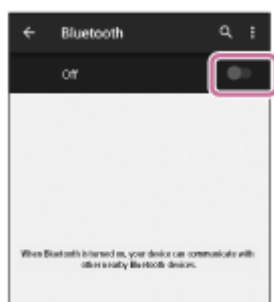
Check the connection status on the Android smartphone. If it is not connected, proceed to step 3.

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

1. Select [Setting] — [Bluetooth].

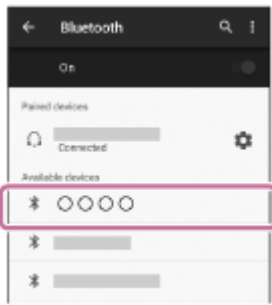


2. Touch [  ] next to [Bluetooth] to turn on the Bluetooth function.



#### 4 Touch [WH-CH500].

You will hear a voice guidance “BLUETOOTH connected”.



#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your Android smartphone.
- If the smartphone was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the ►|| button.

#### 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 this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your smartphone to the headset, deactivate pairing on your smartphone and perform pairing again. For details, refer to the operating instructions supplied with your smartphone.
- In case that the pairing information for the headset has been deleted on the smartphone, the headset may go into pairing mode when turning on the headset.

#### 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](#)

Wireless Stereo Headset  
WH-CH500


## Pairing and connecting with an iPhone

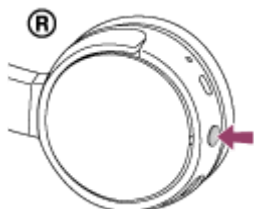
Pairing is the process required to create a link between Bluetooth devices to allow wireless connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

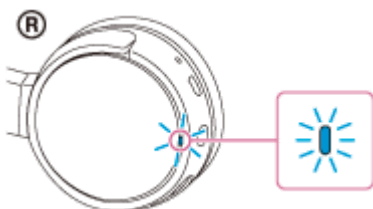
- The iPhone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the iPhone is in hand.

### 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. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



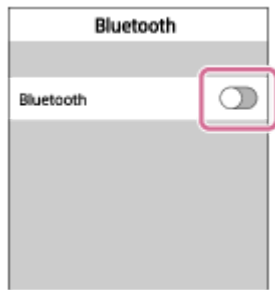
### 2 Unlock the screen of the iPhone if it is locked.

### 3 Select the Bluetooth setting on the iPhone.

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



3. Touch [] to change it to [] (turn on the Bluetooth function).



#### 4 Touch [WH-CH500].



If passkey (\*) input is required on the display of the smartphone, input "0000."

The headset and iPhone are paired with each other and connected. You will hear a voice guidance "BLUETOOTH connected".

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

If [WH-CH500] does not appear on the display, try again from step 3.

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

#### Hint

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

#### Note

- If pairing is not established within 5 minutes, pairing mode will be canceled and the headset will turn off. In this case, start over 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 paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.  
All pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
- If the pairing information was deleted by initializing the headset, etc., delete the pairing information for the headset from your iPhone, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one 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
- Initializing the headset to restore factory settings

4-731-715-11(2) Copyright 2018 Sony Corporation

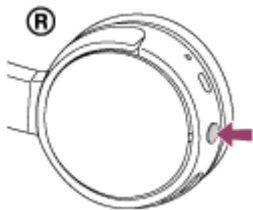


## Connecting to a paired iPhone

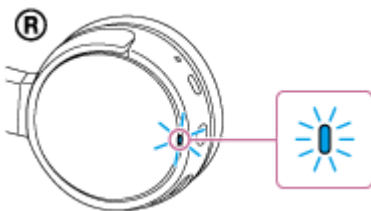
**1** Unlock the screen of the iPhone if it is locked.

**2** Turn on the headset.

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance “Power on”.



After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “BLUETOOTH connected”.

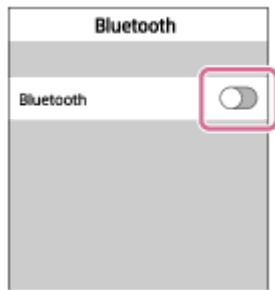
Check the connection status on the iPhone. If it is not connected, proceed to step 3.

**3** Display the devices paired with the iPhone.

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



3. Touch [] to change it to [] (turn on the Bluetooth function).



#### 4 Touch [WH-CH500].

You will hear a voice guidance “BLUETOOTH connected”.



#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your iPhone.
- If the iPhone was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the ►|| button.

#### 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 this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your iPhone to the headset, deactivate pairing on your iPhone and perform pairing again. For details, refer to the operating instructions supplied with your iPhone.
- In case that the pairing information for the headset has been deleted on the iPhone, the headset may go into pairing mode when turning on the headset.

#### 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](#)


## Pairing and connecting with a computer (Windows 10)

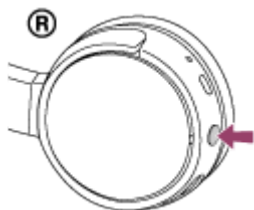
You can register (pair) a Bluetooth compatible computer (Windows 10) and the headset with each other, and make a Bluetooth connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

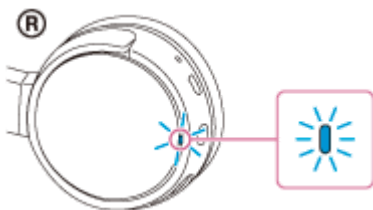
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer, the built-in Bluetooth adaptor should be turned on. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, 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. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



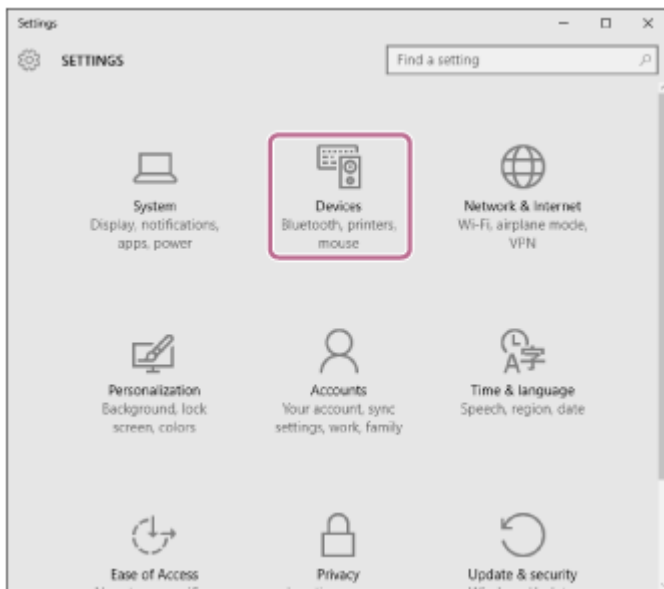
Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



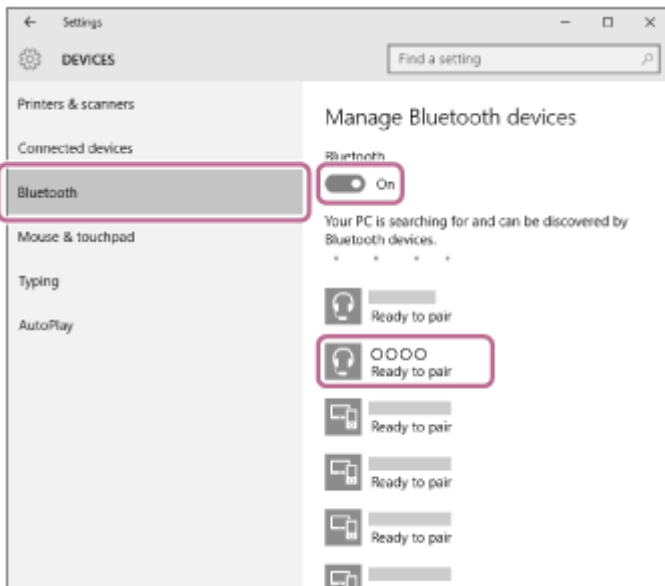
### 2 Wake the computer up from sleep mode.

### 3 Register the headset using the computer.

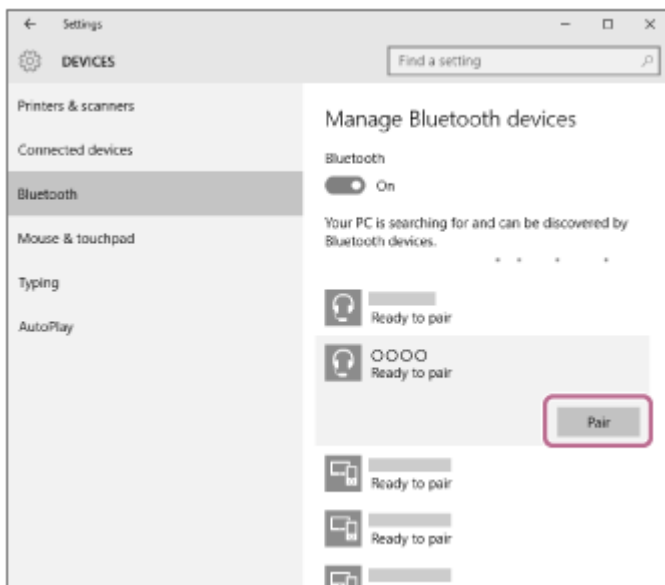
1. Click the [Start] button, then [Settings].
2. Click [Devices].



3. Click the [Bluetooth] tab, then click the [Bluetooth] button to turn on the Bluetooth function.



4. Select [WH-CH500], then click [Pair].



If passkey (\*) input is required on the display of the computer, input "0000."  
 The headset and computer are paired with each other and connected. You will hear a voice guidance "BLUETOOTH connected".

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

If [WH-CH500] does not appear on the display, try again from step 3.

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

### Hint

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

### Note

- If pairing is not established within about 5 minutes, pairing mode will be canceled and the headset will turn off. In this case, start over 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 paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized, all pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one 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/Windows 8.1)

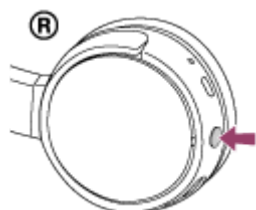
Pairing is the process required to create a link between Bluetooth devices to allow wireless connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

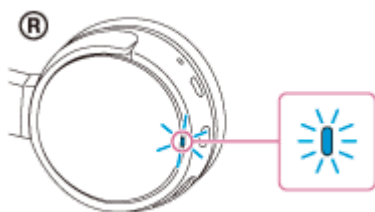
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer, you will need to turn on the built-in Bluetooth adaptor. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, 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. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



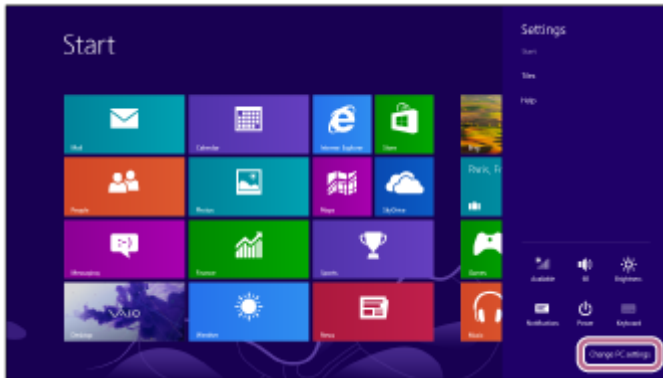
### 2 Wake the computer up from sleep mode.

### 3 Register the headset using the computer.

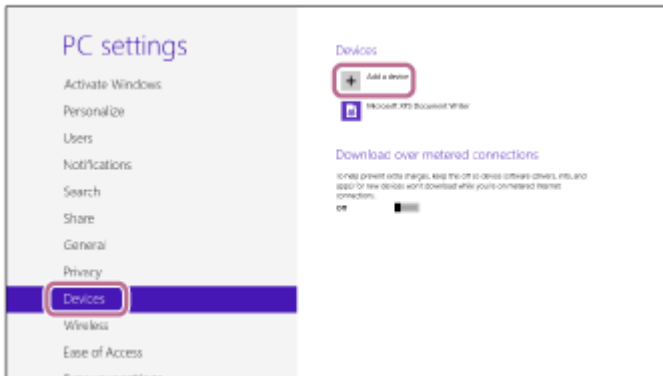
1. Move the mouse pointer to the top-right corner of the screen (when using a touch panel, swipe from the right edge of the screen), then select [Settings] from the Charm Bar.



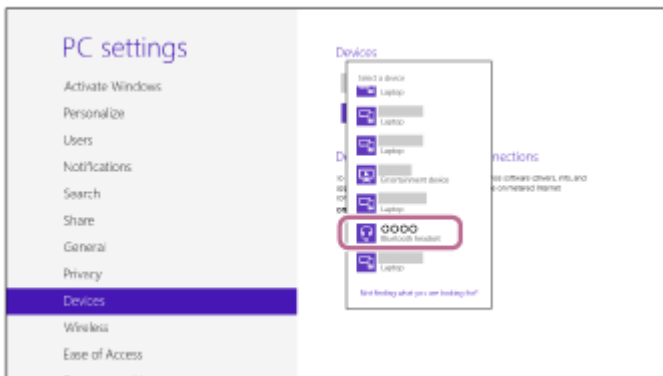
2. Select [Change PC settings] of the [Settings] charm.



3. Select [Devices] of [PC settings].
4. Select [Add a device].



5. Select [WH-CH500].



If passkey (\*) input is required on the display of the computer, input "0000."

The headset and computer are paired with each other and connected. You will hear a voice guidance "BLUETOOTH connected".

If they are not connected, see "[Connecting to a paired computer \(Windows 8/Windows 8.1\)](#)."

If [WH-CH500] does not appear on the display, try again from step 3.

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

## Hint

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

## Note

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

---

## Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Windows 8/Windows 8.1\)](#)
- [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 (Windows 7)

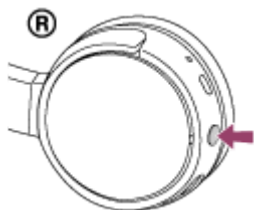
Pairing is the process required to create a link between Bluetooth devices to allow wireless connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

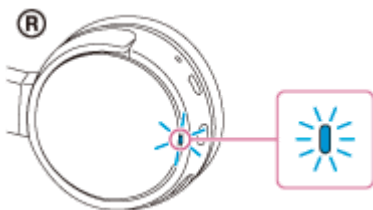
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer, you need to turn on the built-in Bluetooth adaptor. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, 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. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



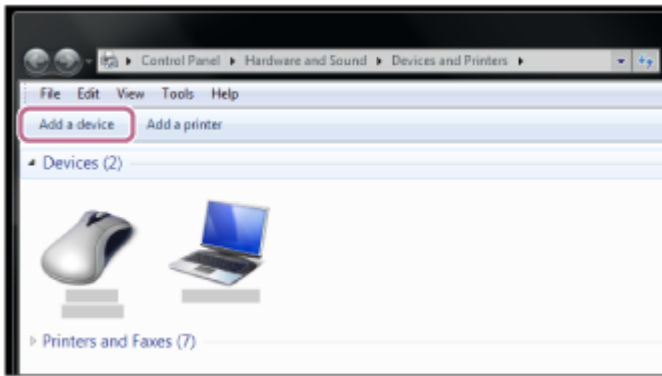
Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



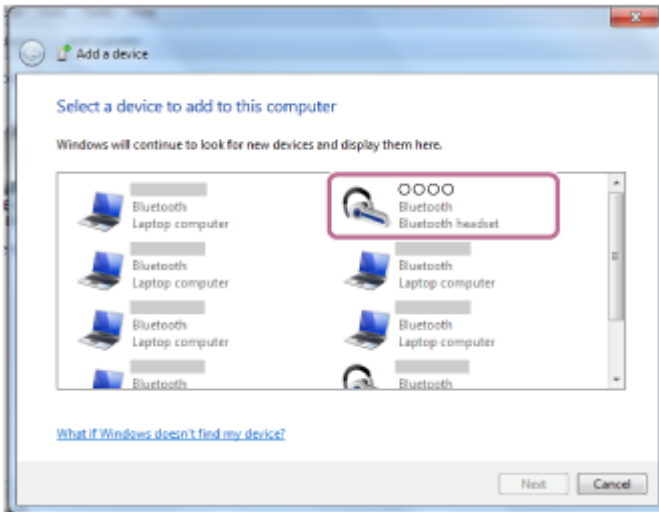
### 2 Wake the computer up from sleep mode.

### 3 Search for the headset using the computer.

1. Click the [Start] button, then [Devices and Printers].
2. Click [Add a device].



**4** Select [WH-CH500], then click [Next].



If passkey (\*) input is required on the display of the computer, input "0000."  
 The headset and computer are paired with each other and connected. You will hear a voice guidance "BLUETOOTH connected".  
 If they are not connected, see "[Connecting to a paired computer \(Windows 7\).](#)"  
 If [WH-CH500] does not appear on the display, try again from step 3.

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

**Hint**

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

**Note**

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

---

---

**Related Topic**

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Windows 7\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

4-731-715-11(2) Copyright 2018 Sony Corporation

## Connecting to a paired computer (Windows 10)

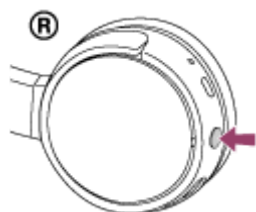
Before starting the operation, make sure of the following:

- Depending on the computer, you need to turn on the built-in Bluetooth adaptor. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, refer to the operating instructions supplied with the computer.

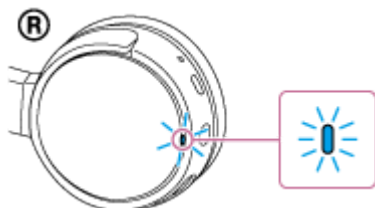
### 1 Wake the computer up from sleep mode.

### 2 Turn on the headset.

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance “Power on”.



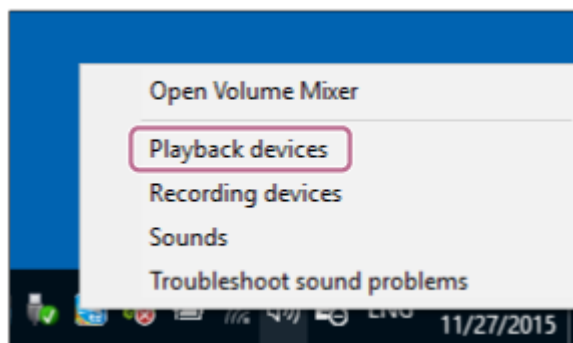
After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “BLUETOOTH connected”.

Use the computer to check whether the connection is established. If it is not established, proceed to step 3.

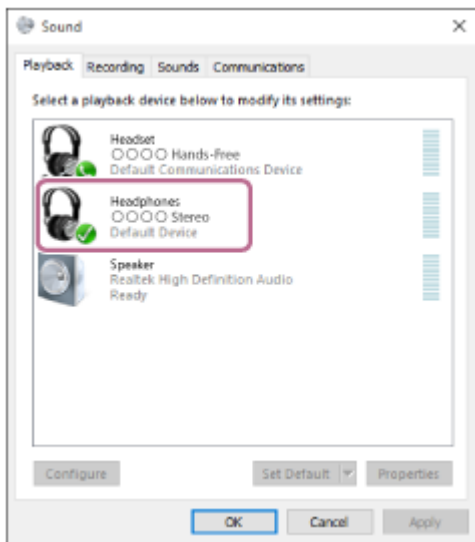
If the computer has connected to the last Bluetooth device connected, disconnect it, then proceed to the next step.

### 3 Select the headset using the computer.

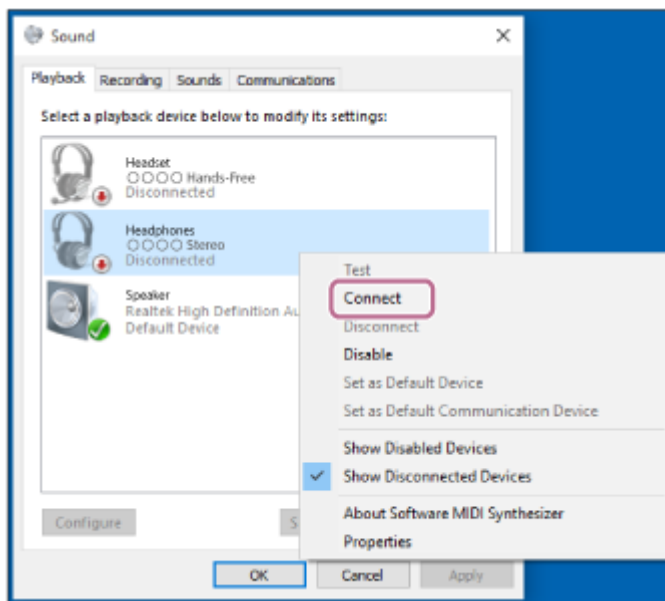
1. Right-click the volume icon on the windows toolbar, then click [Playback devices].



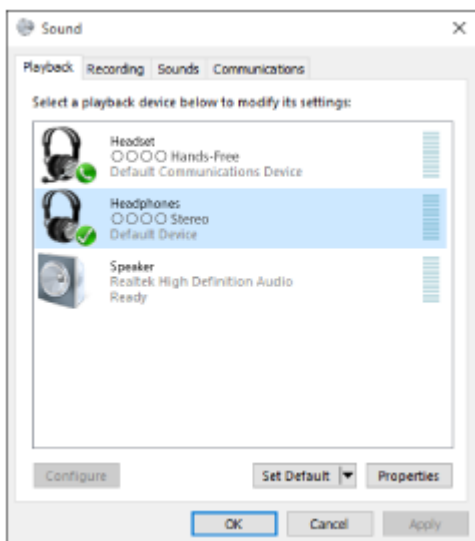
2. Right-click [WH-CH500].  
If [WH-CH500] is not displayed, right-click on the [Sound] screen, then select [Show Disabled Devices].



3. Click [Connect].



The connection is established.



### Hint

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

- If the computer was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the ►|| button.

### Note

- If the sound quality for music playback is low, make sure that the function that supports music playback connections (A2DP) is available on your computer. For details, refer to the operating instructions supplied with your 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 this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your computer to the headset, deactivate pairing on your computer, and perform pairing again. For details, refer to the operating instructions supplied with your computer.
- In case that the pairing information for the headset has been deleted on the computer, the headset may go into pairing mode when turning on the headset.

---

### 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/Windows 8.1)

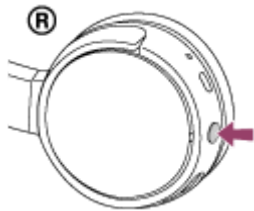
Before starting the operation, make sure of the following:

- Depending on the computer, you need to turn on the built-in Bluetooth adaptor. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, refer to the operating instructions supplied with the computer.

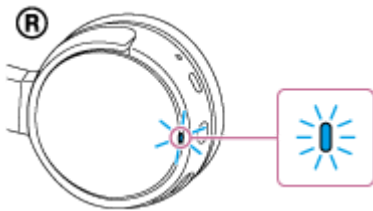
### 1 Wake the computer up from sleep mode.

### 2 Turn on the headset.

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance "Power on".



After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance "BLUETOOTH connected".

Use the computer to check whether the connection is established, and if it is not established, proceed to step 3.

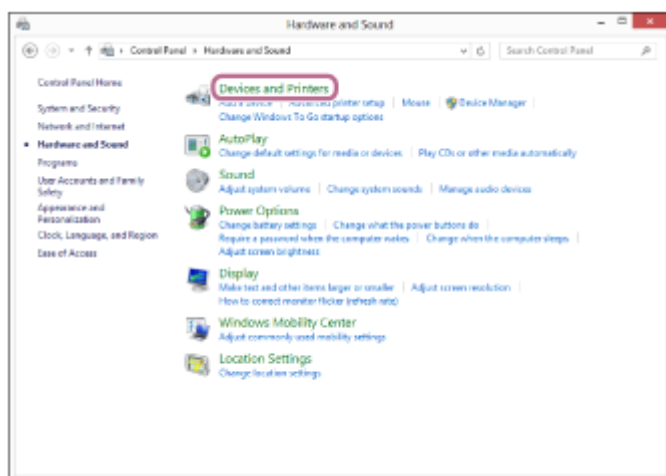
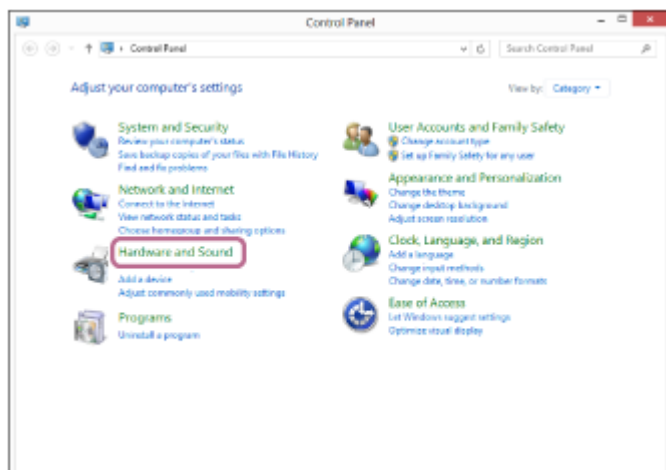
If the computer has connected to the last Bluetooth device connected, disconnect it, then proceed to the next step.

### 3 Select the headset using the computer.

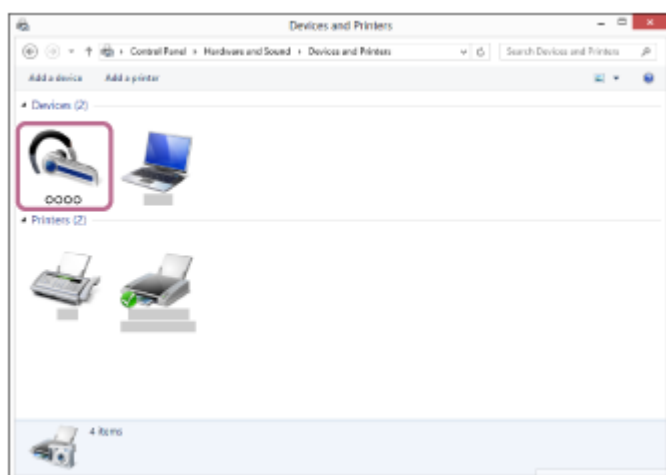
1. Select [Desktop] on the Start screen.
2. Move the mouse pointer to the top-right corner of the screen (when using a touch panel, swipe from the right edge of the screen), then select [Settings] from the Charm Bar.



3. Select [Control Panel] in the [Settings] charm.
4. Select [Hardware and Sound], then [Devices and Printers].

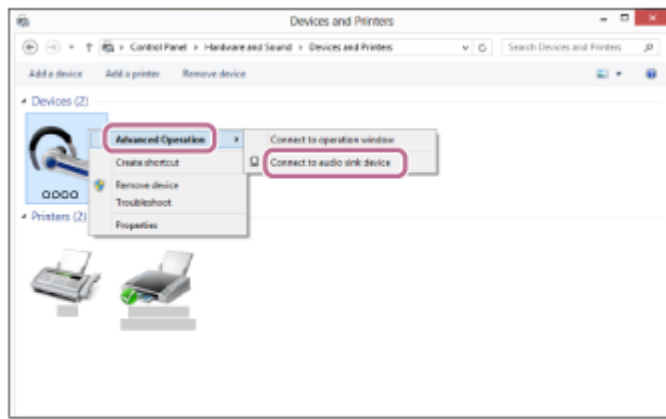


5. Right-click [WH-CH500].  
If [WH-CH500] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then select [Show Disabled Devices].



6. Select [Connect] from the displayed menu.





## Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your computer.
- If the computer was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the ►|| button.

## Note

- If the sound quality for music playback is low, make sure that the function that supports music playback connections (A2DP) is available on your computer. For details, refer to the operating instructions supplied with your 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 this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your computer to the headset, deactivate pairing on your computer and perform pairing again. For details, refer to the operating instructions supplied with your computer.
- In case that the pairing information for the headset has been deleted on the computer, the headset may go into pairing mode when turning on the headset.

---

## Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows 8/Windows 8.1\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)


## Connecting to a paired computer (Windows 7)

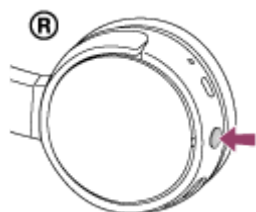
Before starting the operation, make sure of the following:

- Depending on the computer, you need to turn on the built-in Bluetooth adaptor. For whether or not a Bluetooth adaptor is incorporated, and for how to turn it on, refer to the operating instructions supplied with the computer.

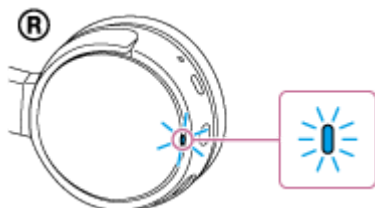
### 1 Wake the computer up from sleep mode.

### 2 Turn on the headset.

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance "Power on".



After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance "BLUETOOTH connected".

Use the computer to check whether the connection is established, and if it is not established, proceed to step 3.

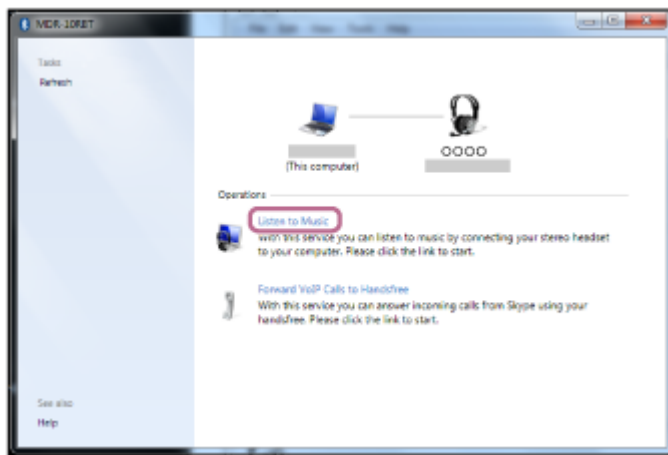
If the computer has connected to the last Bluetooth device connected, disconnect it, then proceed to the next step.

### 3 Select the headset using the computer.

1. Click the [Start] button, then [Devices and Printers].
2. Double-click [WH-CH500] of the device.



3. Click [Listen to Music].



## Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your computer.
- If the computer was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the ►|| button.

## Note

- If the sound quality for music playback is low, make sure that the function that supports music playback connections (A2DP) is available on your computer. For details, refer to the operating instructions supplied with your 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 this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your computer to the headset, deactivate pairing on your computer and perform pairing again. For details, refer to the operating instructions supplied with your computer.
- In case that the pairing information for the headset has been deleted on the computer, the headset may go into pairing mode when turning on the headset.

## Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows 7\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)


## Pairing and connecting with other Bluetooth devices

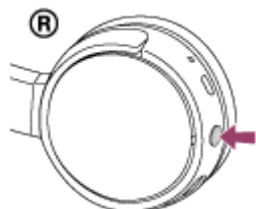
Pairing is the process required to create a link between Bluetooth devices to allow wireless connection. You must pair a device with the headset to be able to make a Bluetooth connection for the first time.

Before you start the pairing operation, make sure that:

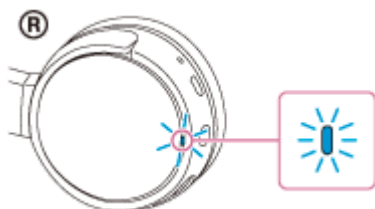
- The Bluetooth device is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the Bluetooth device is in hand.

### 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. When you pair a 2nd or subsequent device (the headset has pairing information for other devices), press and hold the  button for about 7 seconds.



Make sure that the indicator flashes blue and red alternately after you release the button. You will hear a voice guidance "BLUETOOTH pairing".



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

[WH-CH500] 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-CH500] displayed on the screen of the [Bluetooth] device for pairing.

If passkey (\*) input is required on the display of the computer, input "0000."

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

### 4 Make the Bluetooth connection from the Bluetooth device.

Depending on the Bluetooth device, the headset may be connected with the device automatically as soon as they are paired. When connected, you will hear a voice guidance "BLUETOOTH connected".

#### Hint

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

- To delete all pairing information, see [“Initializing the headset to restore factory settings.”](#)

### Note

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

---

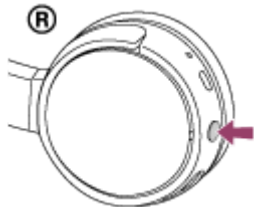
### Related Topic

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

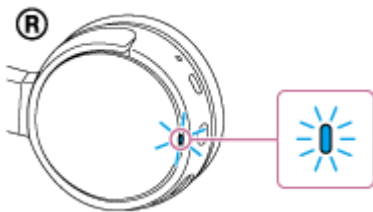
## Connecting to a paired Bluetooth device

### 1 Turn on the headset.

Press and hold the  button for about 2 seconds.



Make sure that the indicator (blue) flashes after you release the button. You will hear a voice guidance “Power on”.




After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “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.

For details, refer to the operating instructions supplied with your Bluetooth device. When connected, you will hear a voice guidance “BLUETOOTH connected”.

#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your Bluetooth device.
- If the Bluetooth device was connected with the headset the last time, an HFP/HSP connection is made when you turn on the headset. While the headset is on, you can make an A2DP connection (music playback) by pressing the  button.

#### 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 this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your Bluetooth device to the headset, deactivate pairing on your Bluetooth device and perform pairing again. For details, refer to the operating instructions supplied with your Bluetooth device.
- In case that the pairing information for the headset has been deleted on the connected device, the headset may go into pairing mode when turning on the headset.

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

4-731-715-11(2) Copyright 2018 Sony Corporation

Wireless Stereo Headset  
WH-CH500

## Disconnecting Bluetooth connection (after use)

- 1 If using a device that supports one-touch connection (NFC), touch the device to the headset again. (Unlock the screen of the device if it is locked.) If using a device that does not support one-touch connection (NFC), operate from the Bluetooth device.**

When disconnected, you will hear a voice guidance "BLUETOOTH disconnected".

- 2 Turn off the headset.**

You will hear a voice guidance "Power off".

### Hint

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

### Related Topic

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



Wireless Stereo Headset  
WH-CH500

## Listening to music from a device via Bluetooth connection

If your Bluetooth device supports the following profiles, you can enjoy listening to music and perform basic remote control operation of the Bluetooth device via a 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.

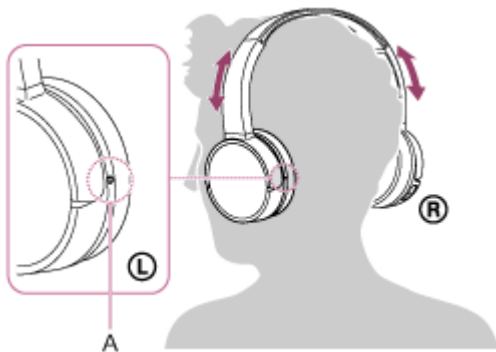
The operation may vary depending on the Bluetooth device. Refer to the operating instructions supplied with your Bluetooth device.

### 1 Connect the headset to a Bluetooth device.

### 2 Wear the headset.

Adjust the length of the headband.

Put the headset with the **L** indication to the left and the **R** indication to the right. The **L** unit of the headset has a tactile dot.



A: Tactile dot

### 3 Play back music or video on the Bluetooth device.

Adjust the volume on the Bluetooth device.

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

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

#### Hint

- The headset supports SCMS-T content protection. You can enjoy music, etc., 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 Bluetooth device.

- Volume during a call and volume during music playback can be adjusted independently. 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.

---

---

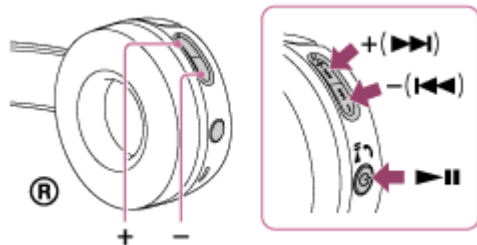
### Related Topic

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

4-731-715-11(2) Copyright 2018 Sony Corporation

## Controlling the audio device (Bluetooth connection)

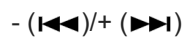
If the Bluetooth device supports AVRCP, you can control it on the headset. The functions available may vary depending on the Bluetooth device. Refer to the operating instructions supplied with your Bluetooth device.



Each button has the following function:



- Press once during pause to start playback.
- Press once during playback to pause.



- Adjust the volume.
- Press and hold until you hear a beep to skip to the beginning of the next track/beginning of the previous track (or the current track during playback). After releasing the button, press within 1 second to skip to the beginning of the next/previous track and hear a beep (you can repeat this operation).

### 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 Bluetooth device. When you operate as illustrated above, it may operate differently or may not work at all.

## Disconnecting Bluetooth connection (after use)

- 1 If using a device that supports one-touch connection (NFC), touch the device to the headset again. (Unlock the screen of the device if it is locked.) If using a device that does not support one-touch connection (NFC), operate from the Bluetooth device.**

When disconnected, you will hear a voice guidance "BLUETOOTH disconnected".

- 2 Turn off the headset.**

You will hear a voice guidance "Power off".

### Hint

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

### Related Topic

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

Wireless Stereo Headset  
WH-CH500

## Supported codecs

---

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

This is the standard audio coding technology used by Bluetooth devices.

All Bluetooth devices support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.

AAC is mainly used by Apple products such as iPhones, and it provides higher sound quality than that of SBC.

Wireless Stereo Headset  
WH-CH500

## 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 a Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- Operations may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with your smartphone or mobile phone.
- This headset supports normal incoming calls only. Calling apps for smartphones and computers are not supported.

## Ring tone

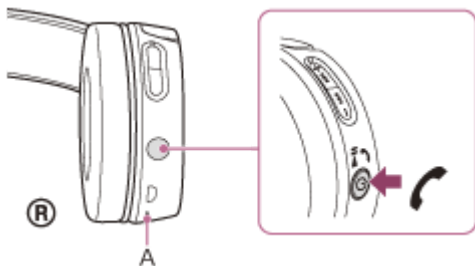
When an incoming call arrives, a ring tone will be heard from the headset, and the indicator (blue) flashes quickly. You will hear either of following ring tones, depending on your smartphone or mobile phone.

- 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 beforehand.

### 2 When you hear a ring tone, press the 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.



A: Microphones

### If no ring tone is heard via the headset


- The headset may not be connected with the smartphone or mobile phone with 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 Press the + or - button to adjust the volume.

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

### 4 To end the call, press the button on the headset again.

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

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

### Note

- Depending on the smartphone or mobile phone, playback may not resume automatically even if you finish the call.
- Use a smartphone or mobile phone at least 50 cm away from the headset. Noise may result if the headset and the smartphone or mobile phone are too close.

---

### 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 a Bluetooth connection.


- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- Operations may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with your smartphone or mobile phone.
- This headset supports normal incoming calls only. Calling apps for smartphones and computers are not supported.

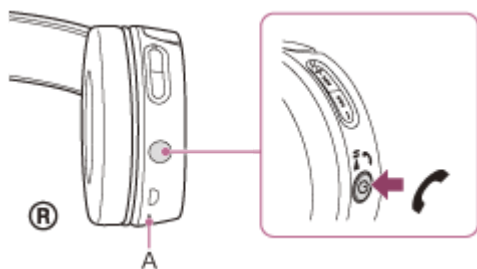
### 1 Connect the headset to a smartphone or mobile phone beforehand.

### 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 holding the  button down for about 2 seconds.



A: Microphones

### 3 Press the + or - button to adjust the volume.

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

### 4 To end the call, press the button on the headset again.

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

#### Hint

- Volume for a call can be adjusted during a telephone conversation only.
- Volume during a call and volume during music playback can be adjusted independently. 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 away from the headset. Noise may result if the headset and the smartphone or mobile phone are too close.



**Related Topic**

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

4-731-715-11(2) Copyright 2018 Sony Corporation

Wireless Stereo Headset  
WH-CH500


## Functions for a phone call

---



The available functions may vary depending on the profile supported by your smartphone or mobile phone. Even if the profile is the same, functions may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with your smartphone or mobile phone.

### Supported profile: HFP (Hands-free Profile)



#### During standby/music playback

- Press the  button two times in 0.5 seconds to start the voice dial function of the smartphone/mobile phone (\*), or activate the Google App of the Android device or Siri of the iPhone.



#### Outgoing call

- Press the  button once to cancel an outgoing call.
- Press and hold the  button for about 2 seconds to change the call device between the headset and the smartphone or mobile phone.

#### Incoming call


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

#### During call


- Press the  button once to finish a call.
- Press and hold the  button for about 2 seconds to change the call device between the headset and the smartphone or mobile phone.

### Supported profile: HSP (Headset Profile)


#### Outgoing call

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

#### Incoming call

- Press the  button once to answer a call.

#### During call

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

\* Some devices may not support this function.

---

#### Related Topic

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

## Disconnecting Bluetooth connection (after use)

- 1 If using a device that supports one-touch connection (NFC), touch the device to the headset again. (Unlock the screen of the device if it is locked.) If using a device that does not support one-touch connection (NFC), operate from the Bluetooth device.**

When disconnected, you will hear a voice guidance "BLUETOOTH disconnected".

- 2 Turn off the headset.**

You will hear a voice guidance "Power off".

### Hint

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

### Related Topic

- [Disconnecting the smartphone by 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 assistant and voice input settings on the Google App.

On the Android smartphone, select [Settings] — [Apps], then select the gear icon appeared in the top-right corner of the display.

Then, select [Default Apps] — [Assist & Voice input] — [Assist App], and then set [Assist App] to the Google App.

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

Note: The latest version of the 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 the button two times in 0.5 seconds to activate the Google App.

The Google App is activated and you will hear the start-up sound.

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

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

After activating the Google App, when a certain time has passed without requests, a beep will sound and the Google App will be deactivated.

#### Note

- The Google App cannot be activated when you say "OK Google" through the headset's microphone even when the Android smartphone's [OK Google] setting is on.

## 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] to turn Siri 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 While the iPhone is connected to the headset using Bluetooth connection and in standby or playing music, press the button two times in 0.5 seconds.

Siri is activated and you will hear the start-up sound.

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

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

### 5 To continue to request, press the button before Siri is deactivated.

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

#### Note

- Siri cannot be activated when you say "Hey Siri" through the headset's microphone even when the iPhone's [Allow "Hey Siri"] setting is on.

## Precautions

---

### On Bluetooth communications

- Bluetooth wireless technology operates within a range of about 10 m (30 feet). Maximum communication range may vary depending on obstacles (the human body, metal, walls, etc.) or electromagnetic environments.
- Microwaves emitting from a Bluetooth device may affect the operation of electronic medical devices. Turn off this headset and other Bluetooth devices in the following locations, as it may cause an accident:
  - in a hospital, near the priority seat on the train, where inflammable gas is present such as a petrol station
  - near automatic doors or a fire alarm
- 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.
- Due to the characteristic of the wireless technology, the sound played on this headset is delayed from the sound and music played on the transmitting device. Therefore, the image and sound may be misaligned when viewing a movie or playing a game.
- This headset supports security capabilities that comply with the Bluetooth standard to provide a secure connection when the Bluetooth wireless technology is used, but security may not be sufficient depending on the setting. Be careful when communicating using Bluetooth wireless technology.
- We do not take any responsibility for the leakage of information during Bluetooth communications.
- Connection with all Bluetooth devices cannot be guaranteed.
  - A device featuring Bluetooth function is required to conform to the Bluetooth standard specified by Bluetooth SIG, Inc. and be authenticated.
  - Even if the connected device conforms to the above mentioned Bluetooth standard, some devices may not connect or work correctly, depending on the features or specifications of the device.
  - While talking on the phone hands free, noise may occur, depending on the device or communication environment.
- Depending on the device to be connected, it may require some time to start communications.
- The headset does not support multipoint connection.  
If the headset supports the multipoint function, the headset can connect to a music playback device (A2DP profile, Walkman, etc.) and a communication device (HFP or HSP profile smartphone, etc.) at the same time, you can listen to music while waiting for an incoming call or making a call.

### Note on static electricity

- Static electricity accumulated in the body may cause mild tingling in your ears. To minimize the effect, wear clothes made from natural materials.

### Note on wearing the headset

- Because the headphones are of a high density enclosure, forcing them against your ears may result in eardrum damage. Pressing the headphones against your ears may produce a diaphragm click sound. This is not a malfunction.

### Others

- Do not place this headset in a place exposed to humidity, dust, soot or steam, or in a car or place subject to direct sunlight.
- Use of the Bluetooth device may not function on mobile phones, depending on radio wave conditions and location where the equipment is being used.
- High volume may affect your hearing.
- For traffic safety, do not use while driving or cycling.

- Do not use the headset in places where it would be dangerous if you are unable to hear ambient sound, such as at railroad crossings, train station platforms, and construction sites.
- Do not put weight or pressure on this headset as it may cause the headset to deform during long storage.
- Do not subject the headset to excessive shock.
- Clean the headset with a soft dry cloth.
- Do not expose the headset to water. The headset is not waterproof. Remember to follow the precautions below.
  - Be careful not to drop the headset into a sink or other container filled with water.
  - Do not use the headset in humid locations or bad weather, such as in the rain or snow.
  - Do not get the headset wet. If you touch the headset with wet hands, or put the headset in a damp article of clothing, the headset may get wet and this may cause a malfunction of the headset.
- If you experience discomfort after using the headset, stop using the headset immediately.
- The earpads may deteriorate due to long term storage or use.
- If you have any questions or problems concerning this headset that are not covered in this manual, please consult your nearest Sony dealer.

4-731-715-11(2) Copyright 2018 Sony Corporation

Wireless Stereo Headset  
WH-CH500

## Trademarks

---

- The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Sony Corporation is under license.
- The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.
- Android, Google Play and Google are trademarks of Google LLC.
- Windows is a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.
- Mac, OS X, iPhone, iPod touch and Siri are trademarks of Apple Inc., registered in the U.S. and other countries.
- IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

Other trademarks and trade names are those of their respective owners.



Wireless Stereo Headset  
WH-CH500

## Customer support websites

---

Please access the following support website to get the support information about your headset:

For customers in the U.S.A:

<http://esupport.sony.com/>

For customers in Canada:

<http://esupport.sony.com/CA/>

For customers in Latin America:

<http://esupport.sony.com/LA/>

For customers in European countries:

[www.sony.eu/support](http://www.sony.eu/support)

For customers in China:

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

For customers in other countries/regions:

<http://www.sony-asia.com/>

## 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 battery/reset the headset.  
You may be able to resolve some issues by charging the battery. The headset is reset automatically when the charging starts.
- Initialize the headset.  
This operation resets volume settings, etc., 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](#)

Wireless Stereo Headset  
WH-CH500

## The headset is not turned on.

---

- Make sure the battery is charged enough to turn the headset on.
  - The headset cannot be turned on while charging the battery. Remove the micro-USB cable from the headset, and then turn on the headset again.
- 

### Related Topic

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

Wireless Stereo Headset  
WH-CH500

## Charging cannot be done.

---

- Check that you are using the micro-USB cable supplied.
  - Check that the micro-USB cable is connected to the headset and the computer firmly.
  - Make sure that the USB AC adaptor is firmly connected to the AC outlet.
  - Check that the computer is turned on.
  - Check that the computer is not in standby, sleep or hibernation mode.
  - When using Windows 8.1, update using Windows Update.
- 

### Related Topic

- [Charging the headset](#)

Wireless Stereo Headset  
WH-CH500

## Charging time is too long.

---

- Check that the headset and the computer are directly connected, not via a USB hub.
- 
- 

### Related Topic

- [Charging the headset](#)

4-731-715-11(2) Copyright 2018 Sony Corporation

Wireless Stereo Headset  
WH-CH500

## **The headset cannot be recognized by a computer.**

---

- The micro-USB cable is not connected properly to the USB port of the computer.
- Check that the headset and the computer are directly connected, not via a USB hub.
- A problem may have occurred with the connected USB port of the computer. Connect to another USB port if it is available.
- Try the USB connection procedure again in cases other than those stated above.

Wireless Stereo Headset  
WH-CH500

## The remaining battery charge of the headset is not displayed on the screen of an iPhone or iPod touch.

- 
- The remaining battery charge is shown only on the screen of an iPhone or iPod touch (iOS 5.0 or later) that supports HFP (Hands-free Profile).
  - Make sure that the iPhone or iPod touch is connected with HFP (Hands-free Profile). Otherwise, the remaining battery charge will not be displayed correctly.
- 

### Related Topic

- [Checking the remaining battery charge](#)

Wireless Stereo Headset  
WH-CH500

## 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.
- 

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Listening to music from a device via Bluetooth connection](#)



Wireless Stereo Headset  
WH-CH500

## Low sound level

---

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

4-731-715-11(2) Copyright 2018 Sony Corporation

## Low sound quality

---

- Turn down the volume if it is too loud.
- Keep the headset away from microwave ovens, Wi-Fi devices, etc.
- Bring the headset and the Bluetooth device closer together. Remove any obstacles between the headset and the Bluetooth device.
- Keep the headset away from a TV.
- Switch the Bluetooth connection to A2DP by operating the Bluetooth device when HFP or HSP is set.
- If you connect a device with a built-in radio or tuner to the headset, broadcasts may not be received, or sensitivity may be reduced. Move the headset away from the connected device and try again.
- If you have previously connected the headset to this Bluetooth device, only an HFP/HSP Bluetooth connection may be made when the headset is turned on. If this happens, use the Bluetooth device and make an A2DP Bluetooth connection.
- When you listen to music from a computer on the headset, sound quality may be reduced (e.g., hard to hear a vocalist's voice, etc.) for the first few seconds after a connection is made.

This is caused by the computer transmitting music at sound quality for communications at first, and it is not a malfunction. If the sound quality does not improve after a few seconds, press the ►|| button on the headset once during playback. Or, operate the computer to make an A2DP connection. Refer to the operating instructions supplied with your computer for computer operation.

Wireless Stereo Headset  
WH-CH500

## Sound skips frequently.

- Remove any obstacles between the antenna of the Bluetooth device to be connected 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  
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 Wi-Fi (IEEE802.11b/g/n) use the same frequency (2.4 GHz), microwave interference may occur resulting in noise or audio dropout or communications being disabled if this headset is used near a Wi-Fi device. In such a case, perform the following.
  - Use this headset at least 10 m (30 feet) away from the Wi-Fi device.
  - If this headset is used within 10 m (30 feet) of a Wi-Fi device, turn off the Wi-Fi 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.

## Pairing cannot be done.

---

- Bring the headset and the Bluetooth device within 1 m from each other.
  - When you turn on the headset for the first time after purchasing, initializing, or repairing it, the headset enters pairing mode automatically. When you want to pair a 2nd or subsequent device, press and hold the  button of the headset for more than 7 seconds to enter pairing mode.
  - When you pair the headset with devices again after initializing or repairing the headset, information for pairing with the headset remaining on the iPhone or other device may prevent you from pairing them successfully (iPhone etc.). In this case, delete the pairing information of the headset from the device, and then pair them again.
- 

### Related Topic

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

Wireless Stereo Headset  
WH-CH500

## One-touch connection (NFC) does not work

---

- Check that the NFC function of the smartphone is set to On.
  - If the smartphone is in a case, remove it.
  - NFC reception sensitivity varies depending on the smartphone. If the connection repeatedly fails, connect/disconnect by operating the smartphone.
  - You cannot make a one-touch connection (NFC) while charging the battery because the headset cannot be turned on. Finish charging first, and then make the one-touch connection (NFC).
- 

### Related Topic

- [One-touch connection \(NFC\) with a smartphone \(Android 4.1 or later\)](#)

## 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 the Bluetooth function. In that case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
  - The Bluetooth device is in sleep mode. Cancel the sleep mode.
  - The Bluetooth connection is terminated. Make the Bluetooth connection again.
  - In case that the pairing information for the headset has been deleted on the connected device, pair the headset with the device again.
- 

### Related Topic

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

Wireless Stereo Headset  
WH-CH500

## **Distorted sound**

---

- Keep the headset away from a microwave oven, Wi-Fi device, etc.

4-731-715-11(2) Copyright 2018 Sony Corporation

Wireless Stereo Headset  
WH-CH500

## The Bluetooth wireless communication range is short, or the sound skips.

- Remove any obstacles between the antenna of the Bluetooth device to be connected 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  
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 Wi-Fi (IEEE802.11b/g/n) use the same frequency (2.4 GHz), microwave interference may occur resulting in noise or audio dropout or communications being disabled if this headset is used near a Wi-Fi device. In such a case, perform the following.
  - Use this headset at least 10 m (30 feet) away from the Wi-Fi device.
  - If this headset is used within 10 m (30 feet) of a Wi-Fi device, turn off the Wi-Fi device.
  - Install 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.



Wireless Stereo Headset  
WH-CH500

## The headset does not operate properly

---

- Reset the headset. Pairing information is not deleted by this operation.
  - If you cannot use the headset even after resetting it, initialize the headset.
- 


### Related Topic

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

Wireless Stereo Headset  
WH-CH500

## 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 comes from the headset during a call.
  - Re-establish the connection using the Bluetooth device. Select HFP or HSP for the profile.
  - While listening to music with the headset, stop playback and press the  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 Stereo Headset  
WH-CH500

## Low voice from callers

---

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

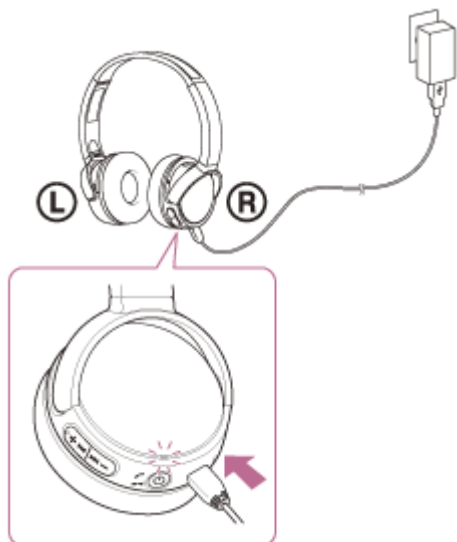
4-731-715-11(2) Copyright 2018 Sony Corporation

Wireless Stereo Headset  
WH-CH500

## Resetting the headset

---

If the headset cannot be turned on, or if it cannot be operated even when it is turned on, reset the headset. The headset is reset automatically when the charging starts. Pairing information and other settings are not deleted by this operation.



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](#)

Wireless Stereo Headset  
WH-CH500

## Initializing the headset to restore factory settings

---

Disconnect the micro-USB cable, turn off the headset, then press and hold the  button and the - button simultaneously for more than 7 seconds.

The indicator (blue) flashes 4 times (● ● ● ●), and the settings such as the volume adjustment are reset to the factory settings. This operation resets volume settings, etc., and deletes all pairing information. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.

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