

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N



Model: YY3006

Quick Start Guide

Find your fit

[Wearing the headset](#)

Download the app, and set up the headset

Many useful features are out there in your device. Download the “Sound Connect” app and get the most out of what you have.

For the main features available with the “Sound Connect” app, see [“Using the “Sound Connect” app”](#).



Sound Connect

Let's start to use

1



Turning on the headset

Press and hold the power button for about 2 seconds or more until the indicator flashes in blue and the notification sounds. The headset turns on. The headset enters pairing mode automatically when you turn on the headset for the first time after purchase.

The power button is located on the left unit.

2

Establishing a BLUETOOTH® connection



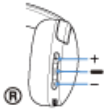
Follow the downloaded “Sound Connect” app instructions.

3

Operating the headset



You can use the buttons on the right unit of the headset to perform the following operations.



— : Play/next/previous button

- Press once briefly while paused: Play
 - Press once briefly during playback: Pause
 - Press twice quickly: Skip to the beginning of the next track
 - Press 3 times quickly: Skip to the beginning of the previous track or the current track
- There is a raised tactile bar on the button. This button is located in the center of the 3 series of buttons.

+ : Volume up button

- Increase the volume

There is a tactile dot on the button.

— : Volume down button

- Lower the volume

This button is located opposite the volume up button in the 3 series of buttons. There is no tactile dot on the button.

For more details on the operation procedure, refer to “Controlling the audio device (BLUETOOTH connection)”.

To prevent burning or malfunction due to getting wet

The headset is not waterproof.

If the headset is charged while it is wet with rain or sweat, this can result in burnout or malfunction.

Related information

[Wearing the headset](#)

[Establishing a BLUETOOTH connection manually](#)

[Charging the headset](#)

What you can do with the headset

[Using the headset](#)

[Using the “Sound Connect” app](#)

Getting started

[About the voice guidance](#)

Supplied accessories

- └ [Included items](#)

Parts and controls

- └ [Location and function of parts](#)
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Wearing the headset

- └ [Wearing the headset](#)

Operating the headset

- └ [About the buttons on the headset](#)

Power/Charging

- └ [Charging](#)
- └ [Available operating time](#)
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- └ [Turning on the headset](#)
- └ [Turning off the headset](#)

Making connections

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

Easy setup with app

- └ [Connecting with the "Sound Connect" app](#)

Android™ smartphone

- └ [Pairing and connecting with an Android smartphone](#)
- └ [Connecting to a paired Android smartphone](#)
- └ [Connecting with an Android smartphone using LE Audio](#)

iPhone (iOS devices)

- └ [Pairing and connecting with an iPhone](#)
- └ [Connecting to a paired iPhone](#)

Computers

- └ [Pairing and connecting with a computer \(Windows® 11\)](#)
- └ [Pairing and connecting with a computer \(Mac\)](#)

- [Connecting to a paired computer \(Windows 11\)](#)

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

Other BLUETOOTH devices

- [Pairing and connecting with a BLUETOOTH device](#)

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

Multipoint connection

- [Connecting the headset to 2 devices simultaneously \(multipoint connection\)](#)

[Switching audio between multiple devices with “audio switch”](#)

[Sharing music with “Auracast™ broadcast audio”](#)

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

[Using the supplied headphone cable](#)

Listening to music

Listening to music via a BLUETOOTH connection

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

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

- [About 360 Reality Audio](#)

- [Enjoying seamless playback with speakers \(Auto Switch\)](#)

Noise canceling function

- [What is noise canceling?](#)

- [Using the noise canceling function](#)

Listening to ambient sound

- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)

Making phone calls

[Receiving a call](#)

[Making a call](#)

[Functions for a phone call](#)

[Making a video call on your computer](#)

Using the voice assist function

[Using Google Gemini](#)

[Using Tencent Xiaowei](#)

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

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

Important information

[Precautions](#)

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[How to keep the software up-to-date \(for comfortable use of the headset\)](#)

[To prevent burning or malfunction due to getting wet](#)

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Troubleshooting

[Troubleshooting](#)

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

Specifications

[Specifications](#)

Wireless Noise Canceling Stereo Headset
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Using the headset

The following functions can be operated using the buttons on the headset.

For functions with detailed operating procedures described in the Help Guide, refer to the Related Topic at the bottom of the page.

BLUETOOTH connection

You can connect to devices such as a smartphone or computer via BLUETOOTH.

Playing music from a device via a BLUETOOTH connection

You can enjoy music wirelessly from BLUETOOTH-connected devices such as a smartphone or computer.



Making calls via a BLUETOOTH-connected device

You can make wireless calls using BLUETOOTH-connected devices such as a smartphone or computer.



Related Topic

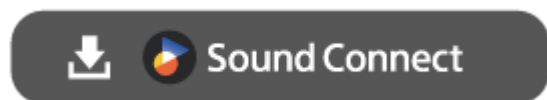
- [How to make a wireless connection to BLUETOOTH devices](#)
- [Connecting the headset to 2 devices simultaneously \(multipoint connection\)](#)
- [Using the supplied headphone cable](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Controlling the audio device \(BLUETOOTH connection\)](#)

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Using the “Sound Connect” app

Install the “Sound Connect” app on your smartphone from the Google Play store or App Store.



Service information linked with the features of the “Sound Connect” app

<https://www.sony.net/supported-servicelink>
[sony.net/servicelink](https://www.sony.net/servicelink)

- The services that can be linked differ depending on the countries and regions.
- The specifications of the services that can be linked are subject to change, suspension or termination without notice.

The following functions can be operated and set using the “Sound Connect” app.

For functions with detailed operating procedures described in the Help Guide, refer to the Related Topic at the bottom of the page.

The following can be accessed from the [My Device] tab.

Headset controls and status display

- Displaying the remaining battery charge (headset)

Ambient Sound Control

The modes of the noise canceling function and ambient sound function can be adjusted.

Adaptive Sound Control

The headset adjusts the noise canceling function automatically based on detected actions.

Listening mode

Sound settings can be switched based on the content or usage scenario.

Equalizer

Set sound quality from presets. You can also set sound quality customized to your preferences.

DSEE

It upscales compressed audio files to CD-quality sound for playback.

Max Volume Control

You can limit the volume of your headset. Set a maximum volume limit to enjoy music without the risk of unintentional volume increases.

360 Reality Audio

Set up the 360 Reality Audio.

BLUETOOTH Connection Quality

You can set whether to prioritize sound quality or connection stability when using Classic Audio via BLUETOOTH.

- [Prioritize Sound Quality]: Prioritizes the sound quality.
- [Prioritize Stable Connection]: Select this option when the connection is unstable, such as when frequent sound interruptions occur.

When using BLUETOOTH connection with LE Audio, select [Low latency]. If [Low latency] is not displayed, set [Headphone connection setting].

Note

- The playback time may shorten depending on the sound quality and the conditions under which you are using the headset.
- Depending on the ambient conditions in the area where you are using the headset, intermittent sound may still occur even if [Prioritize Stable Connection] is selected.

Auto Switch (*)

You can enjoy wireless playback while having the audio output source automatically switched between the headset and the speaker.

Change Quick Access services (*)

Set the service to be assigned to Quick Access.

Operation setting of the [NC/AMB] button

Set the switching pattern for the noise canceling and Ambient Sound Mode on the headset.

Voice Assistant (*)

Set up the Voice Assistant you want to use.

Battery Care

When enabled, it helps extend the battery lifespan to improve durability.

Automatic Power Off

If the headset remains unused for more than 15 minutes, it automatically turns off. Turning off this feature increases power consumption.

Capture Voice During a Phone Call

The microphone activates to capture external sound, allowing you to hear your own voice more clearly during calls (Sidetone function).

Notification & Voice Guide

Switch the notification sounds and voice guidance on or off. Set the language and volume for the voice guidance as well.

Software version

Display the headset software version.

Update Software

Set how to update the headset software.

The following can be accessed from the [Discover] tab.

Listening History

It records and displays usage history, such as headset activity and the songs you have listened to, allowing you to review your listening experience.

The following can be accessed from the [Menu] tab.

Help

Display support information for the headset.

(*) Cannot be used during LE Audio connection.

Note

- The operating instructions and screen displays of the “Sound Connect” app are subject to change without prior notice due to future updates.

Related Topic

- [Connecting with an Android smartphone using LE Audio](#)
- [About 360 Reality Audio](#)
- [Enjoying seamless playback with speakers \(Auto Switch\)](#)
- [Using the noise canceling function](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)
- [Using Google Gemini](#)
- [Using Tencent Xiaowei](#)
- [Using the voice assist function \(Google™ app\)](#)
- [Using the voice assist function \(Siri\)](#)
- [How to keep the software up-to-date \(for comfortable use of the headset\)](#)

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About the voice guidance

You will hear the following voice guidances depending on the operating procedure performed and the headset status. In the factory settings, you will hear a voice guidance in English, Chinese, or Japanese via the headset. You can change the language of the voice guidance and turn on or turn off the voice guidance using “Sound Connect” app.

“Pairing”

- When the headset enters pairing mode automatically:
The headset enters pairing mode automatically in the following cases.
 - When you pair the headset with a device for the first time after purchasing the headset
 - When there is no pairing information, such as after initialization, and you use the headset
- When you manually set the headset to pairing mode

“Low battery”

- When the remaining battery charge of the headset is low

“Battery is empty”

- When automatically turning off due to low battery of the headset

“Battery about XX %” / “Battery fully charged”

- When informing the remaining battery charge:
The “XX” value indicates the approximate remaining charge. This is a rough estimate.

“Voice guidance test”

- When setting the voice guidance volume

“The Digital assistant is not connected” (*)

- When Digital assistant is not available on the smartphone connected to the headset even if you operate the headset

“The Xiaowei is not connected” (*)

- When Tencent Xiaowei is not available on the smartphone connected to the headset even if you operate the headset

“The Voice Assistant is not available. Please open the Sound Connect and check the Voice Assistant settings.”

- When operating Voice Assistant while connected in LE Audio

“Launch the Sound Connect to activate the Service Link.”

- When Service Link is inactive and you try to use Quick Access

“App assigned to the Quick Access is not launched on the mobile device”

- When the corresponding app does not start even if the noise canceling/Ambient Sound Mode button is pressed when Quick Access is set to the noise canceling/Ambient Sound Mode button

“The Quick Access is not available. Please open the Sound Connect and check the Quick Access settings.”

- When operating Quick Access while connected in LE Audio

“The Quick Access is not available. Please open the Sound Connect and check the Service settings.”

- When the usage conditions are not met during Quick Access use

(*) May not be supported in some countries and regions.

Note

- Changing the language of the voice guidance takes up to 10 minutes.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will also return to the factory settings.
- If the voice guidance is not heard, turn off the headset. Then, turn it back on again.

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Included items

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

Numbers in parentheses indicate the number of items.

Wireless Noise Canceling Stereo Headset (1)

USB Type-C® cable (USB-C® to USB-C®) (1) (Depending on the models, countries and regions)



Headphone cable (1)

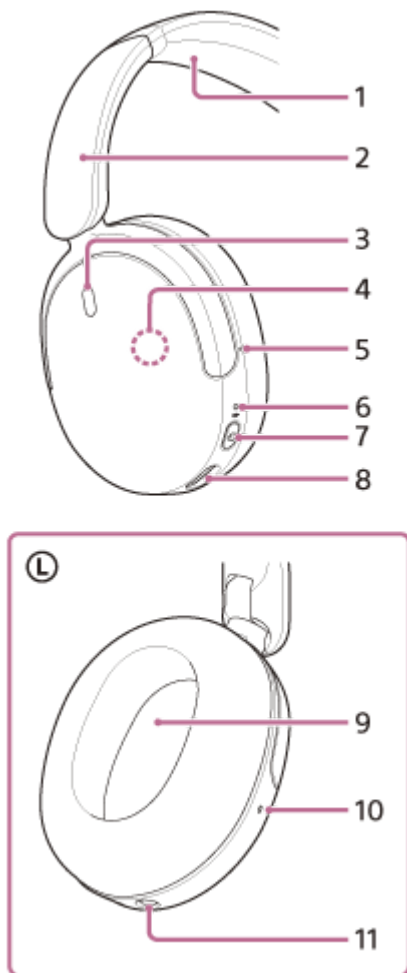


Documents (1 set)

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Location and function of parts

Left unit



1. Headband
2. Headband sliders
Slide to adjust the length of the headband.
3. Noise canceling function microphone
Picks up the sound of the noise when the noise canceling function is in use.
4. Built-in antenna
A BLUETOOTH antenna is built into the headset.
5. Tactile dot
6. Indicator (orange/blue)
Lights up in orange or blue to indicate the battery or communications status of the headset.
7. Power/BLUETOOTH button
Turns the headset on or off.
⏻ : Power mark
📶 : BLUETOOTH mark

8. USB Type-C port

Connects the headset to an AC outlet with a USB AC adaptor or to a computer with a USB Type-C cable to charge the headset.

9. L (left) mark

10. Call microphone

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

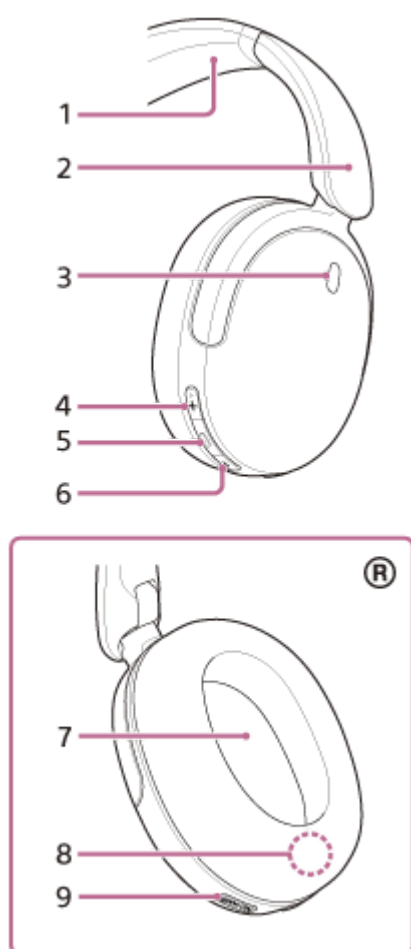
11. Headphone cable input jack

Located next to the USB Type-C port.

Connect a music player or other device with the supplied headphone cable. Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you may not hear the sound properly.

Right unit

3 series of buttons: The volume up button, the play/call/next/previous button, and the volume down button.



1. Headband

2. Headband sliders

Slide to adjust the length of the headband.

3. Noise canceling function microphone

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

4. Volume up button

There is a tactile dot on the button.

Increases the volume.

+: Plus mark

5. Play/call/next/previous button

There is a raised tactile bar on the button. This button is located in the center of the 3 series of buttons. Controls music playback on the BLUETOOTH device.

⏮ : Play/call/next/previous mark

6. Volume down button

The button is located opposite the volume up button in the 3 series of buttons. There is no tactile dot on the button. Lowers the volume.

–: Minus mark

7. R (right) mark

8. Serial number

Located inside the unit.

See “To check serial numbers, safety marks, etc.” below.

9. Noise canceling/Ambient Sound Mode button

The button is a separate button located next to the 3 series of buttons.

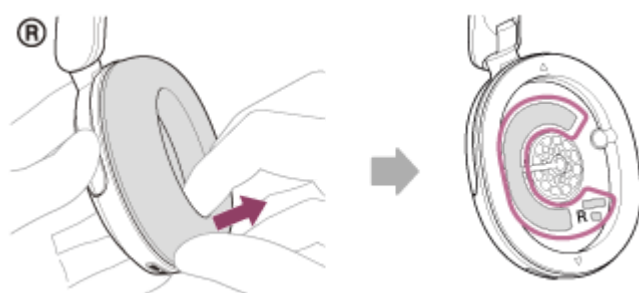
Switches the noise canceling function and Ambient Sound Mode.

NC/AMB: Noise canceling/Ambient Sound Mode mark

To check serial numbers, safety marks, etc.

- Make sure the headset is turned off and the USB Type-C cable is not connected.
- Pinch the inside of the right earpad and pull it to remove it.

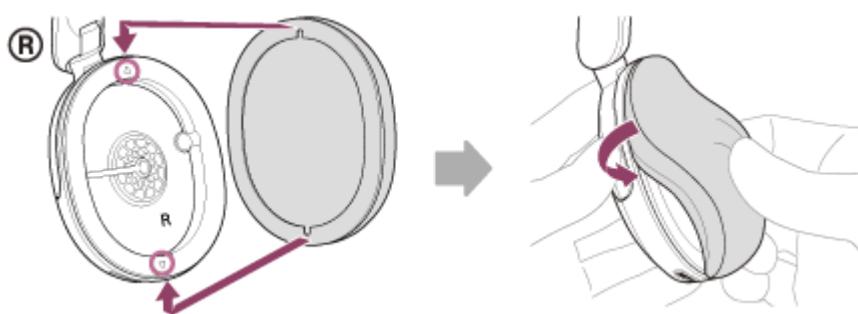
The serial number and safety marks are located on the right unit.



- Attach the removed earpad to the right unit.

Align the notches on the earpads with the steps indicated by the top and bottom arrows on the inside of the unit, and insert the ear pads into the grooves.

Pay attention to the orientation of the R mark printed on the earpad.



Note

- Do not remove the earpad unless necessary.
- Before removing the earpad, make sure the headset is turned off and the USB Type-C cable is not connected.
- Do not push into the interior or remove other internal parts. Doing so may damage the headset.
- Do not remove earpad in the presence of iron sand or other metal objects. Iron sand or other metal objects may adhere to the magnet inside the headset, causing the headset to malfunction.

- Be sure to attach the earpad in the correct direction. If the earpad is not attached in the correct direction, you may not get the desired acoustic performance.
- Any defects caused by failure to follow the above precautions are not covered by the product warranty.

Related Topic

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

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About the indicator

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

- : Turns on in blue
- : Turns on in orange
- : Turns off

Power status

The indicator flashes 2 times in blue.



- When the headset is turned on

The indicator lights up in blue for about 2 seconds.



- When turning off the headset

Indication of the remaining battery charge

The indicator repeatedly flashes slowly in orange for about 15 seconds.



- When the remaining battery charge is 10% or lower

BLUETOOTH connection status

The indicator repeatedly flashes twice in blue.



- When in pairing mode

The indicator repeatedly flashes in blue with an interval of about 1 second.



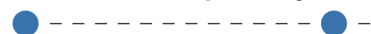
- When the connection is not established

The indicator repeatedly flashes quickly in blue for about 5 seconds.



- When the connection process is completed

The indicator repeatedly flashes in blue with an interval of about 5 seconds.



- When the connection is established

The indicator repeatedly flashes quickly in blue.

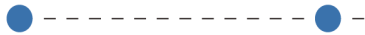


- When a call is incoming

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

Other

The indicator repeatedly flashes in blue with an interval of about 5 seconds.



- When the headset is turned on while the headphone cable is connected:
The indicator turns off automatically after a period of time has passed. When the remaining battery charge becomes low, the indicator starts flashing in orange.

The indicator repeatedly flashes in orange and blue at an interval of about 0.6 seconds.



- Updating software

The indicator flashes 4 times in blue.



- When the initialization process is completed

Charging status

The indicator lights up in orange for about 1 minute, and then turns off.



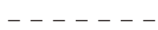
- When the battery is fully charged when charging starts on the headset
- When battery care is enabled, and the remaining battery charge of the headset reaches 80% or more

The indicator lights up in orange.



- When the headset is charging

The indicator turns off.



- When the battery becomes fully charged and charging is complete
- When battery care is enabled, and the remaining battery charge of the headset reaches 80% or more

The indicator repeatedly flashes twice in orange.



- When the charging temperature of the headset is abnormal
- When high temperature is detected near the USB Type-C port of the headset
For details, see “High temperature detection on the charging port” in “Charging”.

The indicator repeatedly flashes slowly in orange.



- When an error occurs while the headset is charging and the headset is not charged

Related Topic

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

- Initializing the headset to restore factory settings

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Wearing the headset

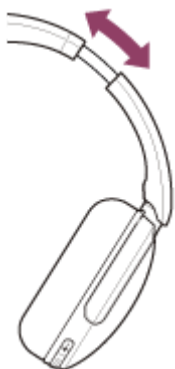
1 Check the left and right units of the headset.

There is a tactile dot (A) on the left unit.



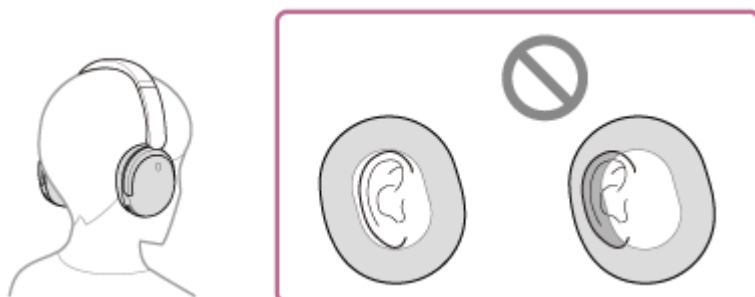
2 Extend the slider.

Extend the slider to its full length before putting on the headset.



3 Put on the headset.

Put on the headset with the earpads fitting snugly over your ears.



4 Adjust the length of the slider.

Adjust the slider to a length where the headband touches the top of your head.



5 Adjust the orientation of the units.

Adjust the orientation of the left and right units so that the earpads fit snugly all around your ears.



If you put on the headset without adjusting the slider, the headset may not be positioned properly on your head, resulting in discomfort or a weak noise canceling effect.

Note

- External force beyond the range of normal use, such as turning the unit's rotary axis or other moving parts to the opposite side of the normal direction or dropping the headset, may cause damage. The warranty does not cover malfunctions caused by damage due to improper handling.

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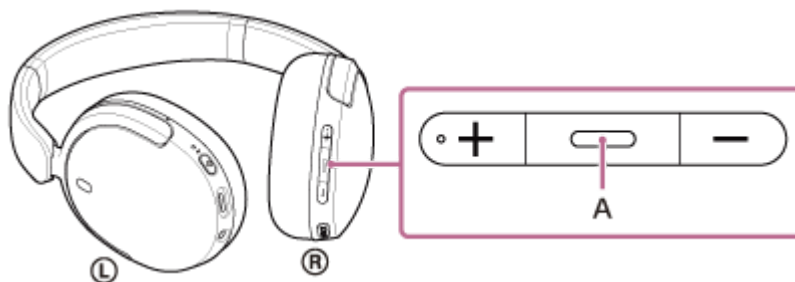
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About the buttons on the headset

Use the buttons on the right unit of the headset for various operations, such as music playback, phone calls, or switching to the Ambient Sound Mode.

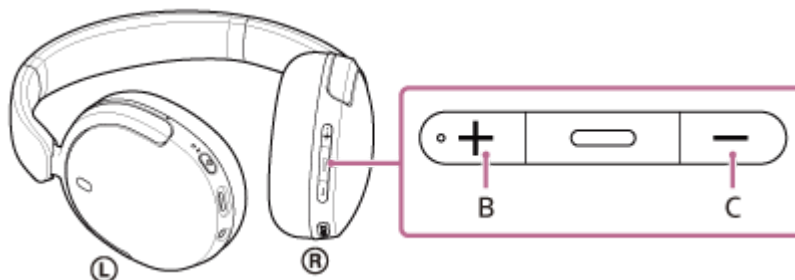
Main operations

Play/call/next/previous button (A)



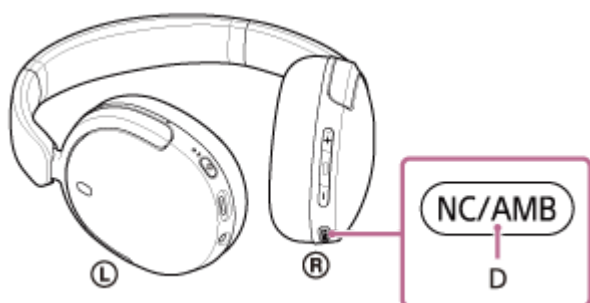
- Press once briefly
During music playback: Plays or pauses music.
For a phone call: Receives a call when there is an incoming call. Finishes the call during a call.
- Press twice quickly (● ●)
Skips to the beginning of the next track.
- Press 3 times quickly (● ● ●)
Skips to the beginning of the previous track or the current track during playback.
- Press twice quickly, holding the second press (● ●●)
Fast-forwards the track. Release the button at the desired playback point.
- Press 3 times quickly, holding the third press (● ● ●●)
Fast-reverses the track. Release the button at the desired playback point.

Volume up button (B) and volume down button (C)



Adjust the volume.

Noise canceling/Ambient Sound Mode button (D)



- Press once briefly
Switches the noise canceling function and Ambient Sound Mode.
- Press twice quickly
To use Quick Access (settings on the “Sound Connect” app are required)
- Press 3 times quickly
To use Quick Access (settings on the “Sound Connect” app are required)

Related Topic

- [Using the “Sound Connect” app](#)
- [Controlling the audio device \(BLUETOOTH connection\)](#)
- [Receiving a call](#)
- [Making a call](#)
- [Functions for a phone call](#)

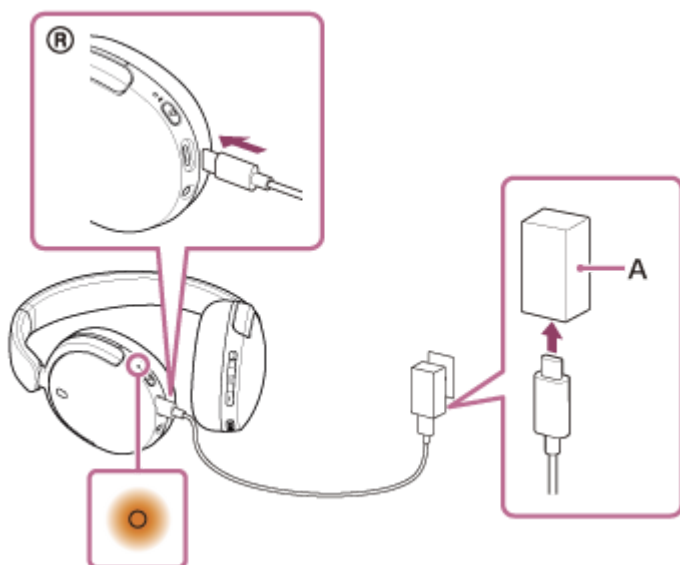
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Charging

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

1 Connect the headset to an AC outlet.

Use a USB Type-C cable and USB AC adaptor (A).



The indicator on the headset lights up in orange.
When charging is complete, the indicator turns off automatically.

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

About the charging time

The required time for fully charging the headset is about 3 hours (*).

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

High temperature detection on the charging port

If a high temperature is detected near the USB Type-C port of the headset, the indicator will repeatedly flash twice in orange to notify you that an abnormality is detected.

Disconnect the charger, and make sure the USB Type-C port is clear of any foreign objects.

- If there are water droplets on the charging port, dry the charging port completely.
- If foreign objects are found in the charging port, carefully remove them with a tool such as an air duster while being careful not to damage the port.

Once the charging port cools down, the indicator will turn off and you can resume charging.

Hint

- For your safety, if you are using a C to C cable compatible with USB Type-C or a USB Type-C charging adaptors, charging will automatically stop if a high temperature is detected.

System requirements for battery charge using USB

- **USB AC adaptor**

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

- **USB cable**

Commercially available USB Type-C cable (compliant with USB standards)

- **Computer**

The computer equipped with a USB port as a standard

- We do not guarantee that the operating procedures will work on all computers.
- The operating procedures on a self-made computer are not guaranteed.

Usage hours

- If the headset is not used for a long time, the battery usage hours may be temporarily reduced. Performance will return to normal after several cycles of charging and use.
- If you do not use your headset for several months, charge it at least once every 6 months to prevent battery deterioration due to over-discharge.
- If the usage hours of the battery decrease significantly, the rechargeable battery should be replaced. Consult your nearest Sony dealer.

Hint

- The headset can be also charged by connecting the headset to a running computer using the USB Type-C cable.

Note

- If a USB Type-C cable is supplied, be sure to use it.
- When charging is complete, remove the USB Type-C cable.
- Charging may not be successful depending on the type of USB AC adaptor.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging once again.
- If the headset is not used for a long time, it may take longer to charge the battery.
- If the headset detects a problem while charging due to the following causes, the indicator (orange) flashes. In this case, charge once again within the charging temperature range. If the problem persists, consult the Sony support contact or your nearest Sony dealer.
 - Ambient temperature exceeds the charging temperature range of 5 °C to 35 °C (41 °F to 95 °F).
 - There is a problem with the rechargeable battery.
- If the headset is not used for a long time, the indicator (orange) may not immediately light up when the headset starts charging. Please wait a moment until the indicator lights up.
- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.
- When connecting the headset to a computer, make sure to connect it directly to the computer with a USB Type-C cable. Charging will not be properly completed when the headset is connected through a USB hub.

Related Topic

- [About the indicator](#)

Available operating time

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

BLUETOOTH connection

Music playback time

Codec	Noise canceling function/Ambient Sound Mode	Available operating time
AAC	Noise canceling function: Active	Maximum 50 hours
AAC	Ambient Sound Mode: Active	Maximum 50 hours
AAC	Inactive	Maximum 75 hours
SBC	Noise canceling function: Active	Maximum 50 hours
SBC	Ambient Sound Mode: Active	Maximum 50 hours
SBC	Inactive	Maximum 75 hours
LC3	Noise canceling function: Active	Maximum 45 hours
LC3	Ambient Sound Mode: Active	Maximum 45 hours
LC3	Inactive	Maximum 70 hours

- About 60 minutes of music playback is possible after 3 minutes charging. About 4.5 hours of music playback is possible after 10 minutes charging as well.

Communication time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: Active	Maximum 35 hours
Ambient Sound Mode: Active	Maximum 35 hours
Inactive	Maximum 40 hours

Headphone cable connected (power is turned on)

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: Active	Maximum 35 hours
Ambient Sound Mode: Active	Maximum 35 hours
Inactive	Maximum 40 hours

- By using the “Sound Connect” app, you can check which codec is used for a connection or switch the DSEE™ function.

Note

- Usage hours may be different from the time described above depending on the settings for the headset functions and usage conditions.
- If you set the following functions, the available operating time of the battery becomes shorter than the ones described above.
 - Equalizer
 - DSEE
 - Service Link
 - Other changes to the default modes and functions made on the “Sound Connect” app

If you run the above settings at the same time, the available operating time of the battery becomes even shorter.

Related Topic

- [Using the “Sound Connect” app](#)
- [Supported codecs](#)

TP1002281728

Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable battery in the following ways.

Check on your smartphone

- When you are using an iPhone (iOS 13 or later)

When the headset is connected to an iPhone via an HFP (Hands-free Profile) BLUETOOTH connection, you can check the remaining battery charge of the headset on an iPhone. For details, refer to the operating instructions supplied with the iPhone.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. This is a rough estimate.

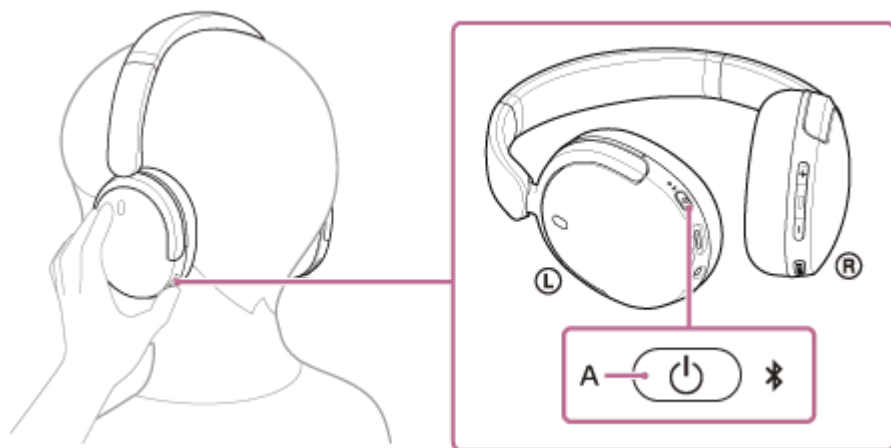
- When you are using an Android smartphone (OS 8.1 or later)

When the headset is connected to an Android smartphone via an HFP BLUETOOTH connection, you can check the remaining battery charge of the headset on the smartphone. For details, refer to the operating instructions supplied with the Android smartphone.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. This is a rough estimate.

Check with the power button

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



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

“Battery fully charged”

The remaining battery charge indicated by the voice guidance may differ from the actual remaining charge in some cases. This is a rough estimate.

The indicator also flashes in orange for about 15 seconds if the remaining battery charge is 10% or lower when the headset is turned on.

Check with the voice guidance notification

When the rechargeable battery becomes low, the voice guidance will play in the following cases.

- When the headset is turned on
- When using the headset

When the battery becomes completely empty, an alarm sounds. The voice guidance plays, then the headset automatically turns off.

Hint

- You can also check the remaining battery charge of the headset with the “Sound Connect” app. Android smartphones and iPhone both support this app.

Note

- If the headset and smartphone are not connected with HFP, the remaining battery charge will not be correctly displayed.
- If you connect the headset to an iPhone or Android smartphone with Media audio (A2DP) only in a multipoint connection, the remaining battery charge will not be displayed correctly.
- The remaining battery charge may not be properly displayed in the following situations. In that case, repeatedly charge and discharge the battery multiple times. The remaining battery charge will then be properly displayed.
 - When using the headset for the first time after purchase
 - When the headset has not been used for a long period of time
 - Immediately after a software update

Related Topic

- [Using the “Sound Connect” app](#)
- [About the indicator](#)

TP1002281730

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Turning on the headset

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



Related Topic

- [Turning off the headset](#)

TP1002281715

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Turning off the headset

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



Hint

- You can also turn off the headset with the “Sound Connect” app.

Related Topic

- [Turning on the headset](#)

TP1002281711

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

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.

Pairing

To use the BLUETOOTH function, you must register both devices that will connect with each other in advance. This process of registration is called "pairing".
Pair the headset and the device manually.

Connecting to a paired device

Once a device is paired, it is not necessary to pair it again. Connect to devices already paired with the headset using the methods necessary for each device.

For details on pairing or connection methods, refer to the following Related Topic.

Related Topic

- [Pairing and connecting with an Android smartphone](#)
- [Pairing and connecting with an iPhone](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Pairing and connecting with a BLUETOOTH device](#)
- [Connecting to a paired Android smartphone](#)
- [Connecting to a paired iPhone](#)
- [Connecting to a paired computer \(Windows 11\)](#)
- [Connecting to a paired computer \(Mac\)](#)
- [Connecting to a paired BLUETOOTH device](#)

TP1002281745

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Connecting with the “Sound Connect” app

Launch the “Sound Connect” app on your Android smartphone/iPhone to connect the headset to a smartphone or iPhone.



Note

- The connection between the headset and some smartphones or iPhones may become unstable when using the “Sound Connect” app. In that case, follow the procedures in [“Connecting to a paired Android smartphone”](#), or [“Connecting to a paired iPhone”](#) to connect to the headset.

Related Topic

- [Using the “Sound Connect” app](#)
- [Pairing and connecting with an Android smartphone](#)
- [Pairing and connecting with an iPhone](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Connecting to a paired Android smartphone](#)
- [Connecting to a paired iPhone](#)

TP1002283818

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Pairing and connecting with an Android smartphone

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

Before starting the operating procedure, check the following.

- The Android smartphone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the Android smartphone are in hand.

1 Check the status of the headset.

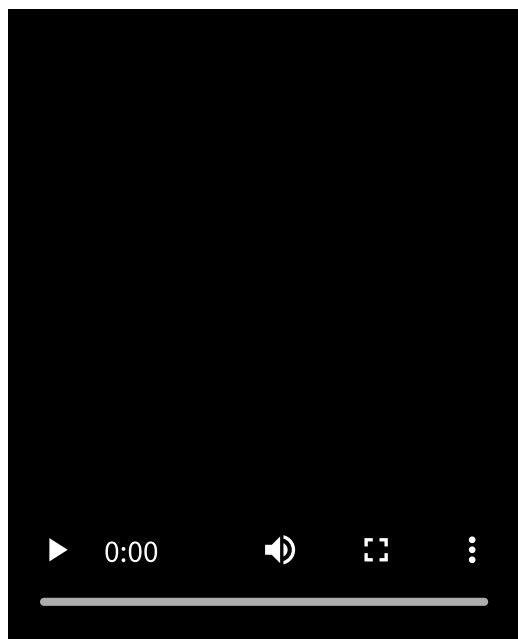
The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you pair a second or subsequent device, if the headset already has pairing information for other devices, enter pairing mode manually. Press and hold the power button (A) for about 5 seconds or more.



The indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, “Pairing”.



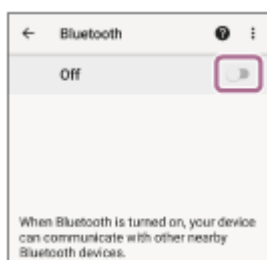
2 Unlock the screen of the Android smartphone if it is locked.

3 On your Android smartphone screen, select the following items.

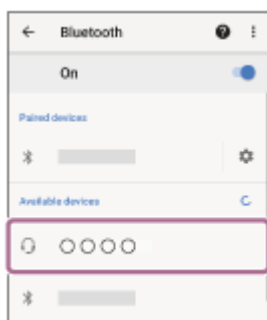
[Settings] - [Device connection] - [Bluetooth]



4 Touch the switch to turn on the BLUETOOTH function.



5 Touch [WH-CH730N series].



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

The headset and smartphone are paired and connected with each other.

You will hear a notification sound indicating that the connection is established.

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

If [WH-CH730N series] does not appear on your Android smartphone screen, try again from step 3.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operating procedure again from step 1.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair

- When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected BLUETOOTH device
 - When the headset is initialized
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

TP1002281765

Connecting to a paired Android smartphone

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

- 2 **Turn on the headset.**

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



You will hear a notification sound indicating that the headset is turned on.
The indicator continues to flash in blue even after you release your finger from the button.

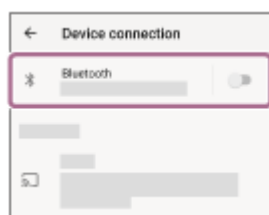


If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

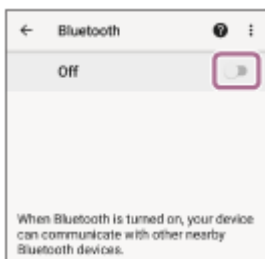
Check the connection status on the Android smartphone. If it is not connected, proceed to step 3.

- 3 **On your Android smartphone screen, select the following items.**

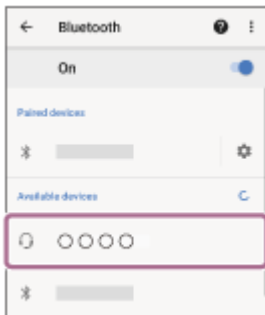
[Settings] - [Device connection] - [Bluetooth]



- 4 **Touch the switch to turn on the BLUETOOTH function.**



5 Touch [WH-CH730N series].



You will hear a notification sound indicating that the connection is established.

Hint

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

Note

- When connecting, [WH-CH730N series], [LE_WH-CH730N series], or both may be displayed on the connecting device. If both are displayed, select [WH-CH730N series].
- 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. If this is the case, deactivate the BLUETOOTH function on the last-connected device or turn off the power.
- If you cannot connect your Android smartphone to the headset, delete the headset pairing information on your Android smartphone. Then, pair them again. For the operating procedures on your Android smartphone, refer to the operating instructions supplied with the Android smartphone.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Pairing and connecting with an Android smartphone](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

TP1002281766

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Connecting with an Android smartphone using LE Audio

When connection is established using LE Audio, you can enjoy music from an Android smartphone with less sound delay. Set up with the “Sound Connect” app.

Devices supporting LE Audio

The Android smartphone must support LE Audio.

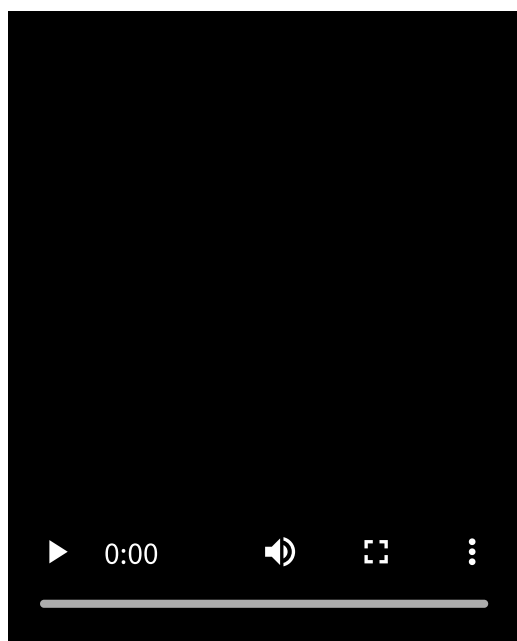
For the latest information on the compatible devices, refer to the support website.

About LE Audio

- It supports the “LC3” codec.
- When connected via LE Audio, certain headset features may not work. For details, see [“Using the “Sound Connect” app”](#).

- 1 **Connect the headset to the Android smartphone via BLUETOOTH connection.**
- 2 **Launch the “Sound Connect” app and select the following items to switch the BLUETOOTH connection method from Classic Audio to LE Audio.**
[BLUETOOTH CONNECTION QUALITY] - [Low latency]

If [Low latency] is not displayed, select the following items.
[Headphone connection setting] - [LE Audio Priority]
- 3 **Delete the pairing information for the headset on your Android smartphone.**
- 4 **Connect the headset to the Android smartphone via BLUETOOTH connection.**



The indicator repeatedly flashes in blue twice in a row and the headset goes into pairing mode.

- 5 On your Android smartphone screen, select the following items to open the **BLUETOOTH** settings screen.
[Settings] - [Device connection]
- 6 Select [Pair new device].
- 7 Select [Available devices] - [WH-CH730N series].

The headset and smartphone are paired and connected with each other.
You will hear a notification sound indicating that the connection is established.
- 8 Touch the setting icon displayed next to the connected [WH-CH730N series].
- 9 Check that [LE Audio] is turned on.

If it is turned off, touch the switch to turn on [LE Audio].
- 10 On the “Sound Connect” app screen, check that [LE Audio] is displayed under the headset name.

To finish LE Audio

Launch the “Sound Connect” app and change the settings.

The settings you can change depend on whether the item name following [BLUETOOTH CONNECTION QUALITY] is displayed.

- If [Low latency] is displayed, select the following items.
[BLUETOOTH CONNECTION QUALITY] - [Prioritize Sound Quality] / [Prioritize Stable Connection]
- If [Low latency] is not displayed, select the following items.
[Headphone connection setting] - [Classic Audio only (conventional connection method)]

Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- If the sound stutters or the connection is unstable, select [Prioritize Stable Connection] from [BLUETOOTH CONNECTION QUALITY].

Related Topic

- [Using the “Sound Connect” app](#)
- [Connecting with the “Sound Connect” app](#)
- [Pairing and connecting with an Android smartphone](#)
- [Initializing the headset to restore factory settings](#)

TP1002295057

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Pairing and connecting with an iPhone

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

Before starting the operating procedure, check the following.

- The iPhone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the iPhone are in hand.

1 Check the status of the headset.

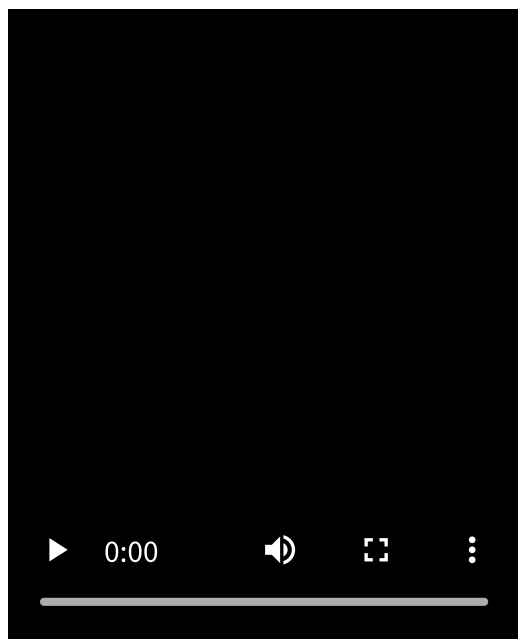
The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you pair a second or subsequent device, if the headset already has pairing information for other devices, enter pairing mode manually. Press and hold the power button (A) for about 5 seconds or more.

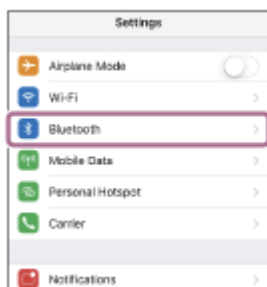


The indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, “Pairing”.



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

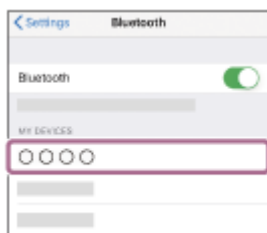
3 On your iPhone screen, go to [Settings] and touch [Bluetooth].



4 Touch the switch to turn on the BLUETOOTH function.



5 Touch [WH-CH730N series].



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

The headset and iPhone are paired and connected with each other.

You will hear a notification sound indicating that the connection is established.

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

If [WH-CH730N series] does not appear on your iPhone screen, try again from step 3.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operating procedure again from step 1.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected BLUETOOTH device

- When the headset is initialized

All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

TP1002281821

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Connecting to a paired iPhone

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

2 Turn on the headset.

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



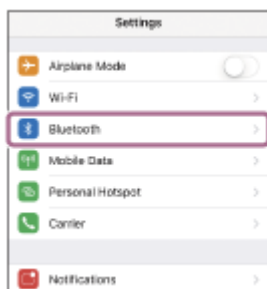
You will hear a notification sound indicating that the headset is turned on.
The indicator continues to flash in blue even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

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

3 On your iPhone screen, go to [Settings] and touch [Bluetooth].



4 Touch the switch to turn on the **BLUETOOTH** function.



5 Touch **[WH-CH730N series]**.



You will hear a notification sound indicating that the connection is established.

Hint

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

Note

- When connecting, [WH-CH730N series], [LE_WH-CH730N series], or both may be displayed on the connecting device. If both are displayed, select [WH-CH730N series].
- 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. If this is the case, deactivate the BLUETOOTH function on the last-connected device or turn off the power.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone. Then, pair them again. For the operating procedures on your iPhone, refer to the operating instructions supplied with the iPhone.

Related Topic

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

TP1002281740

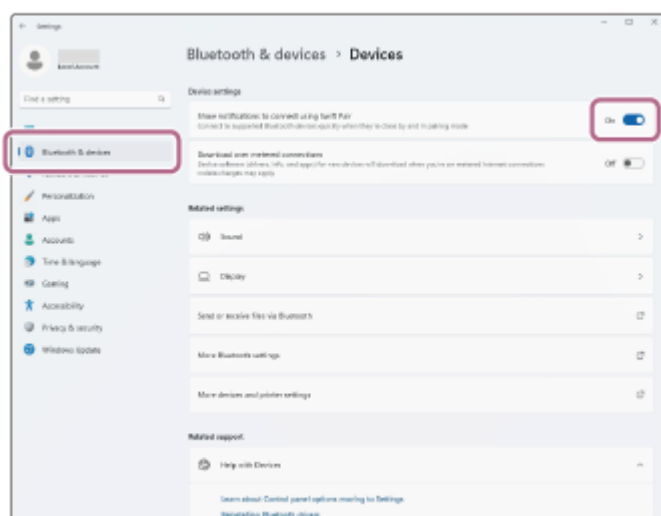
Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Pairing and connecting with a computer (Windows® 11)

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

Before starting the operating procedure, check the following.

- Your computer has a BLUETOOTH function that supports music playback connections (A2DP).
- When you use a video calling application on your computer, your computer has a BLUETOOTH function that supports calling connections (HFP/HSP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer are in hand.
- Depending on the computer you are using, the built-in BLUETOOTH adaptor may need to be turned on. In the following cases, refer to the operating instructions supplied with your computer.
 - You do not know how to turn on the BLUETOOTH adaptor.
 - You want to know if your computer has a built-in BLUETOOTH adaptor.
- To use the Swift Pair function, click the following button, items, and switch in order to turn on the Swift Pair function.
[Start] button - [Settings] - [Bluetooth & devices] - [Show notifications to connect using Swift Pair]



1 Check the status of the headset.

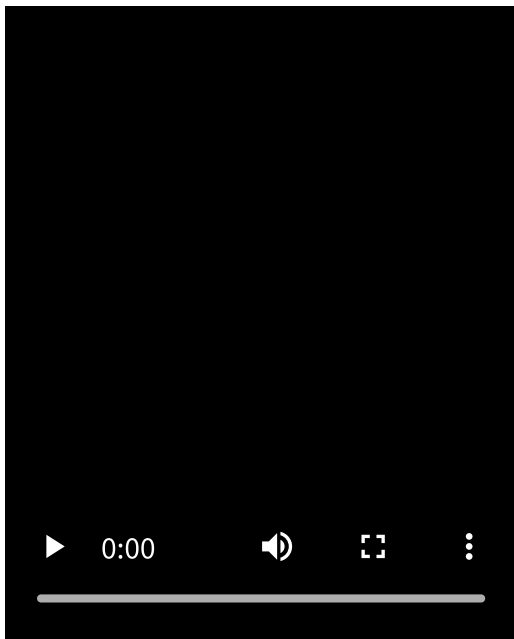
The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you pair a second or subsequent device, if the headset already has pairing information for other devices, enter pairing mode manually. Press and hold the power button (A) for about 5 seconds or more.



The indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, "Pairing".

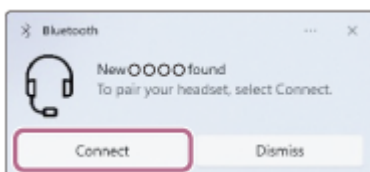


2 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

To use the Swift Pair function, proceed to step 3.

To connect without using the Swift Pair function, proceed to step 4 and continue to step 8.

3 Select [Connect] from the pop-up menu displayed on your computer screen.

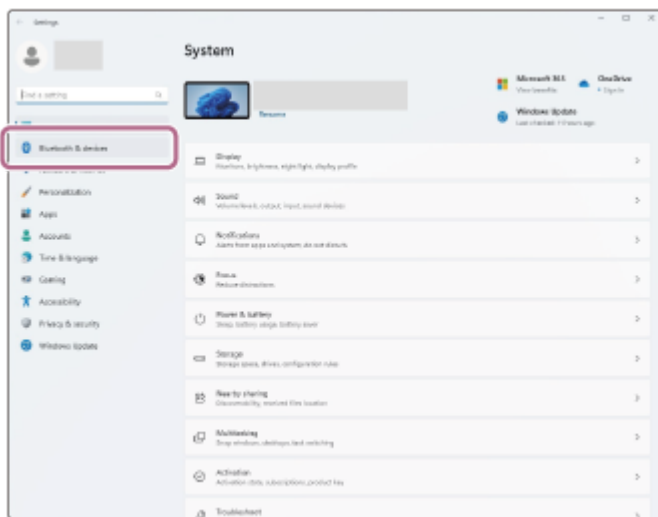


The headset and computer are paired and connected with each other.

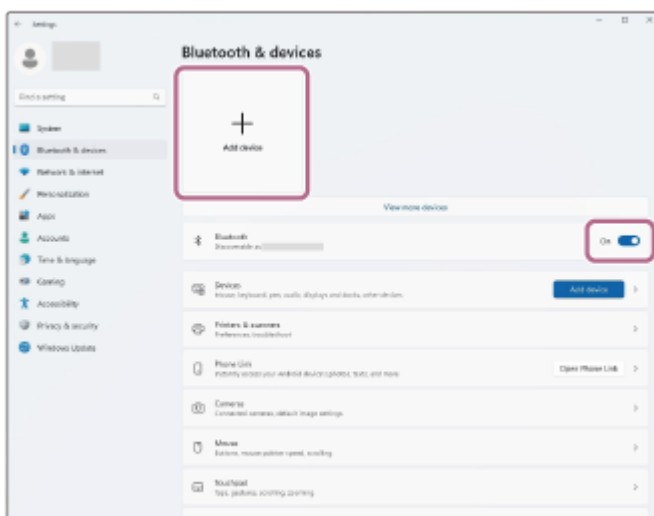
You will hear a notification sound indicating that the connection is established.

4 On your computer screen, click the [Start] button, then [Settings].

5 Click [Bluetooth & devices].



6 Click the [Bluetooth] switch to turn on the BLUETOOTH function. Click [Add device].



7 Click [Bluetooth].



8 Click [WH-CH730N series].



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

The headset and computer are paired and connected with each other.

You will hear a notification sound indicating that the connection is established.

If they are not connected, see ["Connecting to a paired computer \(Windows 11\)"](#).

If [WH-CH730N series] does not appear on your computer screen, try again from step 4.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operating procedure again from step 1.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected BLUETOOTH device
 - When the headset is initialized
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Connecting to a paired computer \(Windows 11\)](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Making a video call on your computer](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Pairing and connecting with a computer (Mac)

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

Compatible OS

macOS (version 12 or later)

Before starting the operating procedure, check the following.

- Your computer has a BLUETOOTH function that supports music playback connections (A2DP).
- When you use a video calling application on your computer, your computer has a BLUETOOTH function that supports calling connections (HFP/HSP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer are in hand.
- Depending on the computer you are using, the built-in BLUETOOTH adaptor may need to be turned on. In the following cases, refer to the operating instructions supplied with your computer.
 - You do not know how to turn on the BLUETOOTH adaptor.
 - You want to know if your computer has a built-in BLUETOOTH adaptor.

- Set the computer speaker to the ON mode.

If the computer speaker is turned off, no sound can be heard from the headset.

🔊 : the icon showing the speaker is off

The icon below shows the computer speaker is turned on.



1 Check the status of the headset.

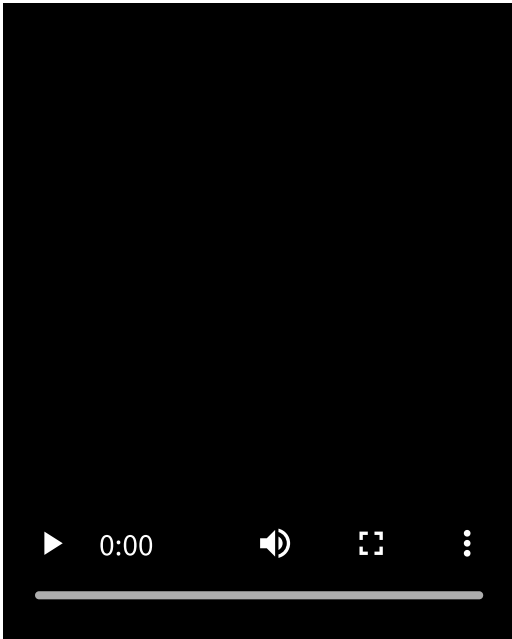
The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you pair a second or subsequent device, if the headset already has pairing information for other devices, enter pairing mode manually. Press and hold the power button (A) for about 5 seconds or more.



The indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, "Pairing".



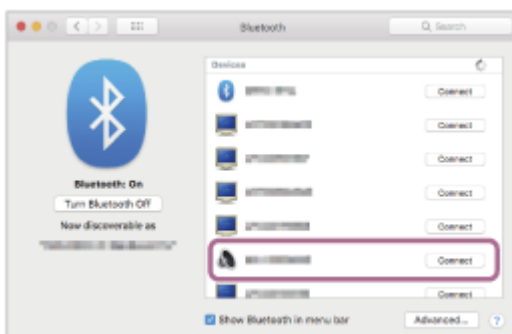
2 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

3 Select the following items from the Dock at the bottom of your computer screen.
[System Preferences] - [Bluetooth]

 : the system preferences icon



4 Select [WH-CH730N series] on the [Bluetooth] screen and click [Connect].



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

The headset and computer are paired and connected with each other.

You will hear a notification sound indicating that the connection is established.

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

If [WH-CH730N series] does not appear on your computer screen, try again from step 3.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operating procedure again from step 1.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected BLUETOOTH device
 - When the headset is initialized
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

TP1002283817

Connecting to a paired computer (Windows 11)

Before starting the operating procedure, check the following.

- Depending on the computer you are using, the built-in BLUETOOTH adaptor may need to be turned on. In the following cases, refer to the operating instructions supplied with your computer.
 - You do not know how to turn on the BLUETOOTH adaptor.
 - You want to know if your computer has a built-in BLUETOOTH adaptor.

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

2 Turn on the headset.

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



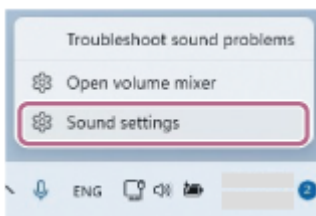
You will hear a notification sound indicating that the headset is turned on.
The indicator continues to flash in blue even after you release your finger from the button.



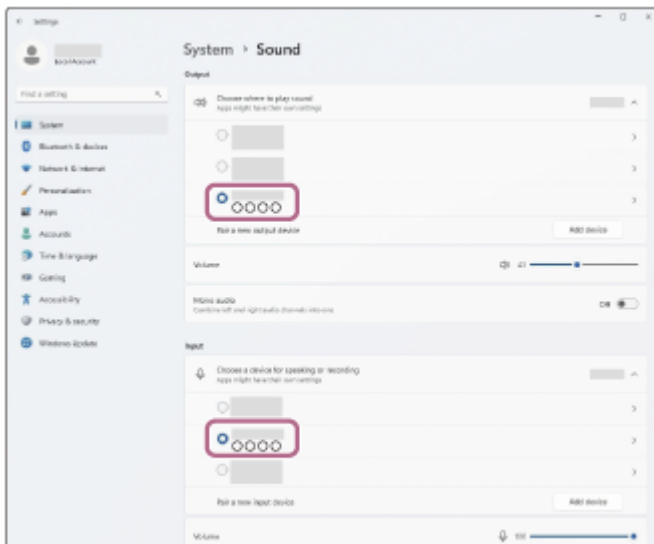
If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

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

3 On your computer screen, right-click the speaker icon on the toolbar, then select [Sound settings].

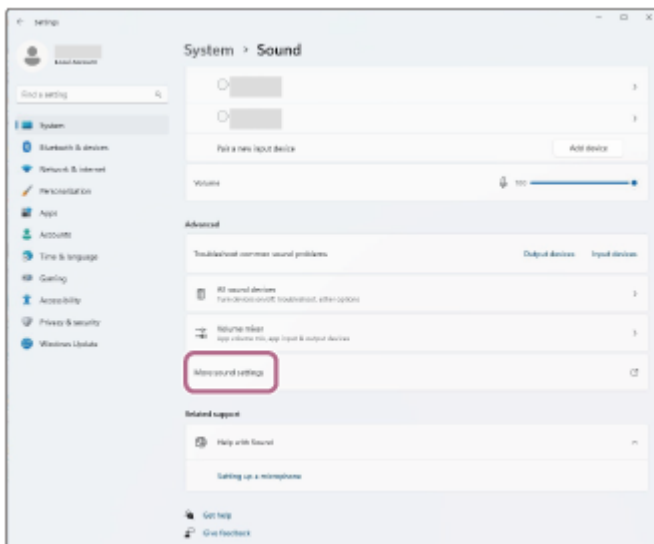


- 4 On the [Sound] screen, select [WH-CH730N series] for [Output] and [Input].

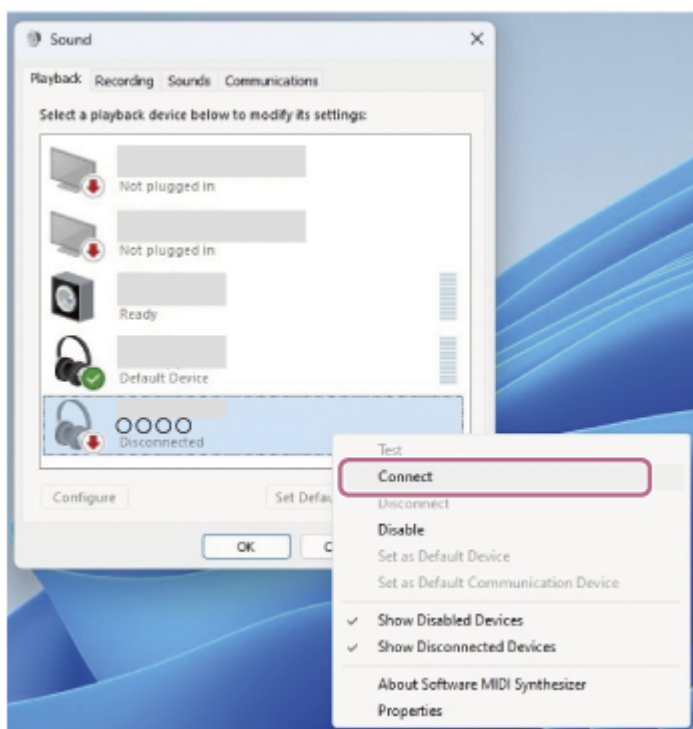


The headset and computer are paired and connected with each other.
You will hear a notification sound indicating that the connection is established.
If [WH-CH730N series] is not displayed for [Output] and [Input], proceed to step 5.

- 5 Click [More sound settings].



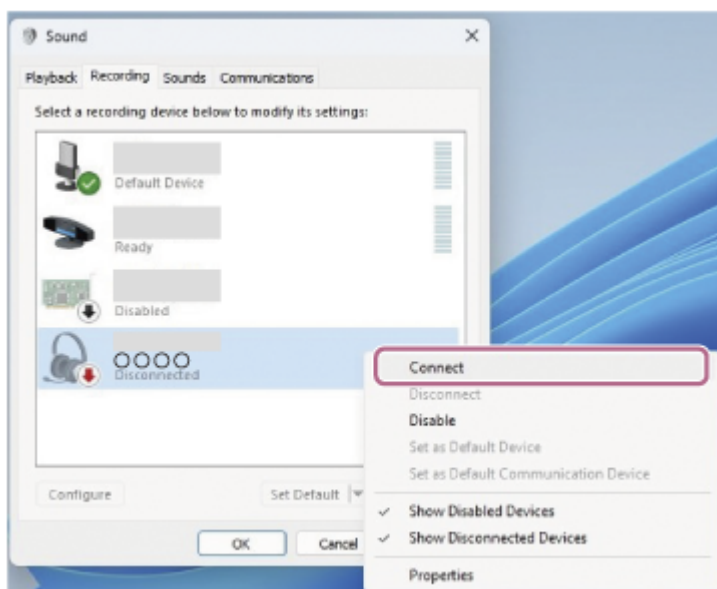
- 6 On the [Playback] tab on the [Sound] screen, select [WH-CH730N series], right-click it, and select [Connect] from the displayed menu.



The connection is established.

You will hear a notification sound indicating that the connection is established.

- 7 On the [Recording] tab, select [WH-CH730N series], right-click it, and select [Connect] from the displayed menu.



Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last-connected BLUETOOTH device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the BLUETOOTH function on the last-connected device or turn off the power.

- If you cannot connect your computer to the headset, delete the headset pairing information on your computer. Then, pair them again. For the operating procedures on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)

TP1002291811

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Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Connecting to a paired computer (Mac)

Compatible OS

macOS (version 12 or later)

Before starting the operating procedure, check the following.

- Depending on the computer you are using, the built-in BLUETOOTH adaptor may need to be turned on. In the following cases, refer to the operating instructions supplied with your computer.
 - You do not know how to turn on the BLUETOOTH adaptor.
 - You want to know if your computer has a built-in BLUETOOTH adaptor.

- Set the computer speaker to the ON mode.

If the computer speaker is turned off, no sound can be heard from the headset.

🔊 : the icon showing the speaker is off

The icon below shows the computer speaker is turned on.



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

2 Turn on the headset.

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



You will hear a notification sound indicating that the headset is turned on.

The indicator continues to flash in blue even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

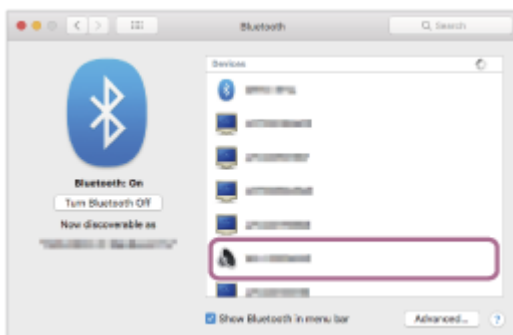
Check the connection status on the computer. If it is not connected, proceed to step 3.

- 3 **Select the following items from the Dock at the bottom of your computer screen. [System Preferences] - [Bluetooth]**

 : the system preferences icon



- 4 **Click [WH-CH730N series] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop-up menu.**



The connection is established. You will hear a notification sound indicating that the connection is established.

Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last-connected BLUETOOTH device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the BLUETOOTH function on the last-connected device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer. Then, pair them again. For the operating procedures on your computer, refer to the operating instructions supplied with the computer.

Related Topic

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

TP1002283815

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Pairing and connecting with a BLUETOOTH device

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

Before starting the operating procedure, check the following.

- The BLUETOOTH device is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the BLUETOOTH device are in hand.

1 Check the status of the headset.

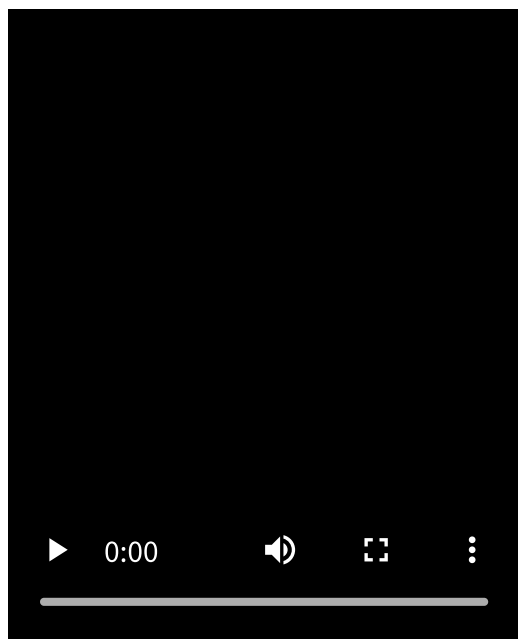
The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you pair a second or subsequent device, if the headset already has pairing information for other devices, enter pairing mode manually. Press and hold the power button (A) for about 5 seconds or more.



The indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, “Pairing”.



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

[WH-CH730N series] 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-CH730N series] displayed on the screen of the BLUETOOTH device for pairing.

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

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

4 Make the BLUETOOTH connection from the BLUETOOTH device.

Some devices automatically connect with the headset when pairing is complete.

You will hear a notification sound indicating that the connection is established.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operating procedure again from step 1.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected BLUETOOTH device
 - When the headset is initialized
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

TP1002281759

Connecting to a paired BLUETOOTH device

1 Turn on the headset.

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



You will hear a notification sound indicating that the headset is turned on.
The indicator continues to flash in blue even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

Check the connection status on the BLUETOOTH device. If it is not connected, proceed to step 2.

2 Make the BLUETOOTH connection from the BLUETOOTH device.

As for the operations on your BLUETOOTH device, refer to the operating instructions supplied with the BLUETOOTH device.

When connected, you will hear a notification sound indicating that the connection is established.

Hint

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

Note

- When connecting, [WH-CH730N series], [LE_WH-CH730N series], or both may be displayed on the connecting device. If both are displayed, select [WH-CH730N series].
- 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. If this is the case, deactivate the BLUETOOTH function on the last-connected device or turn off the power.
- If you cannot connect your BLUETOOTH device to the headset, delete the headset pairing information on your BLUETOOTH device. Then, pair them again. For the operating procedures on your BLUETOOTH device, refer to the operating instructions supplied with the BLUETOOTH device.

Related Topic

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

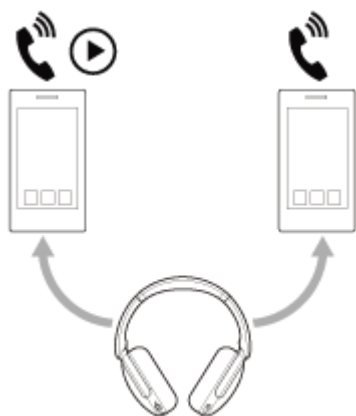
TP1002281760

Connecting the headset to 2 devices simultaneously (multipoint connection)

The headset can be simultaneously connected to 2 devices via BLUETOOTH connections, allowing you to perform the following.

- Waiting for an incoming call for 2 smartphones

You can listen to music played on one smartphone with the headset, wait for an incoming call for both smartphones, and talk if an incoming call arrives.



- Switching music playback between 2 devices

You can switch the music playback from one device to the other without performing a BLUETOOTH reconnection.



Connecting the headset to 2 devices simultaneously via BLUETOOTH connections

- 1 Pair the headset with 2 devices, respectively.
- 2 Operate the first device to establish a BLUETOOTH connection with the headset.
- 3 Operate the second device to establish a BLUETOOTH connection with the headset.

The following occurs when attempting to connect a paired third device to a headset via a BLUETOOTH connection while 2 devices are already connected via BLUETOOTH connections.

The BLUETOOTH connection with the device that was last playing music will be maintained.

The BLUETOOTH connection with the other device will be disconnected.

Then a BLUETOOTH connection between the third device and the headset is established.

Music playback when the headset is connected to 2 devices via BLUETOOTH connections

- When playing music by operating the headset, the music is played from the device that played last.
- If you start playback by operating the second device while playing music on the first device, the music of the second device will be heard via the headset.

Talking on the phone when the headset is connected to 2 devices via BLUETOOTH connections

- When the headset is connected to 2 smartphones via BLUETOOTH connections simultaneously, both devices will be in standby mode.
- When an incoming call arrives to the first device, a ring tone is heard via the headset.
When an incoming call arrives to the second device while talking on the headset, a ring tone is heard overlapping the call on the first device. In this case, you can use the headset to answer or reject the second call, but you cannot end the first call.

If you want to end the first call, you will need to operate the connected device.

If the second call is received without finishing the first call, the first call will continue silently. When the second call is finished, the call will return to the first call.

Note

- If the connected device switches at an unintended time, you may be able to prevent the device from switching by turning off the notification and operation sound on your smartphone or lowering the volume.

Related Topic

- [Using the “Sound Connect” app](#)
- [How to make a wireless connection to BLUETOOTH devices](#)
- [Supported codecs](#)

TP1002288513

Switching audio between multiple devices with “audio switch”

The “audio switch” function is a Google feature that switches audio between Android devices.

Headsets that support “audio switch” can connect to multiple devices. When you use your headset on devices with “audio switch” turned on, the audio heard from your headset seamlessly switches between devices. Your device notifies you when the audio has switched devices.

Compatible smartphones

Android 8.0 or later

For details on “audio switch”, refer to the following URL.

https://support.google.com/android/?p=switch_audio

To use this function, you need to connect your headset and device via Google Fast Pair.

For details on Google Fast Pair, refer to the following URL.

<https://support.google.com/android/answer/9417604>

Note

- The specifications of “audio switch” are subject to change without notice.

TP1002295058

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Sharing music with “Auracast™ broadcast audio”

“Auracast™ broadcast audio” is a feature of LE Audio.

Headsets that support “Auracast™ broadcast audio” allow you to enjoy the same music simultaneously on multiple headsets from a single smartphone.

Note

- A connected device that supports “Auracast™ broadcast audio” is required.
For details, refer to the operating instructions supplied with the connected device.

TP1002295059

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Disconnecting BLUETOOTH connection (after use)

1 Disconnect the BLUETOOTH connection by operating the BLUETOOTH device.

You will hear a notification sound.

2 Turn off the headset.

You will hear a notification sound.

Hint

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

Related Topic

- [Turning off the headset](#)

TP1002281817

Using the supplied headphone cable

You can use the headset as noise canceling headphones while the headset is connected to a device via the supplied headphone cable and the headset is turned on.

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

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



2 Turn on the headset.

You will hear a notification sound indicating that the headset is turned on.

Hint

- You can listen to music even if the headset is turned off. In this case, the noise canceling function cannot be used.
- To use the noise canceling function/Ambient Sound Mode, turn the headset on.
- The headset turns off automatically if you disconnect the supplied headphone cable from the headset while it is turned on.
- When an incoming call arrives, a ring tone is heard via the headset. Answer the call using your smartphone, and talk using the microphone of the phone. You can hear the caller's voice from the headset. If you disconnect the headphone cable from the smartphone, you can talk using the microphone and speaker of the phone.

Note

- Use the supplied headphone cable only.
- When plugging or unplugging the cable, hold the plug and plug it straight into the headphone cable input jack. Pulling on the cable or applying excessive force may cause it to break.
- Make sure the plug is fully inserted. If the plug is not fully inserted, sound may not be heard.
- When using the headphone cable, the BLUETOOTH function cannot be used.
- The volume up/volume down button and play/call/next/previous button cannot be used. Perform operating procedures, such as adjusting the volume and play/pause, on the playback device.

Related Topic

- [Using the noise canceling function](#)

- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)

TP1002281808

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Listening to music from a device via a BLUETOOTH connection

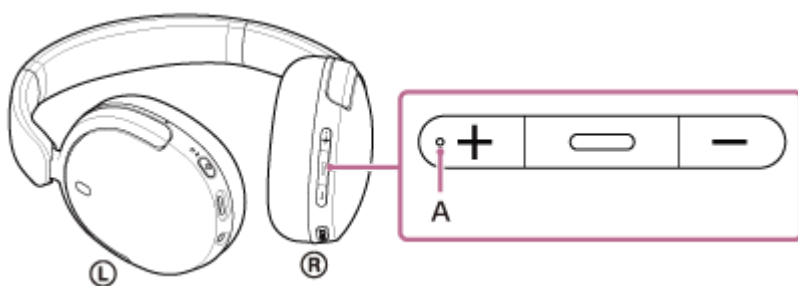
If your BLUETOOTH device supports the following profiles, you can enjoy listening to music and control the device from your headset via a BLUETOOTH connection.

- A2DP (Advanced Audio Distribution Profile)
You can enjoy high-quality music wirelessly.
- AVRCP (Audio Video Remote Control Profile)
You can adjust the volume and other settings.

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

- 1 Connect the headset to a BLUETOOTH device.**
- 2 Put the headset on your ears.**
See "[Wearing the headset](#)" for how to put the headset on your ears.
- 3 Operate the BLUETOOTH device to start playback and adjust the volume to a moderate level.**
- 4 Adjust the volume by pressing the volume up/volume down buttons of the headset.**

There is a tactile dot (A) on the + button.



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

Hint

- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.
- Depending on the BLUETOOTH device, it may be necessary to adjust the volume or set the audio output setting on the device.
- The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during music playback, the volume of a call does not change.

Note

- If the communication condition is poor, the BLUETOOTH device may malfunction in response to the operating procedure on the headset.

Related Topic

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

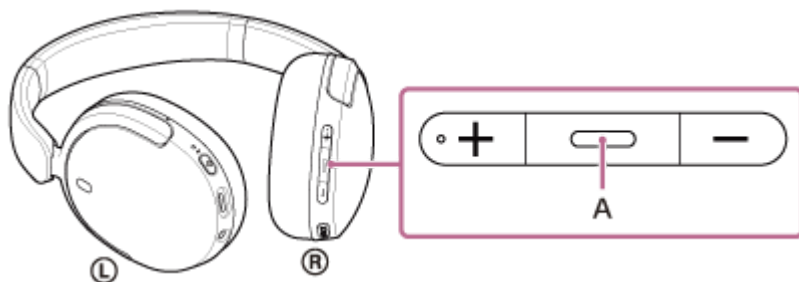
TP1002281757

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Controlling the audio device (BLUETOOTH connection)

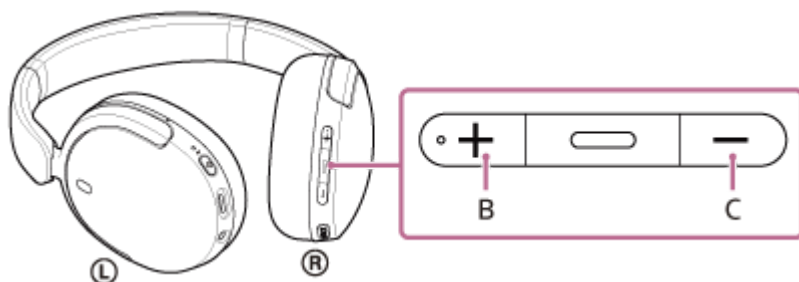
If your BLUETOOTH device supports the AVRCP profile's operating function, the following operating procedures are available. The available functions may vary depending on the BLUETOOTH device, so refer to the operating instructions supplied with the device.

You can use the play/next/previous button (A) to perform the following.



- To play:
Press once briefly while paused.
- To pause:
Press once briefly during playback.
- To skip to the beginning of the next track:
Press twice quickly. (● ●)
- To skip to the beginning of the previous track or the current track during playback:
Press 3 times quickly. (● ● ●)
- To fast-forward:
Press twice quickly, holding the second press. Release the button at the desired playback point. (● ●●)
- To fast-reverse:
Press 3 times quickly, holding the third press. Release the button at the desired playback point. (● ● ●●)

You can use the volume up button (B) and volume down button (C) to perform the following.



- Adjust the volume.

Note

- If the communication condition is poor, the BLUETOOTH device may malfunction in response to the operating procedure on the headset.

- The available functions may vary depending on the connected device, the music software, or app used. In some cases, the device may function differently or may not work even if the above operating procedures described are performed.
- When you use an iPhone, Siri may be activated by pressing and holding the  (play/next/previous) button.

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Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

About 360 Reality Audio

360 Reality Audio is a new music experience using Sony's 360 three-dimensional audio technology. Positional information is attached to each sound source such as vocals, chorus, and musical instruments, and are placed in a spherical space. Listeners can experience a three-dimensional sound field as if they are immersed in a live performance of the artists.

Conditions of use

Download and use a music streaming service app that supports 360 Reality Audio on your smartphone or tablet equipped with iOS or Android. The app may require a fee.

By optimizing the sound field and the acoustic feature of headset with the "Sound Connect" app, you can enjoy a more realistic sense of reality.

For details on 360 Reality Audio, refer to the following URL.

<https://www.sony.net/360RA/>

Note

- Service is not available in certain countries and regions.

TP1002282926

Enjoying seamless playback with speakers (Auto Switch)

You can enjoy wireless playback while having the audio output source automatically switched between the headset and the speaker without operating the headset or the speaker.

The Auto Switch function requires both the headset and speaker to be compatible with devices that support Auto Switch. Set up with the “Sound Connect” app.

For details on the Auto Switch compatible devices, refer to the following URL.

https://www.sony.net/asw_comp_hp

Before using Auto Switch, make sure of the following:

- Install the “Sound Connect” app on your smartphone.
- Update the software of the speaker and headset to the latest version.

1 Pair the Auto Switch compatible speaker with your smartphone that has the “Sound Connect” app installed.

If already paired, connect the speaker to your smartphone.

2 Check that the BLUETOOTH standby function of the speaker is enabled in the “Sound Connect” app.

3 Turn off the speaker.

4 Connect the headset to your smartphone and follow the on-screen instructions from Auto Switch to enable the linkage with the speaker.

5 Start playing music on your smartphone.

Start playing music on the smartphone on which the “Sound Connect” app is installed and the Auto Switch settings are specified.

When you turn off the headset while music playback from the headset is in progress, the audio output source for music playback is automatically switched to the speaker.

If the audio output source is not switched as expected, try bringing the speaker and the headset closer to each other.

When you turn on the headset while music playback from the speaker is in progress, the audio output source for music playback is automatically switched to the headset.

To adjust the volume

Adjust the volume on the headset or speaker during playback. Even if you change the volume, the volume setting on your headset or speaker that is not playing music will not be affected.

To disable Auto Switch

Cancel the link on the “Sound Connect” app. Initializing the headset or the linked speaker cancels the link as well.

Hint

- If you do not want to automatically switch the audio output source while the speaker linkage is enabled, pause music playback on the smartphone beforehand.

Note

- Auto Switch does not work for the hands-free function of the connected smartphone.

TP1002295061

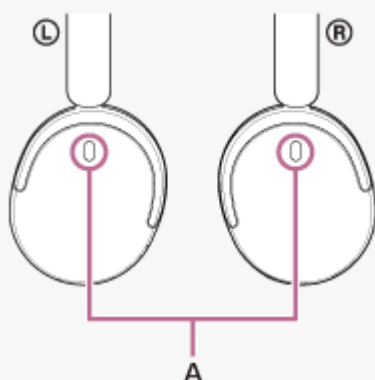
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What is noise canceling?

The noise canceling function generates antiphase sound against surrounding noises such as sounds from vehicles or air conditioners indoors. It reduces the surrounding noises by canceling them out.

Note

- Depending on the type of noise or if it is used in a very quiet environment, you may not feel the noise canceling effects, or you may feel that some noise is increased.
- When you are wearing the headset, depending on how you wear the headset, the noise canceling effects may be decreased or a beeping sound (feedback) may be heard. In this case, take off the headset and put it on again.
- The noise canceling function works primarily on noise in the low frequency band such as vehicles and air conditioning. While noise is reduced, it is not completely canceled.
- When you use the headset in a car or a bus, noise may occur depending on street conditions.
- Smartphones may cause interference and noise. Should this occur, move the headset further away from the smartphone.
- Do not cover the microphones (A) on the left and right units of the headset with your hands or other objects. The effect of the noise canceling function or Ambient Sound Mode may not work properly or a beeping sound (feedback) may occur. If any of this is the case, remove your hands or other objects from the left and right microphones.



For details on how to use the noise canceling function, refer to the following Related Topic.

Related Topic

- [Using the noise canceling function](#)

TP1002281820

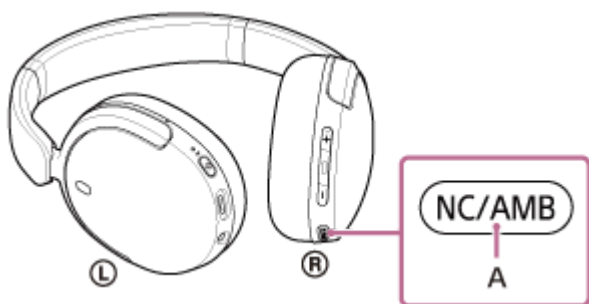
Using the noise canceling function

If you use the noise canceling function, you can enjoy music without being disturbed by ambient noise.

1 Turn on the headset.

You will hear a notification sound indicating that the headset is turned on.
When you are using the headset for the first time after purchase or just after initializing the headset, the noise canceling function is activated automatically when you turn on the headset. Any changes made to the settings are retained from this point on.

2 Press the noise canceling/Ambient Sound Mode button (A) to change the settings of the noise canceling function.



Each time the button is pressed, the function switches as follows.

Ambient Sound Mode is enabled and the noise canceling function is disabled.
You will hear a notification sound.

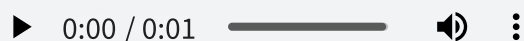


The noise canceling function is enabled and Ambient Sound Mode is disabled.
You will hear a notification sound.

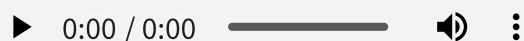
Check the notification sound

It may not play on any browsers except the latest ones.

- When Ambient Sound Mode is enabled



- When the noise canceling function is enabled



About the instruction manual video

Watch the video for how to use the noise canceling function. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0111/h_zz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0111/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0111/ja/>

Hint

- If you connect the supplied headphone cable while using the noise canceling function with a BLUETOOTH connection, the BLUETOOTH function is turned off. You can continue to use the noise canceling function.
- You can also change the settings of the noise canceling function and Ambient Sound Mode with the “Sound Connect” app.
- You can select one of the following on the “Sound Connect” app to set how you want the functions to change when you press the noise canceling/Ambient Sound Mode button.
 - Noise canceling function enabled
 - Ambient Sound Mode enabled
 - Noise canceling function and Ambient Sound Mode disabled

Related Topic

- [Using the “Sound Connect” app](#)
- [About the voice guidance](#)
- [Turning on the headset](#)
- [What is noise canceling?](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)

TP1002281771

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

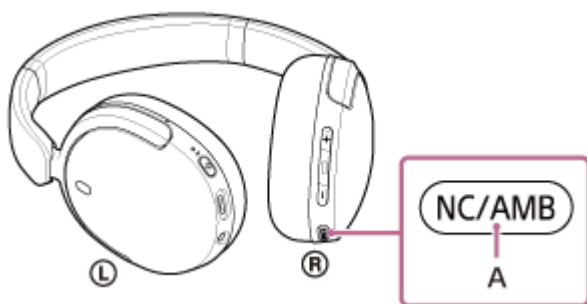
The microphones built into the left and right headset units make it easier to hear ambient sound. You can hear ambient sound while enjoying music.

1 Turn on the headset.

You will hear a notification sound indicating that the headset is turned on.

When you are using the headset for the first time after purchase or just after initializing the headset, the noise canceling function is activated automatically when you turn on the headset. Any changes made to the settings are retained from this point on.

2 Press the noise canceling/Ambient Sound Mode button (A) to switch to the Ambient Sound Mode.



Each time the button is pressed, the function switches as follows.

The noise canceling function is enabled and Ambient Sound Mode is disabled.
You will hear a notification sound.

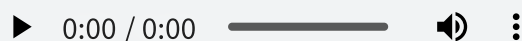


Ambient Sound Mode is enabled and the noise canceling function is disabled.
You will hear a notification sound.

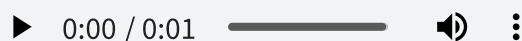
Check the notification sound

It may not play on any browsers except the latest ones.

- When the noise canceling function is enabled



- When Ambient Sound Mode is enabled



About the instruction manual video

Watch the video for how to use Ambient Sound Mode. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0111/h_zz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0111/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0111/ja/>

Hint

- Ambient Sound Mode settings changed with the “Sound Connect” app are stored in the headset. You can enjoy music with the stored settings by enabling Ambient Sound Mode even when the headset is connected to other devices which do not have the “Sound Connect” app installed.
- You can select one of the following on the “Sound Connect” app to set how you want the functions to change when you press the noise canceling/Ambient Sound Mode button.
 - Noise canceling function enabled
 - Ambient Sound Mode enabled
 - Noise canceling function and Ambient Sound Mode disabled

Note

- Depending on the ambient conditions and the type and volume of audio playback, ambient sounds may not be heard even when using Ambient Sound Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds, such as on a road with car and bicycle traffic.
- If the headset is not being worn properly on your ears, the Ambient Sound Mode may not work correctly. Wear the headset properly.
- Depending on the surrounding environment, wind noise may increase when the Ambient Sound Mode is turned on. In that case, change Ambient Sound Mode settings from Normal mode to Voice mode using the “Sound Connect” app. If the wind noise is still significant, turn off Ambient Sound Mode.
- When Ambient Sound Mode is activated, if your fingers or hair touch the noise canceling function microphones, you may hear a loud sound.

Related Topic

- [Using the “Sound Connect” app](#)
- [About the voice guidance](#)
- [Using the noise canceling function](#)

TP1002288213

Receiving a call

You can talk on the phone hands-free via a BLUETOOTH connection on a smartphone that supports the following BLUETOOTH profiles.

- HFP : Hands-free Profile
- HSP : Headset Profile
- If your smartphone supports both HFP and HSP, set it to HFP.
- The operating procedure may vary depending on the smartphone. Refer to the operating instructions supplied with the smartphone.
- Depending on the connected device or the application, the functions may not work properly even if you try to operate them with the headset.

Ring tone

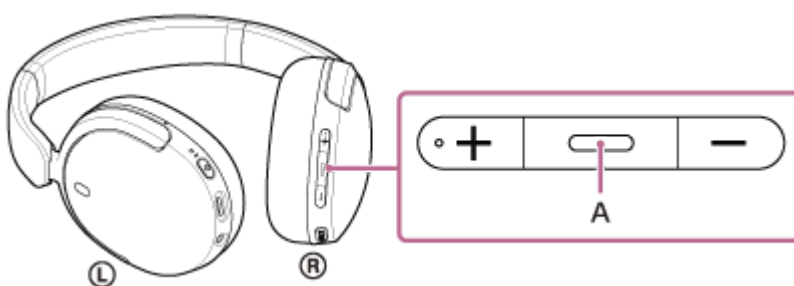
When an incoming call arrives, a ring tone will be heard from the headset, and the indicator flashes quickly in blue. You will hear either of following ring tones, depending on your smartphone.

- Ring tone set on the headset
- Ring tone set on the smartphone
- Ring tone only for a BLUETOOTH connection set on the smartphone

1 Connect the headset to a smartphone via a BLUETOOTH connection beforehand.

2 When you hear the ring tone, press the call button (A) on the headset and receive the call.

When you receive an incoming call during music playback, playback pauses and a ring tone will be heard from the headset.



You can talk using the microphone (B) on the left unit.



If no ring tone is heard via the headset

- The headset may not be connected with the smartphone over HFP or HSP. Check the connection status on the smartphone.
- If music playback does not pause automatically, operate the playback device to pause playback.

3 Adjust the volume by pressing the volume up/volume down buttons of the headset.

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

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

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

Hint

- When receiving a call by using a smartphone, some smartphones may receive a call on the phone instead of the headset. With an HFP or HSP connection, switch the call to the headset by using your smartphone.
- The volume for a call can be adjusted during a telephone conversation only.
- The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.

Note

- Depending on the connected device or playback application you are using, when you receive an incoming call during music playback, playback may not resume automatically even after you finish the call.
- Use a smartphone at least 50 cm (19.68 in) away from the headset. Noise may result if the smartphone is too close to the headset.
- Your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction.

Related Topic

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

TP1002281768

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Making a call

You can talk on the phone hands-free via a BLUETOOTH connection on a smartphone that supports the following BLUETOOTH profiles.

- HFP : Hands-free Profile
- HSP : Headset Profile
- If your smartphone supports both HFP and HSP, set it to HFP.
- The operating procedure may vary depending on the smartphone. Refer to the operating instructions supplied with the smartphone.
- Depending on the connected device or the application, the functions may not work properly even if you try to operate them with the headset.

1 Connect the headset to a smartphone via a BLUETOOTH connection.

2 Operate your smartphone to make a call.

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

If you make a call during music playback, playback pauses.

If no dial tone is heard via the headset, switch the call device to the headset using your smartphone.

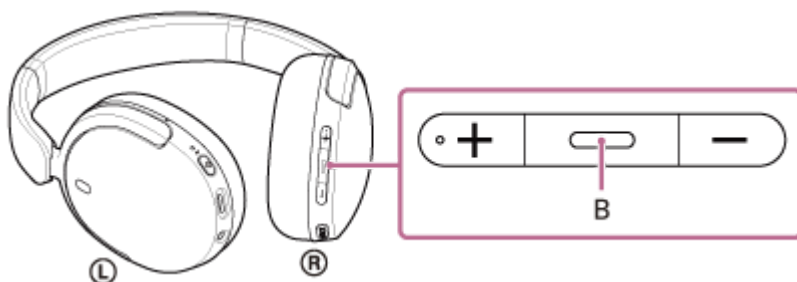
You can talk using the microphone (A) on the left unit.



3 Adjust the volume by pressing the volume up/volume down buttons of the headset.

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

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



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

Hint

- The volume for a call can be adjusted during a telephone conversation only.
- The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.

Note

- Depending on the connected device or playback application you are using, when you make a call during music playback, playback may not resume automatically even after you finish the call.
- Use a smartphone at least 50 cm (19.68 in) away from the headset. Noise may result if the smartphone is too close to the headset.
- Your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction.

Related Topic

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

TP1002281702

Functions for a phone call

The functions available during a call may vary depending on the profile supported by your smartphone. In addition, even if the profile is the same, the available functions may vary depending on the smartphone.

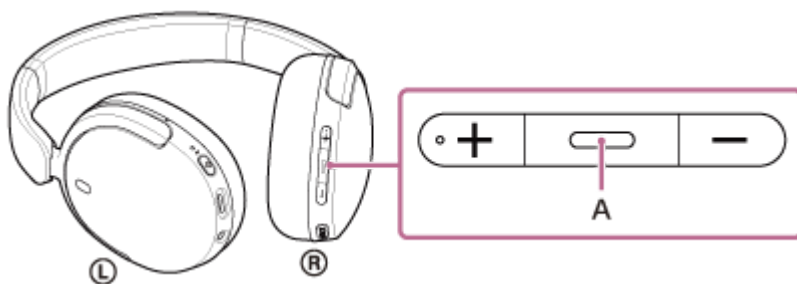
Depending on the connected device or the application, the functions may not work properly even if you try to operate them with the headset.

Refer to the operating instructions supplied with the smartphone.

When the supported profile is HFP (Hands-free Profile)

During standby/music playback

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



Outgoing call

- Press the call button once to cancel an outgoing call.

Incoming call

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

During call

- Press the call button once to finish a call.

When the supported profile is HSP (Headset Profile)

Outgoing call

- Press the call button once to cancel an outgoing call.

Incoming call

- Press the call button once to answer a call.

During call

- Press the call button once to finish a call.

- Receiving a call
- Making a call

TP1002281703

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Making a video call on your computer

When you make a video call on your computer, you can talk wirelessly from your headset.

- 1 Connect the headset to your computer via a BLUETOOTH connection.**
- 2 Launch the video calling application on your computer.**
- 3 Check the settings (*) of the video calling application.**
 - When you make a video call on your computer, select calling connections (HFP/HSP) and not music playback connections (A2DP). If you select music playback connections (A2DP), a video call may not be available.
 - On the speaker settings, select calling connections [Headset (WH-CH730N series Hands-Free)] (**). ([Headphones (WH-CH730N series Stereo)] (**) is for music playback connections.)
 - On the microphone settings, select calling connections [Headset (WH-CH730N series Hands-Free)] (**).
 - Depending on the video calling application you are using, only [WH-CH730N series] may be displayed. If this is the case, select [WH-CH730N series].
 - As for frequently asked questions and answers, refer to the customer support website.

(*) Depending on the video calling application you are using, this function may not be available.

(**) Names may vary according to the computer or the video calling application you are using.

Hint

- In the following cases, select [Headset (WH-CH730N series Hands-Free)] on the settings of your computer to make connections. See "[Connecting to a paired computer \(Windows 11\)](#)" or "[Connecting to a paired computer \(Mac\)](#)".
 - When the video calling application settings cannot be confirmed
 - When you cannot select [Headset (WH-CH730N series Hands-Free)]

Note

- Depending on the computer or application you are using, the headset may not work properly during a video call. This may be improved by restarting the computer.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Connecting to a paired computer \(Windows 11\)](#)
- [Connecting to a paired computer \(Mac\)](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)

Using Google Gemini

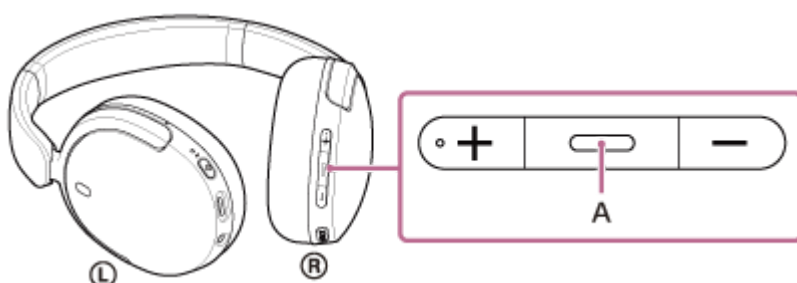
May not be supported in some countries and regions.

By connecting Google Gemini to your headset from the settings menu, you can receive assistance with various tasks via chat.

1 Launch the “Sound Connect” app, and set the function when you press and hold the play button to [Digital assistant].

The first time you use Google Gemini, make sure that Google Gemini is set as the primary AI assistant on the connected smartphone.

2 Operate the play button (A) to use the Digital assistant.



- Press and hold the button to input a voice command, and release the button to finish the voice command.

For details, refer to the following website.

<https://support.google.com/gemini/answer/15456140>

Compatible smartphones

- Android 13 or later

For more information about Google Gemini, refer to the following.

- The operating instructions or support website for Android smartphones
- The Google Play Store website
<https://support.google.com/gemini/>

Hint

- Check or update the software version of the headset with the “Sound Connect” app.
- When Google Gemini is not available for reasons such as not being connected to the network, you will hear a voice guidance indicating unavailability from the headset. Notifications may be displayed on the screen of the connected device, but service specifications may change without notice due to changes made by service providers.

Note

- Google Gemini and the voice assist function (Google app) cannot be assigned to the headset at the same time.

- Google Gemini and the voice assist function (Siri) cannot be assigned to the headset at the same time.
- The function to operate the headset with Google Gemini depends on the specifications of Google Gemini.
- The specifications of Google Gemini are subject to change without notice.
- For details on the services provided by other companies such as Google Gemini, consult each service provider directly. Sony shall assume no responsibility for any problems such as misunderstandings related to the services provided by other companies.

TP1002283816

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Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Using Tencent Xiaowei

This feature is available for models designed for the Chinese mainland.

By using Tencent Xiaowei that comes with the smartphone, you can speak to the headset's microphone to operate the smartphone or perform a search.

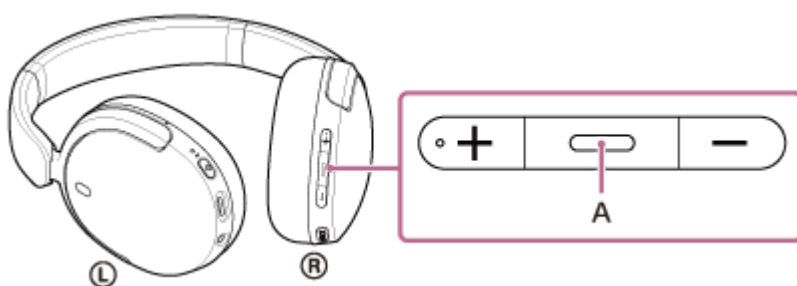
Compatible smartphones

- A smartphone with Android 6.0 or later, or iOS 10 or later installed.
- The latest version of the Tencent Xiaowei app is required.

1 Launch the “Sound Connect” app, and set the function when you press and hold the play button to [Tencent Xiaowei].

2 Launch the Tencent Xiaowei app.

3 Operate the play button (A) to use the Tencent Xiaowei app.



Press and hold the button to input a voice command, and release the button to finish the voice command.

For details on Tencent Xiaowei, refer to the following website.

<https://xiaowei.tencent.com/guide/index.html?cid=1465>

Hint

- Check or update the software version of the headset with the “Sound Connect” app.

Note

- Tencent Xiaowei and the voice assist function cannot be assigned to the headset at the same time.
- Tencent Xiaowei is only available in China.

TP1002285035

Using the voice assist function (Google™ app)

By linking with the Google app on your Android smartphone, you can operate the Android smartphone by voice while wearing the headset.

1 Set the assist and voice input selection to the Google app.

On the Android smartphone, select the following menus.

[Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input]

Then, set [Assist app] to the Google app.

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

The latest version of the Google app may be required.

Models for countries and regions excluding Chinese mainland:

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.

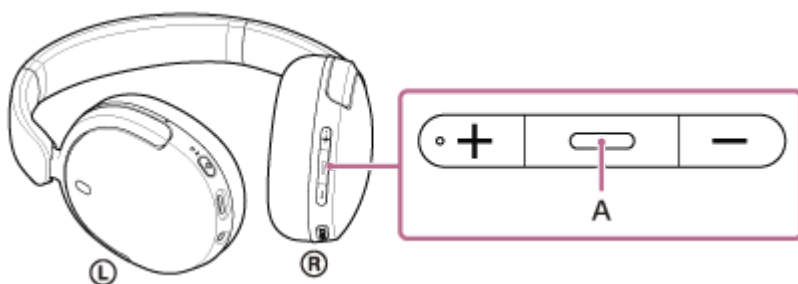
Models for Chinese mainland:

For details on the Google app, refer to the operating instructions or the support website of the Android smartphone.

The Google app may not be activated from the headset depending on specifications of the Android smartphone.

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

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



The Google app is activated.

4 Talk to Google through the app using the headset's microphone (B).



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

After launching the Google app, voice input will be disabled if no speech is recorded for a certain period of time.

Note

- The voice assist function (Google app) and Google Gemini cannot be assigned to the headset at the same time.
- The voice assist function (Google app) and Tencent Xiaowei cannot be assigned to the headset at the same time.
- Even if “Hey Google” is enabled on your Android smartphone, you cannot use the “Hey Google” voice command to launch the Google app.
- When using the voice assist function, your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction.
- The Google app may not be activated depending on specifications of the smartphone or application version.
- The Google app does not work when connected to a device not compatible with the voice assist function.

TP1002281781

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Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Using the voice assist function (Siri)

By linking with Siri on your iPhone, you can operate the iPhone by voice while wearing the headset.

1 Activate Siri.

On an iPhone, select [Settings] - [Siri & Search].

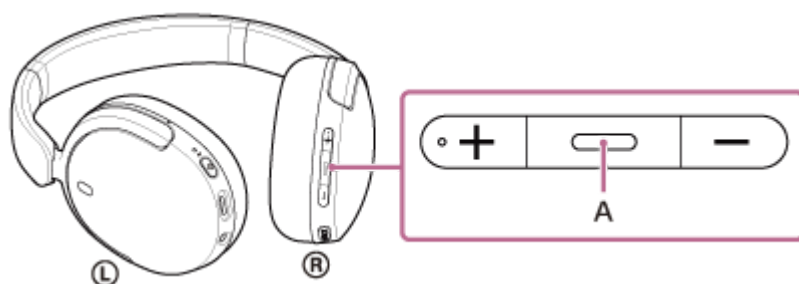
Enable [Press Home for Siri] and [Allow Siri When Locked].

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

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

2 Connect the headset to the iPhone via BLUETOOTH connection.

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



Siri is activated.

4 Talk to Siri through the headset's microphone (B).



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

After activating Siri, Siri will be deactivated if no voice input is detected for a certain period of time.

Note

- The voice assist function (Siri) and Google Gemini cannot be assigned to the headset at the same time.
- The voice assist function (Siri) and Tencent Xiaowei cannot be assigned to the headset at the same time.

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

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Precautions

On BLUETOOTH communications

- BLUETOOTH wireless technology is a short-range wireless technology that enables communication between digital devices, such as smartphones and computers. The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.
- Depending on the BLUETOOTH device connected to the headset, the communication environment, and the surrounding conditions, noise or sound cut out may occur.
- The maximum communication distance of the headset is approximately 10 m (32.8 ft). The communication distance may vary depending on the surrounding environment.
- Microwaves emitting from a BLUETOOTH device may affect the operation of electronic medical devices. Turn off the headset and other BLUETOOTH devices in the following locations, as it may cause an accident:
 - in hospitals, near priority seating in trains, locations where inflammable gas is present, near automatic doors, or near fire alarms.
- When you use the headset on an airplane, follow flight crew directions. Radio waves may affect instruments, causing risk of accident due to malfunction.
- The audio playback on the headset may be delayed from that on the transmitting device, due to the characteristics of BLUETOOTH wireless technology. As a result, the sound may not be in sync with the image when viewing movies or playing games.
- The headset supports security functions that comply with the BLUETOOTH standard as a means of ensuring security during communication using BLUETOOTH wireless technology. However, depending on the configured settings and other factors, this security may not be sufficient. Be careful when communicating using BLUETOOTH wireless technology.
- Sony shall assume no responsibility for any damages or loss resulting from information leaks that occur when using BLUETOOTH communications.
- BLUETOOTH connections with all BLUETOOTH devices cannot be guaranteed.
 - BLUETOOTH devices connected with the headset must comply with the BLUETOOTH standard prescribed by Bluetooth SIG, Inc., and must be certified as compliant.
 - Even if a connected device complies with the BLUETOOTH standard described above, the connection may fail depending on the characteristics and specifications of the device. Additionally, differences in operation methods, display, or performance may occur.
 - When using the headset to perform hands-free talking on the phone, noise may occur depending on the connected device or the communication environment.
- Depending on the device to be connected, it may require some time to start communications.

Note on temperature rise

- The temperature of the headset may rise while charging or when using the headset for a long period of time. This is not a malfunction.

Note on static electricity

- If you use the headset when the air is dry, you may experience mild tingling in your ears. This is not a malfunction of the headset, but is caused by static electricity accumulated on your body. You can reduce the effect by wearing clothes made of natural materials that do not easily generate static electricity.

Notes on wearing the headset

- After use, remove the headset from your ears slowly. The headset has a high degree of sealing. If the headset is pressed hard or suddenly removed from the ear, you may risk damaging your eardrum.

- When putting on the headset, noise may be generated from the diaphragm. This is not a malfunction.
 - Long-term use of the headset may cause symptoms such as itching and irritation in the ears.
- If you experience any of the above symptoms while the headset is in use, stop using it immediately. Then, consult a doctor, the Sony support contact, or your nearest Sony dealer.

Other notes

- The headset is a precision device, so do not drop it or subject it to strong shocks. This may cause deformation or damage, resulting in reduced performance.
- The BLUETOOTH function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- Depending on the signal conditions of your smartphone or the surrounding environment, you may not be able to use the headset.
- Do not breathe into the driver unit or the microphones.
- Do not apply weight or pressure to the headset for long periods, including when it is stored, as it may cause deformation. When storing the headset, do not apply force.
- If you experience discomfort while using the headset, stop using it immediately.
- The earpads are consumables. If they deteriorate or become damaged due to long-term use or storage, consult the Sony support contact or your nearest Sony dealer.
- The headset is not waterproof. If water or foreign matter enters the headset, this can result in burnout or malfunction. If water or foreign matter enters the headset, stop use immediately. Then, consult the Sony support contact or your nearest Sony dealer. In particular, be careful in the following cases.
 - When using the headset near a sink or liquid container
Be careful that the headset does not fall into a sink or container filled with water.
 - When using the headset in the rain or snow, or in humid locations
 - When using the headset while you are perspiring
If you touch the headset with wet hands or if the headset come into contact with wet clothing, the headset may get wet.

Cleaning the headset

- Occasionally clean the plug with a soft dry cloth.
- Dust and dirt on the exterior of the headset can be wiped off with pure water type wet wipes. Do not use the following items as they may damage the surface finish and lead to malfunction or breakage.
 - Wet wipes containing alcohol
 - Thinner
 - Benzine and other similar substances

Do not use the headset near medical devices

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

Keep the headset away from magnetic cards

- The headset has magnets. If a magnetic card comes near the headset, the card magnet may be affected or become deactivated.

Wireless Noise Canceling Stereo Headset
WH-CH730N/ WH-CH735N

Supported codecs

A codec is an “audio coding algorithm” used when transmitting sound wirelessly via a BLUETOOTH connection.

The headset supports the following codecs.

When connected using Classic Audio via an A2DP connection (for music playback): SBC, AAC

When the headset is connected using LE Audio, it supports LC3.

- SBC

This is an abbreviation for Subband Codec.

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

All BLUETOOTH devices support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.

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

- LC3

This is an abbreviation for Low Complexity Communication Codec.

LC3 is a codec for LE Audio and achieves low latency transmission.

When music is transmitted using one of the following codecs from a device connected via Classic Audio, the headset automatically switches to that codec and plays back the music in the same format.

SBC, AAC

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

Refer to the operating instructions supplied with the connected device to set the codec.

When connected to LE Audio, the music playback is performed in LC3 codec. For LE Audio connections, use the “Sound Connect” app and set [Bluetooth Connection Quality] to [Low latency]. The [Priority on Sound Quality] setting at the time of purchase does not support LE Audio connection.

Refer to the operating instructions supplied with the device you are connecting to, as some settings may be necessary in advance.

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How to keep the software up-to-date (for comfortable use of the headset)

Update the headset software to enjoy new functions and resolve certain issues. Update the headset software using the “Sound Connect” app.

For details on the latest headset software and how to update the software, refer to the information on the support website.

You can update the headset software in the following way.

1 Turn on the headset.

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



2 Launch the “Sound Connect” app on a mobile device such as a smartphone.

3 Update the headset software following the on-screen instructions.

Note

- It is recommended to disable the automatic power off function of the headset before the update.
In the factory settings, when the headset is not connected via BLUETOOTH connection for about 15 minutes, the headset turns off automatically. This setting can be changed using the “Sound Connect” app.
- Before performing an update, disconnect any other BLUETOOTH devices connected to the mobile device being used for the update.
Software may not be updated when the mobile device is connected with other devices compatible with BLUETOOTH Low Energy (such as wearable devices or smart watches).
- Note the following if the update cannot be completed.
 - Close all the apps installed on the mobile device except the “Sound Connect” app.
 - Fully charge the headset and the mobile device.
 - Put the headset and the mobile device being used for the update as close to each other as possible before starting the update.
 - Do not start the update if there are wireless LAN devices or other BLUETOOTH devices nearby.
 - Turn off the power saving mode (*) of your mobile device before updating the software.
Depending on the OS version of your mobile device, the update may not be completed under the power saving mode.

(*) Names may vary according to the mobile device you are using.

Wireless Noise Canceling Stereo Headset
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To prevent burning or malfunction due to getting wet

On waterproof performance of the headset

The headset is not waterproof. If water or foreign matter enters the headset, this can result in burnout or malfunction.

Avoid situations such as the following and be careful not to expose the headset to moisture or dirt.

- Using the headset in the rain or snow.



- Touching the headset without drying wet hands after doing housework in the kitchen or washing hands in the washroom.



- Touching the headset with sweaty hands, or using the headset in situations where the headset may get soaked in sweat.

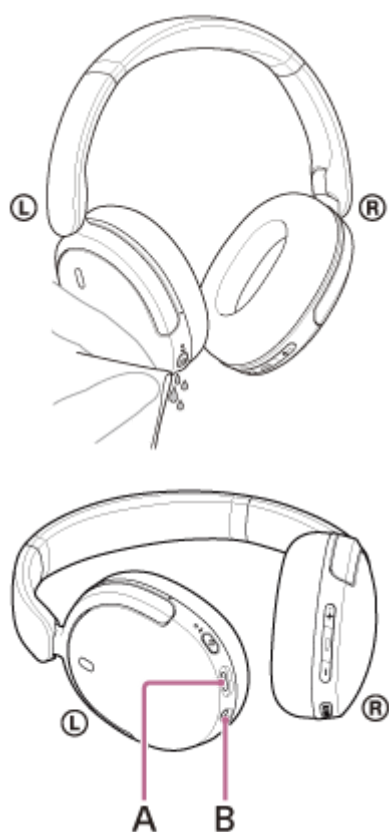


- Putting the headset in a bag with a cold PET bottle.



If the headset gets wet, or water enters the headset

If a wet headset is charged or turned on, this can result in burnout or malfunction. While subjecting the headset to as little vibration as possible, turn the earpads downward slowly, and let water drain from the earpads. Then, position the headset upright and put a dry cloth under the USB Type-C port (A) and headphone cable input jack (B) until no more water comes out from the inside. After that, leave the headset in a shaded, well-ventilated place until it is completely dry.



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WH-CH730N/ WH-CH735N

Troubleshooting

If you have any problems, please follow the process below.

1. Turn the headset off, charge it, and then turn it on again.



2. Restart the device being connected such as your computer or smartphone.



3. Access the Sony support site from the menu of the “Sound Connect” app to search for the cause and solution of the issue, or check the support site below.

<https://www.sony.net/support/WH-CH730N/>



4. Reset the headset.



5. Initialize the headset.



6. Should any problems persist, consult the Sony support contact below or your nearest Sony dealer.

<https://www.sony.net/support-contact>

Related Topic

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

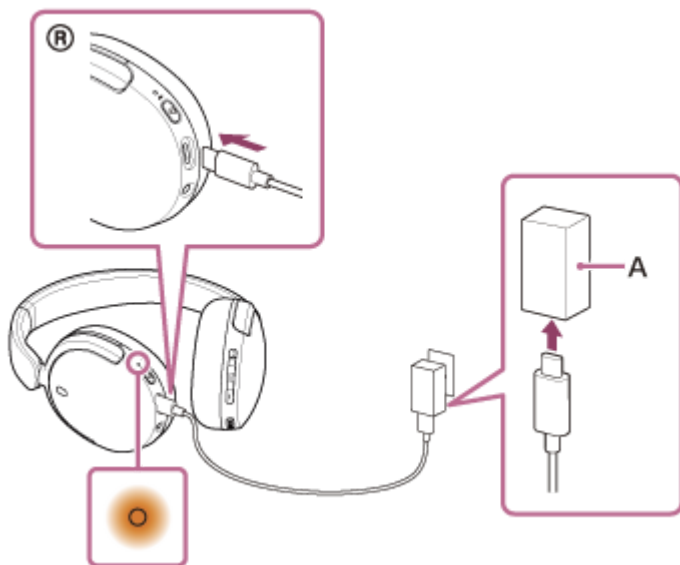
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Resetting the headset

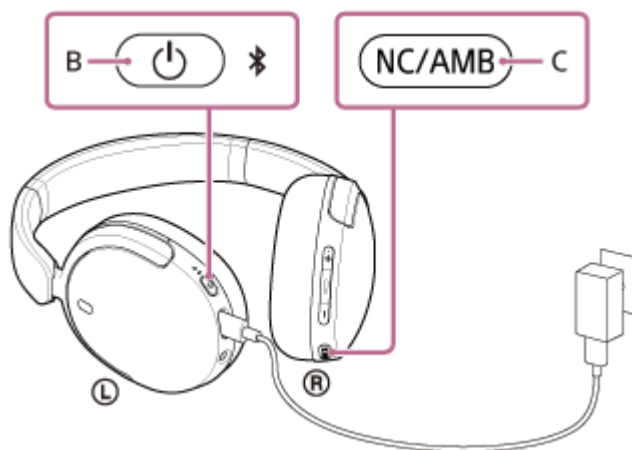
If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset.

1 Connect the headset to an AC outlet.

Use a USB Type-C cable and USB AC adaptor (A).



2 Press the power button (B) and the noise canceling/Ambient Sound Mode button (C) simultaneously.



The headset will be reset (the indicator turns off and then lights up again).

The pairing information and other settings are retained.

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

Related Topic

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

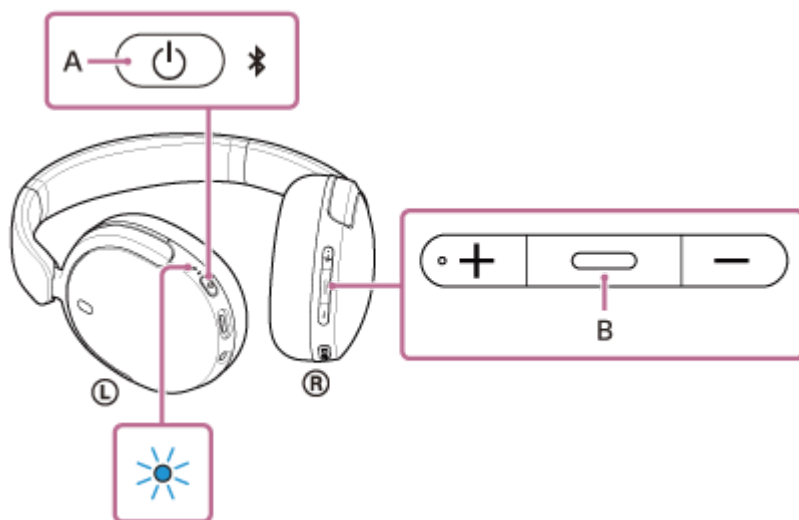
Initializing the headset to restore factory settings

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

1 Turn off the headset.

Remove the USB Type-C cable.

2 Press and hold the power button (A) and play/call button (B) for about 10 seconds or more.



When initializing is complete, the indicator flashes in blue 4 times.

This operating procedure resets the volume settings and other settings to the factory settings and deletes all pairing information. In this case, delete the pairing information for the headset from the connected device and then pair them again.

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

Related Topic

- [Resetting the headset](#)

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Wireless Noise Canceling Stereo Headset
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Specifications

Power source:

DC 5 V (Using a commercially available USB AC Adaptor)
Using built-in lithium-ion batteries (Product Operation Power: DC 3.85 V)

Charging time:

Approx. 3 hours

Note

- Charging hours may be different depending on the conditions of use.

Charging temperature:

5 °C to 35 °C (41 °F to 95 °F)

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Mass:

Approx. 207 g (7.3 oz)

Impedance:

100 Ω (1 kHz) (when connecting via the headphone cable with the headset turned on)
25 Ω (1 kHz) (when connecting via the headphone cable with the headset turned off)

Sensitivity:

108 dB/mW (when connecting via the headphone cable with the headset turned on)
100 dB/mW (when connecting via the headphone cable with the headset turned off)

Frequency response:

6 Hz - 20 000 Hz (IEC) (1)
(when connecting via the headphone cable with the headset turned on)

(1) IEC = International Electrotechnical Commission

Communication system:

BLUETOOTH

Design and specifications are subject to change without notice.

Depending on the country or region where you purchased your headset, some models may not be available for purchase.

Compatible iPhone models

iPhone 16e

iPhone 16 Pro Max
iPhone 16 Pro
iPhone 16 Plus
iPhone 16
iPhone 15 Pro Max
iPhone 15 Pro
iPhone 15 Plus
iPhone 15
iPhone 14 Pro Max
iPhone 14 Pro
iPhone 14 Plus
iPhone 14
iPhone SE (3rd generation)
iPhone 13 Pro Max
iPhone 13 Pro
iPhone 13
iPhone 13 mini
iPhone 12 Pro Max
iPhone 12 Pro
iPhone 12
iPhone 12 mini
iPhone SE (2nd generation)
iPhone 11 Pro Max
iPhone 11 Pro
iPhone 11
(As of March 2026)

Depending on the iOS supported by the above models, the “Sound Connect” app may not be usable.

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