

Wireless Noise Canceling Stereo Headset  
WF-SP700N



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

The main update contents of the headset software version 4.1.0 and later are supported.

Update the software of the headset and "Sony | Headphones Connect" app to the latest version. For details, refer to the following:

<https://www.sony.net/elesupport/>

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## What you can do with the Bluetooth function

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

### Listening to music

You can receive audio signals from a smartphone or music player to enjoy music wirelessly.



### Talking on the phone

You can make and receive a call hands-free, while leaving your smartphone or mobile phone in your bag or pocket.



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## About voice guidance

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

- When powering on: "Power on"
- When powering off: "Power off"
- When entering pairing mode: "BLUETOOTH pairing"
- When establishing a Bluetooth connection: "BLUETOOTH connected"
- When disconnecting a Bluetooth connection: "BLUETOOTH disconnected"
- When the connection between the left unit and the right unit is established: "Battery level high"/"Battery level medium"/"Battery level low"
- When automatically turning off due to low battery: "Please recharge headset"
- When turning on the noise canceling function: "Noise canceling"
- When turning on the Ambient Sound Mode: "Ambient sound"
- When turning off the noise canceling function and the Ambient Sound Mode: "Off"
- When turning on the Quick Sound Settings function: "Quick sound settings"
- When turning off the Quick Sound Settings function: "Off"
- When the Google Assistant is not available on the smartphone connected to the headset even if you press the Google Assistant button on the headset: "The Google Assistant is not connected"
- When Amazon Alexa is not available on the smartphone connected to the headset even if you press the Amazon Alexa button on the headset: "Either your mobile device isn't connected; or you need to open the Alexa App and try again"

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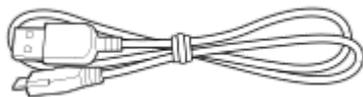
## Checking the package contents

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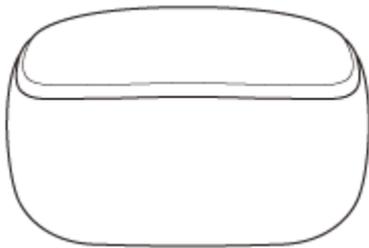
After opening the package, check that all items in the list are included in the package. If items are missing, contact your dealer.

Numbers in ( ) indicate the item amount.

Wireless Noise Canceling Stereo Headset (1)  
Micro-USB cable (approx. 50 cm (19 3/4 in.)) (1)

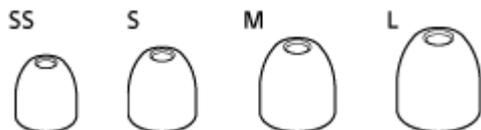


Charging case (1)



Long Hybrid silicone rubber earbuds (SS/S/M/L 2 each)

- The size M earbuds come attached to the headset.



Arc supporter (M/L 2 each)

- The size M arc supporters comes attached to the headset.



Reference Guide (1)

Operating Instructions (1)

Other documents (1 set) (\*)

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

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## Replacing the earbuds

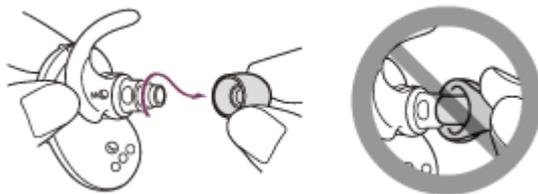
The headset comes with the M size earbuds. If the headset tends to come off or you feel a lack of low frequency sound, change the earbuds to another size to fit your right and left ears comfortably and snugly.

### Long Hybrid silicone rubber earbuds



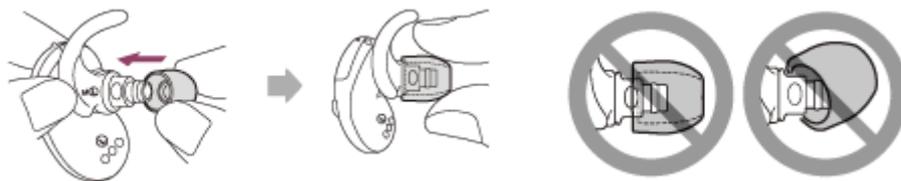
- A:** SS size (red)
- B:** S size (orange)
- C:** M size (green)
- D:** L size (light blue)

#### 1 Remove the earbuds.



- Do not pinch the end of the earbud when removing it.

#### 2 Attach the earbuds.



- Do not attach the earbuds loose or skewed.

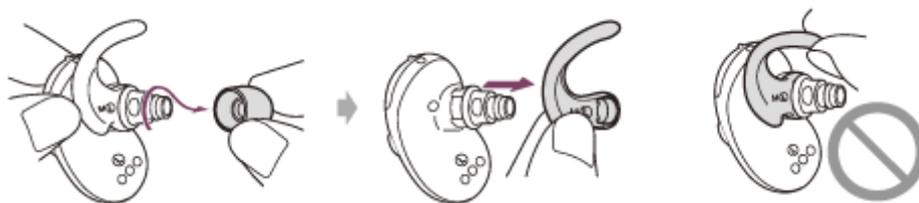
## Replacing the arc supporters

Size M arc supporters come attached to the headset.

If you feel the arc supporters are too small, replace them with the size L arc supporters.



### 1 Remove the earbuds, then remove the arc supporters.



- Do not pull the end of the arc supporter when removing it.

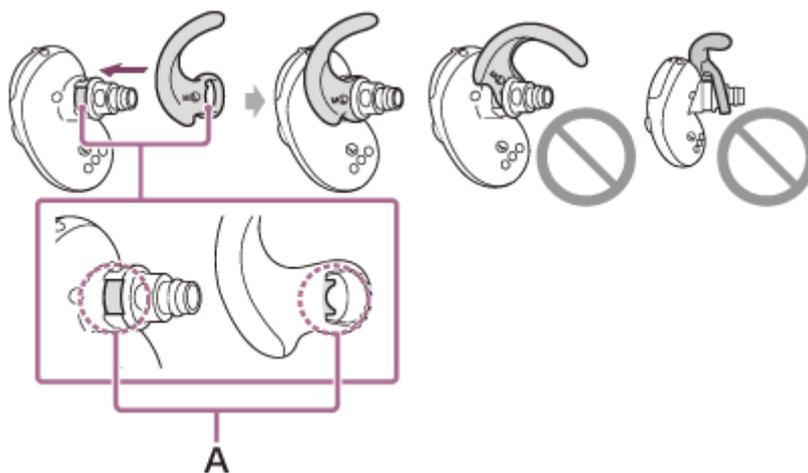
### 2 Attach the arc supporters.

Arc supporter (ⓐ)



**A** : front

**B** : backside



**A** : Align the notch with the tongue.



## About Water resistant performance of the headset

### Water resistant performance of the headset

- The charging case is not Water resistant.
- The water resistant specifications of this unit are equivalent to IPX4 <sup>1)</sup> in IEC 60529 “Degrees of protection against ingress of water (IP Code)”, which specifies the degree of protection provided against the entry of water. However, the unit cannot be used in water. Unless the unit is used correctly, water may get into the unit and cause fire, electrocution, or malfunctions.

Note the following cautions carefully and use the unit correctly.

1) IPX4 (degree of protection against splashing water): Protected against water splashing from any direction.

### Liquids that the water resistant performance specifications apply to

Applicable:	Freshwater, tap water, sweat
Not applicable:	Liquids other than those above (examples: soapy water, detergent water, water with bath agents, shampoo, hot spring water, pool water, seawater, etc.)

Water resistant performance of the unit is based on Sony measurements under the conditions described above. Note that malfunctions as a result of water immersion caused by misuse by the customer are not covered by the warranty.

### To maintain Water resistant performance

Check the following cautions carefully to use the headset correctly.

- Do not hit a splash into the sound exit tube, which may spoil splashproof performance.
- Do not put the headphone in water or use it in a place with high humidity such as a bathroom.
- Do not drop the headphone or expose it to a high impact. This may cause the headset to deform or break, and the splashproof performance may deteriorate.
- Wipe off water drops adhered to the headphone with a soft dry cloth, etc. If any water drops are left in the earbud hole, you may hear only a small sound or lose the sound. In such a case, remove the earbud, turn its sound conduit downward, and shake it a couple of times to remove any water drops.

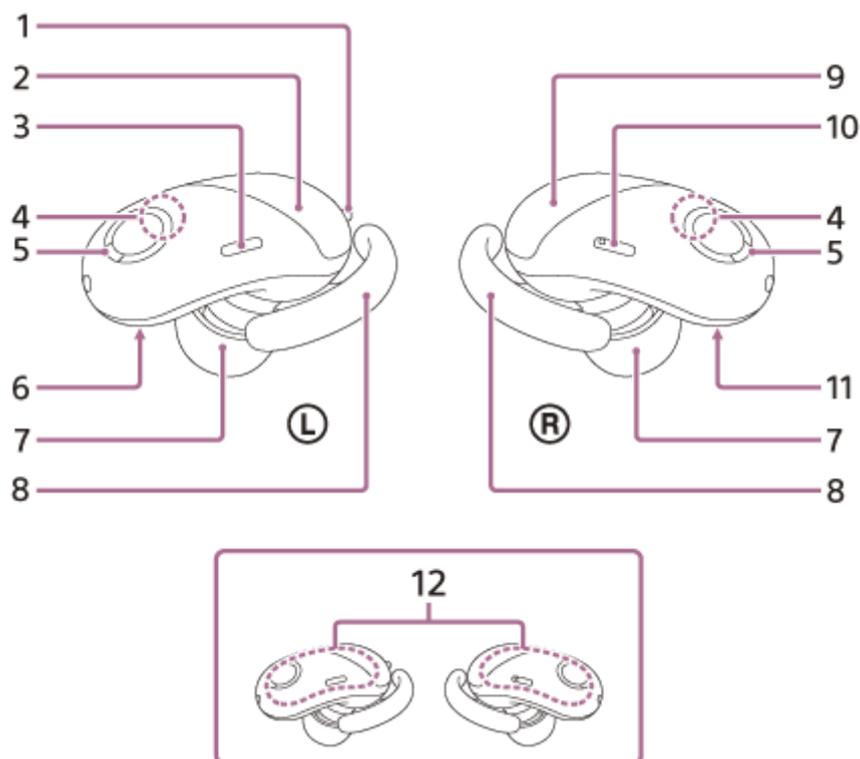


- The headset may freeze if water drops are left adhered to the headset in a cold place. Be sure to wipe off water drops after use. Otherwise, it can cause a malfunction.
- The headset may crack or deform, caused by long-term use. If there is any crack or deformation, stop using the headset or consult your nearest Sony dealer.



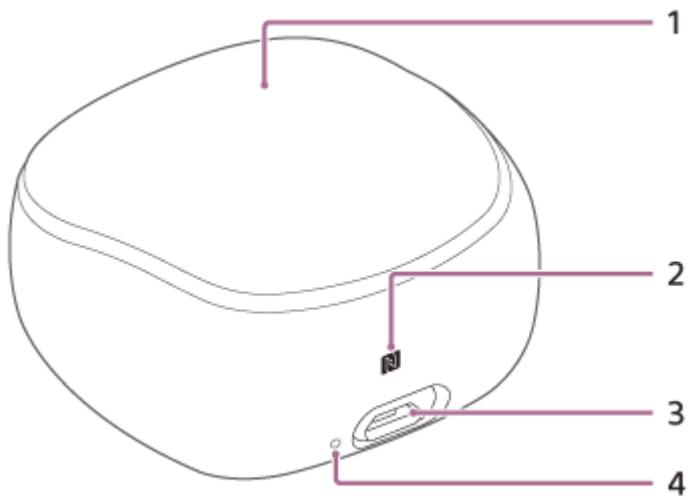
## Location and function of parts

### Headset



1. Tactile dot  
The left unit has a tactile dot.
2. Ⓛ left unit
3. ⏻ (power) button on the left unit
4. Microphone  
Picks up the sound of your voice (when talking on the phone) and noise (when using the noise canceling function).  
Use the microphone of the left unit when talking on the phone.
5. Indicator (blue/red)  
Lights up in red while charging.  
Lights up in red or blue to indicate the power or communication status of the headset.
6. L mark
7. Earbuds
8. Arc supporters
9. Ⓡ right unit
10. Button on the right unit
11. R mark
12. Built-in antenna  
A Bluetooth antenna is built into each unit of the headset.

### Charging case



1. Cover
2. N -mark
3. Micro-USB port  
Charges both the headset and the charging case by connecting a computer or USB AC adaptor (not supplied) to this port with the supplied micro-USB cable.
4. Charge indicator (red)  
Lights up in red while charging the case.

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#### Related Topic

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

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## About the indicator

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

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

### Turning on

● - ● (flashes two times)

### Turning off

 (lights for about two seconds)

### Bluetooth status indication

The indicator of the left unit lights up or flashes.

- Pairing mode



- Not connected

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

- Connection process completed

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

- Connected

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

The indicator turns off after 60 seconds. By operating a button, the indicator flashes again.

- Incoming call



### Remaining battery charge indication

- High



- Medium



- Low (needs to charge)



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

### Charging

#### Headset / Charging case

- While charging



Turns off after the charging is complete.

- Abnormal charging



## Other

- Initialization completed



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

### Hint

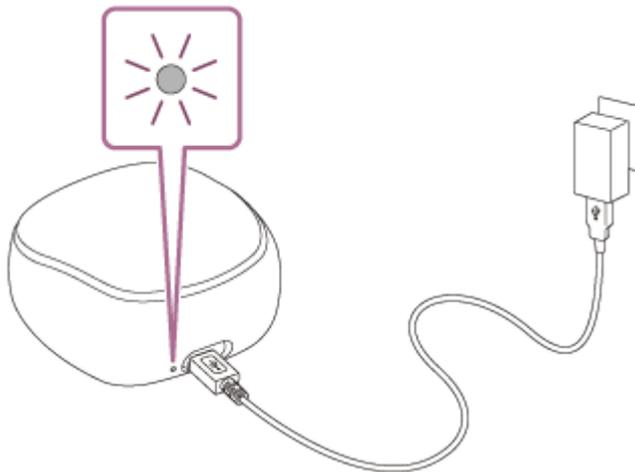
- When the remaining battery charge becomes low, the indicator turns from blue to red, except for pairing mode.

## Charging the headset

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

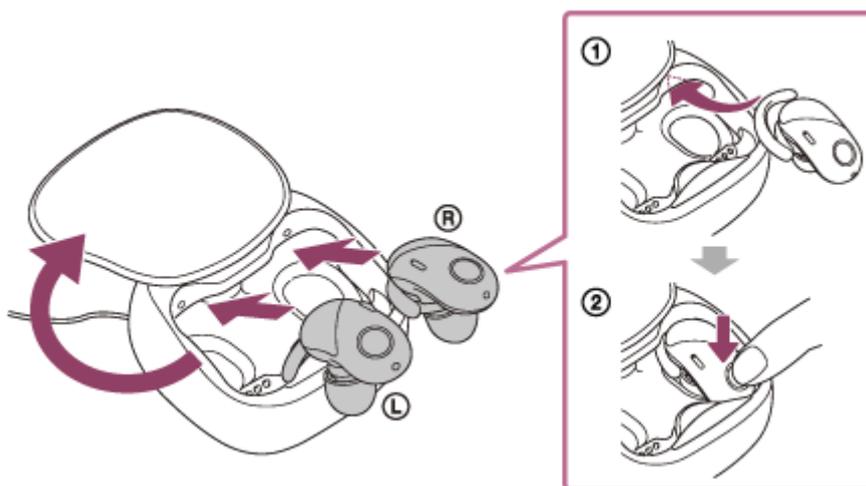
### 1 Connect the charging case and an AC outlet.

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



The indicator on the back side of the charging case lights up in red while charging. The indicator turns off after charging is complete.

### 2 Set the headset on the charging case.



Set the headset in the order of ① and ②.

Insert the right unit and left unit until they click and make sure that the units are locked in the charging case.

Both the headset set and the charging case are charged simultaneously. The indicators both on the headset and the charging case (back side) light up in red while charging.

The respective indicator turns off after charging is complete.

## About charging

The required times for full charging are as follow;

**The right/left unit:** about 1.5 hours

**The charging case:** about 3 hours

## Charging the headset when you are outside

A rechargeable battery is built into the charging case. If you charge the charging case in advance, you can charge the headset with it when you are outside where there is no power supply. If the charging case is charged fully, you can charge the headset about 2 times.

### Notes on charging the headset when you are outside

- If the remaining battery charge of the charging case is too low, you cannot charge the headset. In this case, the indicator (red) of the headset flashes and turns off quickly, and then the headset turns off when you set the headset on the charging case. To turn on the headset, remove it from the charging case and then press and hold the buttons both on the right and left unit for about 2 seconds until the indicator (blue) flashes.
- If the indicator (red) does not light up/flash and the headset does not turn off even when you set the headset on the charging case, the remaining power of the rechargeable battery (which is built in the charging case) is empty. To turn off the headset, remove it from the charging case and then press and hold the button on the left unit for about 2 seconds until the indicator (blue) flashes. The left unit and right unit turn off.

### Hint

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

### Note

- Charging may not be successful depending on the USB AC adaptor.
- If not used for a long time, the duration of the rechargeable battery may be shortened. However, the battery life will improve after a few recharges.
- If you store the headset for a long time, charge the battery to its full capacity once every 6 months to avoid over-discharge.
- If the headset is not used for a long time, it may take longer to charge the battery.
- If the computer enters into hibernation mode while connected to the headset, charging will not be completed properly. Check the setting of the computer before charging. The indicator (red) will go off automatically if the computer enters into hibernation mode. In this case, charge the headset again.
- If the headset or charging case detects a problem while charging due to following causes, the indicator (red) may turn off or flash although charging is not complete. In this case, charge again within the charging temperature range. If the problem persists, consult your nearest Sony dealer.
  - Ambient temperature exceeds the charging temperature range of 5 °C – 35 °C (41 °F - 95 °F)
  - There is a problem with the battery.

It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.

- If the headset is not used for a long time, the indicator (red) may not light up when you connect the micro-USB cable to charge the headset. Wait for a specified amount of time until the indicator (red) lights up.
- If the life of the built-in rechargeable battery drops significantly, the battery should be replaced. Consult your nearest Sony dealer for replacement of the rechargeable battery.
- Avoid exposure to temperature extremes, direct sunlight, moisture, sand, dust or electrical shock. Never leave the headset in a parked car.
- When connecting to a computer, use the supplied micro-USB cable only, and be sure to connect them directly. Charging will not be completed properly by an indirect connection, such as via a USB hub.

## Available operating time

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

Bluetooth connection

### Music Playback time

Codec	Noise canceling function/Ambient Sound Mode	Available operating time
AAC	Noise canceling function: ON	Max. 3 hours
	Ambient Sound Mode: ON	Max. 3 hours
	OFF	Max. 3 hours
SBC	Noise canceling function: ON	Max. 2 hours
	Ambient Sound Mode: ON	Max. 2 hours
	OFF	Max. 2.5 hours

- About 70 minutes of music playback is possible after 15 minutes charging.

**Communication time:** Max. 3.5 hours

### Standby time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 8 hours
Ambient Sound Mode: ON	Max. 8 hours
OFF	Max. 35 hours

#### Hint

- By using the "Sony | Headphones Connect" app, you can check which codec is used for a connection.

#### Note

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

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### Related Topic

- [Supported codecs](#)
- [What you can do with "Sony | Headphones Connect" app](#)



## Checking the remaining battery charge

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

The indicator (red) flashes when the connection between the left unit and the right unit is established.

You also hear voice guidance of the remaining battery charge.

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

Flashes 3 times ● - - ● - - ●: High "Battery level high"

Flashes 2 times ● - - ●: Medium "Battery level medium"

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

### When the battery is almost empty

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

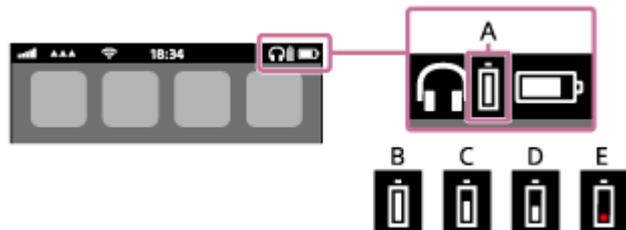
### When you are using an iPhone or iPod touch

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

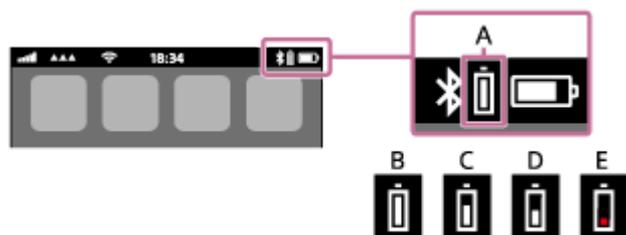
#### Usable devices

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

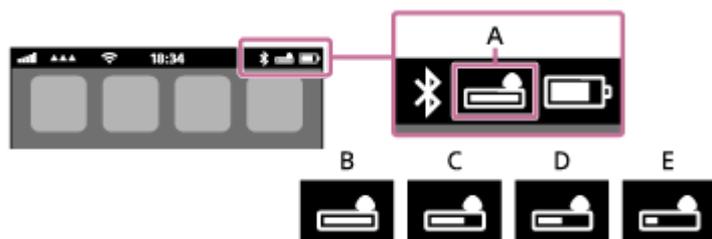
#### iOS 10.2 or later



#### iOS 7.0 or later



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



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

**B:** 100% to 70%

**C:** 70% to 50%

**D:** 50% to 20%

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

### Hint

- You can also check the remaining battery charge with the “Sony | Headphones Connect” app. Android smartphones and iPhone/iPod touch support this app.

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### Related Topic

- [What you can do with "Sony | Headphones Connect" app](#)

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## System requirements for battery charge using USB

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### USB AC adaptor

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

### Personal Computer

(As of December 2017)

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

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

(when using Windows®)

Windows® 10 Home / Windows® 10 Pro

Windows® 8.1 / Windows® 8.1 Pro

Windows® 8 / Windows® 8 Pro

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

(when using Mac)

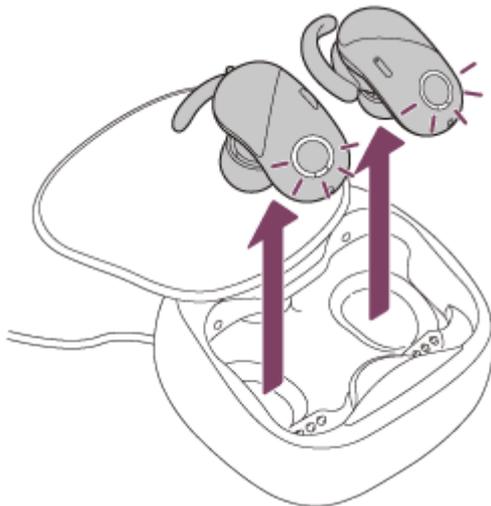
Mac OS X (version 10.9 or later)

Design and specifications are subject to change without notice.

## Turning on the headset

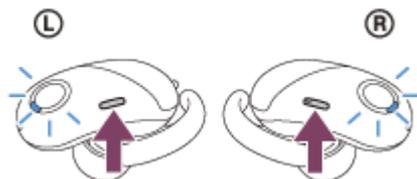
### Removing the headset from the charging case

The headset turns on automatically and the indicator (blue) flashes.



### Pressing and holding the buttons of the headset

You can turn on the headset by operating the buttons of the headset when the headset is not set on the charging case.



Press and hold the  button on the left and the button on the right unit for about 2 seconds until the indicators (blue) start flashing.

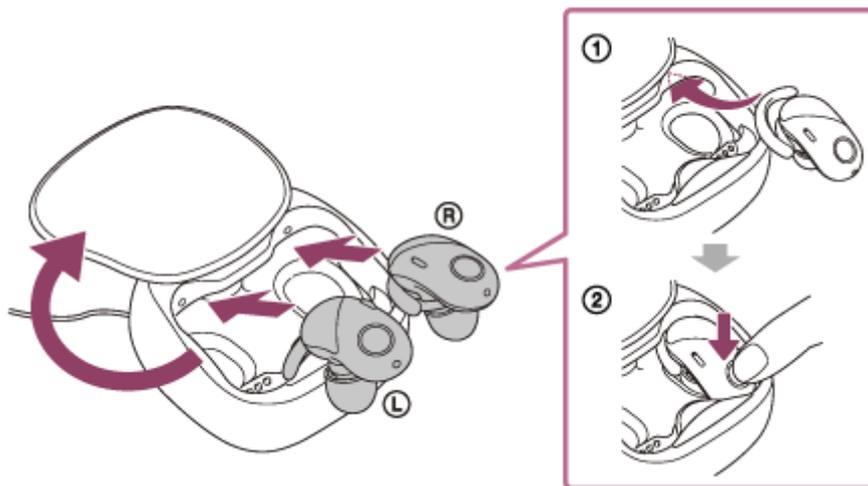
The noise canceling function turns on automatically and the connection between the left unit and the right unit is established automatically.

The headset goes into pairing mode when turning on the headset for the first time after purchase.

## Turning off the headset

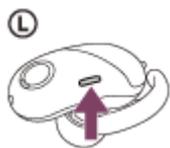
### Setting the headset into the charging case

The headset turns off automatically, then the indicator (red) lights up and charging starts. Set the headset in the order of ① and ② shown in the illustration.



### Pressing and holding the button of the headset

You can turn off the headset by operating the button of the headset when the headset is not set on the charging case.



Press and hold the  button on the left unit for about 2 seconds until the indicator (blue) flashes. The left unit and right unit turn off.

#### Note

- If the  button on the  left unit is set as the Google Assistant button, the headset cannot be turned off by using the  button. Set the headset into the charging case to turn it off.
- If the  button on the  left unit is set as the Amazon Alexa button, the headset cannot be turned off by using the  button. Set the headset into the charging case to turn it off.

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## How to make a wireless connection to Bluetooth devices

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

### Device registration (pairing)

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

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

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

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

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

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

By touching the headset with a smartphone, the headset pairs and makes a Bluetooth connection.

### Compatible smartphones

NFC-compatible smartphones installed with Android™ 4.1 or later

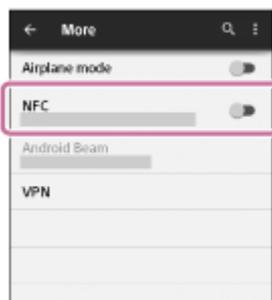
### NFC

NFC (Near Field Communication) is a technology enabling short-range wireless communication between various devices, such as smartphones and IC tags. Thanks to the NFC function, data communication — for example, Bluetooth pairing — can be achieved easily by simply touching NFC-compatible devices together (i.e., at the N-Mark symbol or location designated on each device).

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

2 **Select [Setting] — [More].**

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



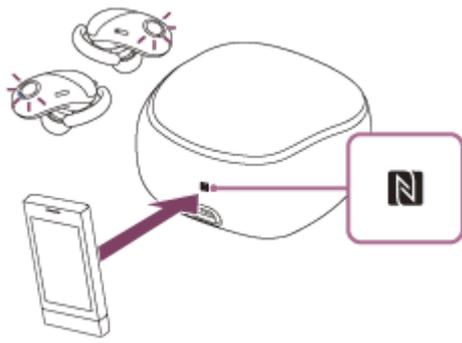
\* The above procedure is an example. For details, refer to the operating instructions supplied with your Android smartphone.

4 **Remove the right and left units from the charging case.**

The headset will turn on automatically.

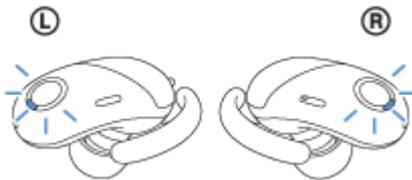
5 **Touch the smartphone with the back side of the charging case.**

- Touch the smartphone on the N-Mark at the back side of the charging case. Keep touching the smartphone with the charging case until the smartphone reacts.
- Refer to the operating instructions of the smartphone for the designated location to be touched on the smartphone.



Follow the on-screen instructions to complete the pairing and connection.

When the headset is connected with the smartphone, the indicator (blue) starts flashing slowly. You hear voice guidance “BLUETOOTH connected”.



- To disconnect, touch the smartphone again.
- To connect a paired smartphone, perform step 5.
- Unlock the screen of the smartphone if it is locked.

#### Hint

- The above procedure is an example. For details, refer to the operating instructions supplied with your Android smartphone.
- If you cannot connect the headset, try the following.
  - Unlock the screen of the smartphone if it is locked, and move the smartphone slowly over the N-Mark.
  - If the smartphone is in a case, remove the case.
- If you touch an NFC-compatible smartphone with the back side of the charging case, the smartphone terminates Bluetooth connection with any current device, and connects to the headset (One-touch connection switching).
- When the power of the headset is off, you cannot turn on the headset with one-touch connection (NFC) to connect the headset with the smartphone. To turn the headset on, press and hold the  button on the left and the button on the right unit for about 2 seconds until the indicator (blue) flashes.

#### Related Topic

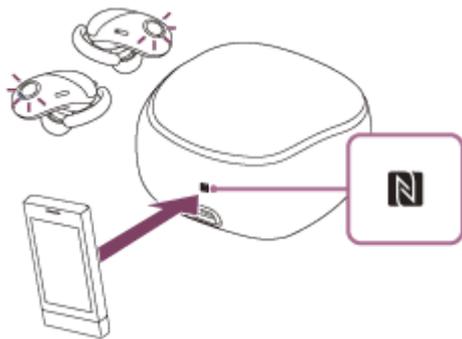
- [How to make a wireless connection to Bluetooth devices](#)
- [Disconnecting the smartphone by one touch \(NFC\)](#)
- [Switching the device by one touch \(NFC\)](#)
- [Listening to music from a device via Bluetooth connection](#)

## Disconnecting the smartphone by one touch (NFC)

You can disconnect the headset from the connected smartphone by touching the back side of the charging case with the smartphone.

- 1** Unlock the screen of the smartphone if it is locked.
- 2** Touch the back side of the charging case with the smartphone.

Touch the N-Mark on the back side of the charging case with the smartphone. You hear voice guidance "BLUETOOTH disconnected".



### Note

- After the headset is disconnected from the smartphone, if no operation is performed for about 5 minutes, the headset turns off automatically. To turn off the headset before that, press and hold the  button on the  left unit for about 2 seconds. You hear voice guidance "Power off", the indicator (blue) goes off, then the headset turns off.
  - If the  button on the  left unit is set as the Google Assistant button, the headset cannot be turned off by using the  button. Set the headset into the charging case to turn it off.
  - If the  button on the  left unit is set as the Amazon Alexa button, the headset cannot be turned off by using the  button. Set the headset into the charging case to turn it off.

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## Switching the device by one touch (NFC)

---

- If you touch the back side of the charging case with an NFC-compatible smartphone while the headset is currently connected to another BLUETOOTH device, you can switch the connection of the headset to the smartphone (One-touch connection switching). However, if you are talking on a Bluetooth mobile phone connected to the headset, you cannot switch the Bluetooth connection by one touch.
- When the headset is connected with an NFC-compatible smartphone, if you touch the smartphone on another NFC-compatible Bluetooth headset or Bluetooth speaker, the smartphone disconnects from the headset, and connects to the Bluetooth device it touched.

### Note

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

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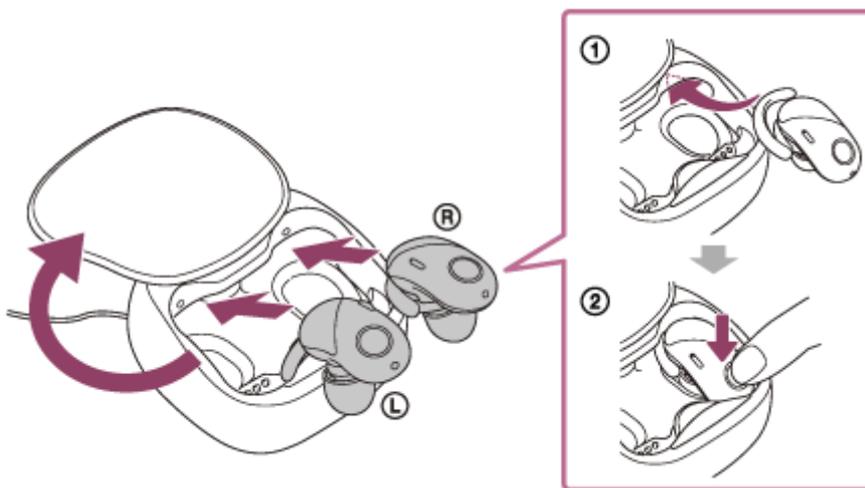
## Pairing and connecting with an Android smartphone

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

Before you start the pairing operation, make sure that:

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

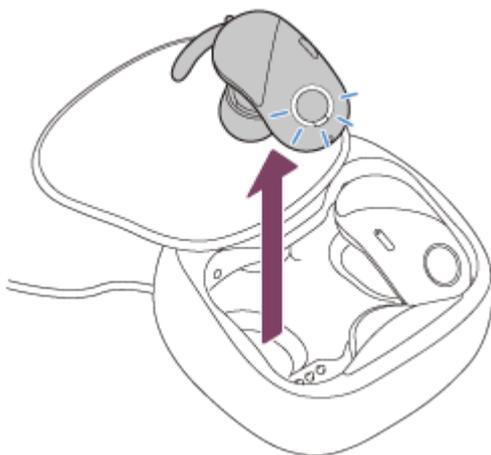
### 1 Set the headset on the charging case.



Set the headset in the order of ① and ② shown in the illustration.

Insert the right unit and left unit until they click and make sure that the units are locked in the charging case.

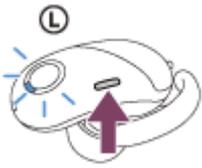
### 2 Remove the left unit from the charging case to turn on the unit.



Do not remove the right unit from the charging case.

The left unit turns on automatically. Make sure that the indicator (blue) flashes.

### 3 Press and hold the button on the left unit for about 7 seconds until the indicator flashes blue and red alternately.



The headset goes into pairing mode.

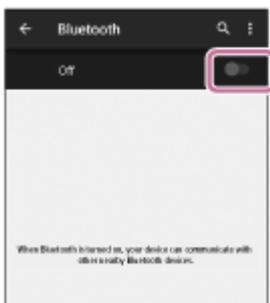
**4** Unlock the screen of the Android smartphone if it is locked.

**5** Search for this headset on the smartphone.

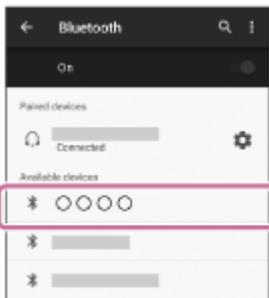
1. Select [Setting] — [Bluetooth].



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



**6** Touch [WF-SP700N].



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

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

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

If [WF-SP700N] does not appear on the display, try again from step 3.

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

**7** Remove the right unit from the charging case to turn on the unit.

The connection between the left unit and right unit is established automatically.

## Hint

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

## Note

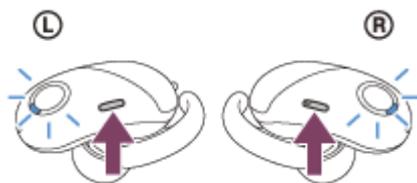
- If pairing is not established within about 5 minutes, pairing mode will be canceled and the headset will turn off. In this case, start over from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized, all pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one paired device at a time.

## Connecting to a paired Android smartphone

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

**2** Turn on the headset.

Press and hold the  button on the left and the button on the right unit for about 2 seconds. The headset will turn on automatically, even when you remove the right and left units from the charging case.



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



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

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

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

1. Select [Setting] — [Bluetooth].

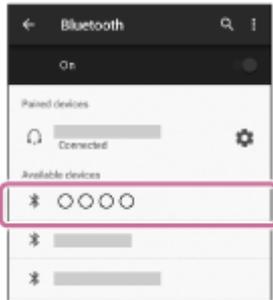


2. Touch [  ] next to [Bluetooth] to turn on the Bluetooth function.



**4 Touch [WF-SP700N].**

You will hear a voice guidance "BLUETOOTH connected".



**Hint**

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

**Note**

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your smartphone to the headset, deactivate pairing on your smartphone and perform pairing again. For details, refer to the operating instructions supplied with your smartphone.

**Related Topic**

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

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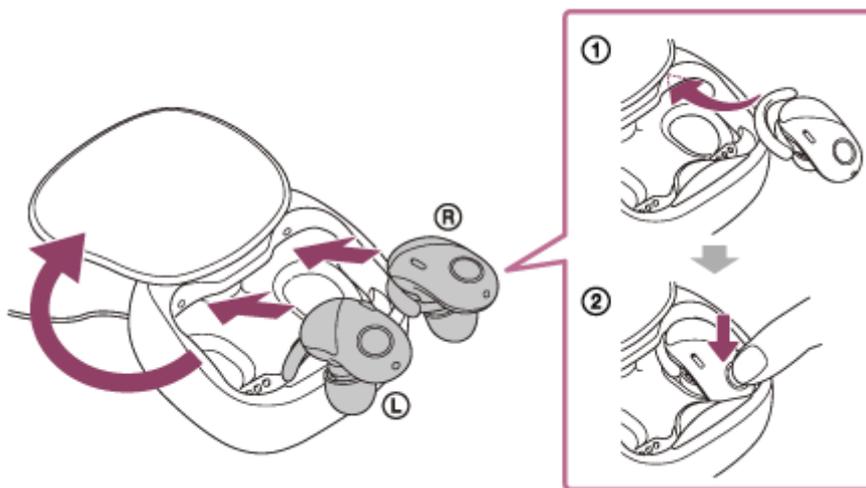
## Pairing and connecting with an iPhone

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

Before you start the pairing operation, make sure that:

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

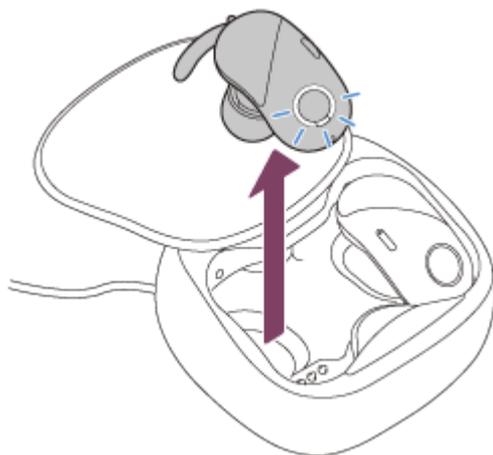
### 1 Set the headset on the charging case.



Set the headset in the order of ① and ② shown in the illustration.

Insert the right unit and left unit until they click and make sure that the units are locked in the charging case.

### 2 Remove the left unit from the charging case to turn on the unit.



Do not remove the right unit from the charging case.

The left unit turns on automatically. Make sure that the indicator (blue) flashes.

### 3 Press and hold the button on the left unit for about 7 seconds until the indicator flashes blue and red alternately.



## Hint

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

## Note

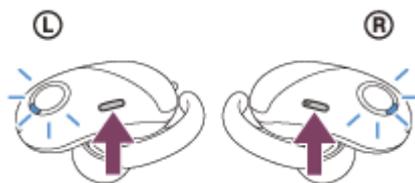
- If pairing is not established within about 5 minutes, pairing mode will be canceled and the headset will turn off. In this case, start over from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the paired device with the oldest connection time is replaced by the new one.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.  
All pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.
  - If the pairing information was deleted by initializing the headset, etc., delete the pairing information for the headset from your iPhone, and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one paired device at a time.

## Connecting to a paired iPhone

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

**2** Turn on the headset.

Press and hold the  button on the left and the button on the right unit for about 2 seconds. The headset will turn on automatically, even when you remove the right and left units from the charging case.



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



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

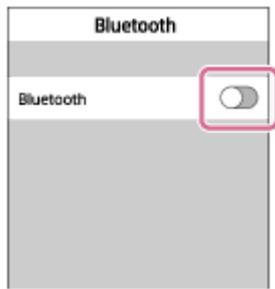
Check the connection status on the iPhone. If it is not connected, proceed to step 3.

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

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



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



#### 4 Touch [WF-SP700N].

You will hear a voice guidance "BLUETOOTH connected".



#### Hint

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

#### Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In this case, deactivate the Bluetooth function on the Bluetooth device or turn off the power.
- If you cannot connect your iPhone to the headset, deactivate pairing on your iPhone and perform pairing again. For details, refer to the operating instructions supplied with your iPhone.

#### Related Topic

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

## Disconnecting Bluetooth connection (after use)

---

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

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

- 2 Turn off the headset.**

You will hear a voice guidance "Power off".

### Hint

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

---

### Related Topic

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

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## Listening to music from a device via Bluetooth connection

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

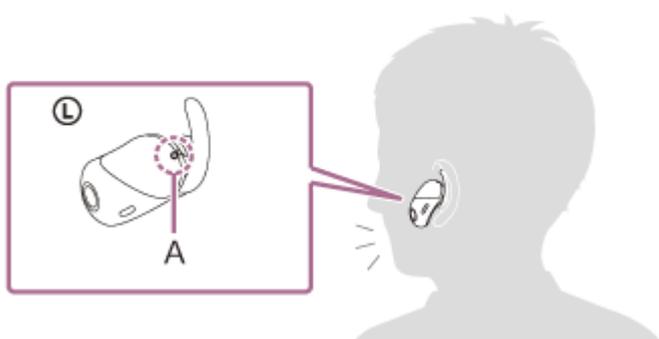
- A2DP (Advanced Audio Distribution Profile)  
You can enjoy high-quality music wirelessly.
- AVRCP (Audio Video Remote Control Profile)  
You can play back music, etc.

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

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

### 2 Wear the headset.

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



#### A: Tactile dot

Secure the arc supporter to your ear dent.



Adjust the headset position to fit your ears.

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

Adjust the volume on the Bluetooth device.

#### Hint

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

### Note

- For volume, control with the connected device. You may not be able to adjust the volume depending on the device. If you cannot control the volume with the connected device, install the “Sony | Headphones Connect” app on your smartphone to control the volume with the app.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

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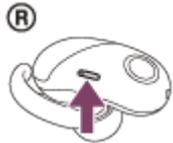
### Related Topic

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

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## Controlling the audio device (Bluetooth connection)

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



Press the button on the right unit.

- Press once during pause to start playback.
- Press once during playback to pause.
- Press twice to skip to the beginning of the next track. (● ●)
- Press three times to skip to the beginning of the previous track (or the current track during playback). (● ● ●)
- Press once and release, then press again and hold to fast-forward. (● [hold])
- Press twice and release, then press again and hold to fast-reverse. (● ● [hold])

### Note

- For volume, control with the connected device. You may not be able to adjust the volume depending on the device. If you cannot control the volume with the connected device, install the "Sony | Headphones Connect" app on your smartphone to control the volume with the app.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.
- The available functions may vary depending on the Bluetooth device. When you operate as illustrated above, it may operate differently or may not work at all.

## Disconnecting Bluetooth connection (after use)

---

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

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

- 2 Turn off the headset.**

You will hear a voice guidance "Power off".

### Hint

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

---

### Related Topic

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

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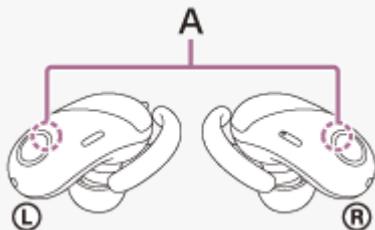
## What is noise canceling?

---

The noise canceling circuit actually senses outside noise with built-in microphones and sends an equal-but-opposite canceling signal to the headset.

### Note

- The noise canceling effect may not be pronounced in a very quiet environment, or some noise may be heard.
- Depending on how you wear the headset, the noise canceling effect may vary or a beeping sound (howling) may occur. In these cases, take off the headset and put it on again.
- The noise canceling function works primarily for noise in the low frequency band. Although noise is reduced, it is not canceled completely.
- When you use the headset in a train or a car, noise may occur depending on street conditions.
- Mobile phones may cause interference and noise. Should this occur, locate the headset further away from the mobile phone.
- Do not cover the microphones (A) of the headset with your hands. The noise canceling function or the Ambient Sound Mode may not work properly, or a beeping sound (howling) may occur. In these cases, take your hands off of the microphones of the headset.



A: Microphones

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### Related Topic

- [Using the noise canceling function](#)

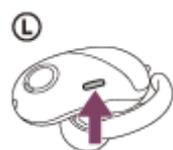
## Using the noise canceling function

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

### 1 Turn on the headset.

You hear the voice guidance “Power on”.  
The noise canceling function is turned on automatically when you turn on the headset.

### To turn off the noise canceling function



Press the  button on the left unit repeatedly. Each time you press the button, the function is switched as follows. Each time, You hear a voice guidance which informs you of the switching of the function.

The Ambient Sound Mode: ON



The noise canceling function/The Ambient Sound Mode: OFF



The noise canceling function: ON

#### Hint

- You can also turn on/off the noise canceling function with the “Sony | Headphones Connect” app.

#### Note

- If the  button on the  left unit is set as the Google Assistant button, the headset cannot do the followings by using the  button.
  - Switching the noise canceling function (You can also turn on/off the noise canceling function with the “Sony | Headphones Connect” app.)
  - Turning off the headset (Set the headset into the charging case to turn it off.)
- If the  button on the  left unit is set as the Amazon Alexa button, the headset cannot do the followings by using the  button.
  - Switching the noise canceling function (You can also turn on/off the noise canceling function with the “Sony | Headphones Connect” app.)
  - Turning off the headset (Set the headset into the charging case to turn it off.)
- If the earbuds are not the supplied ones, the effect of the noise canceling function will be insufficient.

- If the earbuds are not attached to your ears securely, the effect of the noise canceling function will be insufficient. Adjust the headset position to fit your ears.

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### Related Topic

- [About voice guidance](#)
- [What is noise canceling?](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)
- [What you can do with "Sony | Headphones Connect" app](#)

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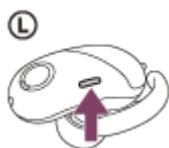
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## Listening to ambient sound during music playback (Ambient Sound Mode)

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

### To activate the Ambient Sound Mode

Press the  button on the left unit repeatedly while the noise canceling function is on.



### To change the setting of the Ambient Sound Mode

You can switch between Normal mode and Voice mode (settings of the Ambient Sound Mode) by connecting the smartphone (with the “Sony | Headphones Connect” app installed) and the headset via the Bluetooth function.

**Normal mode:** While enjoying music, you can hear the surrounding sound as if you were not wearing the headset.

**Voice mode:** While enjoying music, you can pick up the sound (such as announcements in the train) that you want to hear.

### To deactivate the Ambient Sound Mode

Press the  button on the left unit repeatedly until the noise canceling function is turned on or off. Each time you press the button, the function is switched as follows.

Each time, You hear a voice guidance which informs you of the switching of the function.

The Ambient Sound Mode: ON



The noise canceling function/The Ambient Sound Mode: OFF



The noise canceling function: ON

#### Hint

- Depending on the ambient condition and type/volume of the audio played back, ambient sound may not be heard even if you use the Ambient Sound Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sound, such as a road with car traffic.
- If the headset is not worn properly, the Ambient Sound Mode may not work correctly. Wear the headset properly.
- The setting of the Ambient Sound Mode changed with the “Sony | Headphones Connect” app is recorded in the headset. You can enjoy music with the recorded setting of the Ambient Sound Mode even when you connect the headset to other devices which do not have the “Sony | Headphones Connect” app installed.

#### Note

- When the Ambient Sound Mode is turned on, wind noise may increase depending on the surrounding environment. In this case, change the setting from Normal mode to Voice mode with the “Sony | Headphones Connect” application. If the wind noise is still large, turn off the Ambient Sound Mode.

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### Related Topic

- [About voice guidance](#)
- [Using the noise canceling function](#)
- [What you can do with "Sony | Headphones Connect" app](#)

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Wireless Noise Canceling Stereo Headset  
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## Using the Quick Sound Settings

[Quick Sound Settings] enables you to set the noise canceling function, ambient sound mode (Ambient Sound Control) and Equalizer setting easily.

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

**2 Wear the headset.**

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

Adjust the volume on the Bluetooth device.

**4 Turn on the Quick Sound Settings by pressing the  button on the left unit two times.**

You hear the voice guidance "Quick Sound Settings" (Quick sound setting turned on) .

When you turn on the quick sound setting, the Equalizer setting is switched to "Excited" and the ambient sound mode (Ambient Sound Control) is switched to the normal mode.

To turn off the Quick Sound Settings, press the  button on the left unit two times again. You will hear a voice guidance which informs you of the switching off and the Equalizer setting, then the noise canceling/ambient sound mode will return to the setting from before turning on the Quick Sound Settings.

### Hint

- You can switch and check the Quick Sound Settings setting with the "Sony | Headphones Connect" app.

Wireless Noise Canceling Stereo Headset  
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## About the sound quality mode

---

You can choose the sound quality mode of the playback via Bluetooth connection from the following two options. You can switch or check the sound quality mode with the “Sony | Headphones Connect” app.

Priority on sound quality: prioritizes the sound quality.

Priority on stable connection: prioritizes the stable connection (default).

- When using an AAC compatible device, use with the “Priority on sound quality” mode.
- If the connection is unstable, such as when producing only intermittent sound, select the “Priority on stable connection” mode.

### 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 the “Priority on stable connection” mode is selected.

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### Related Topic

- [What you can do with "Sony | Headphones Connect" app](#)

Wireless Noise Canceling Stereo Headset  
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## Supported codecs

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

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

- SBC

This is an abbreviation for Subband Codec.

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

All Bluetooth devices support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.

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

With the headset set to the “Priority on sound quality” mode, when music in one of the above codecs is transmitted from a connected device, the headset switches to that codec automatically and plays back the music in the same codec. However, depending on the device to be connected with the headset, you may need to set the device beforehand to listen to music in a different codec on the headset, even if the device supports a codec of higher sound quality than SBC. Refer to the operating instructions supplied with the device regarding setting the codec.

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### Related Topic

- [About the sound quality mode](#)

## Receiving a call

You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via a Bluetooth connection.

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

### Ring tone

When an incoming call arrives, a ring tone will be heard from the left unit of the headset, and the indicator (blue) flashes quickly.

You will hear either of following ring tones, depending on your smartphone or mobile phone.

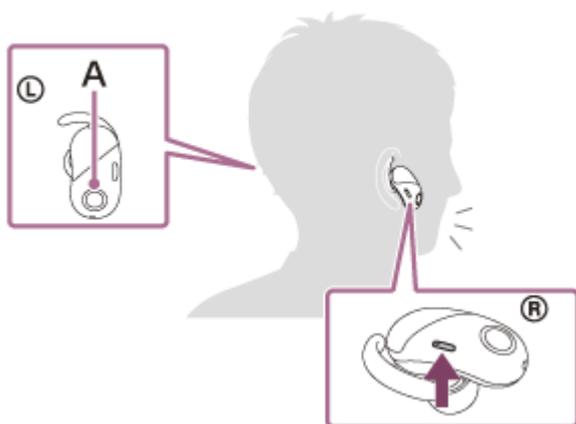
- Ring tone set on the headset
- Ring tone set on the smartphone or mobile phone
- Ring tone set on the smartphone or mobile phone only for a Bluetooth connection

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

#### 2 When you hear a ring tone, press the button on the right or left unit of the headset and receive the call.

A voice will be heard from the left unit of the headset.

When an incoming call arrives while you are listening to music, playback pauses and a ring tone will be heard from the headset.



#### A: Microphones

Use the microphone of the left unit (which suppresses noise when using the noise canceling function) for talking on the phone.

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

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

#### 3 Operate the smartphone or mobile phone to adjust the volume.

**4 To end the call, press the button on the right or left unit.**

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

**Hint**

- Some smartphones or mobile phones by default receive calls with the phone instead of the headset. With an HFP or HSP connection, switch the call device to the headset by holding the button of the right unit down for about 2 seconds or by using your smartphone or mobile phone.

**Note**

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

---

**Related Topic**

- [How to make a wireless connection to Bluetooth devices](#)
- [Making a call](#)
- [Functions for a phone call](#)
- [What you can do with "Sony | Headphones Connect" app](#)

Wireless Noise Canceling Stereo Headset  
WF-SP700N

## Making a call

You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via a Bluetooth connection.

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

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

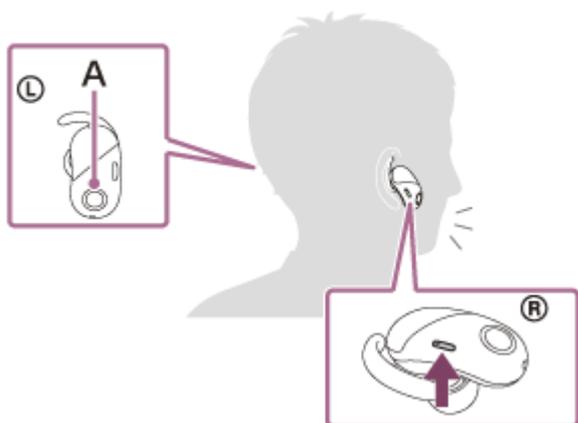
### 2 Operate your smartphone or mobile phone to make a call.

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

If you make a call while you are listening to music, playback pauses.

If no dial tone is heard via the headset, switch the call device to the headset using your smartphone or mobile phone or by holding the button on the right unit down for about 2 seconds.

A voice will be heard from the left unit of the headset when talking on the phone.



**A:** Microphones

Use the microphone of the left unit (which suppresses noise when using the noise canceling function) for talking on the phone.

### 3 Operate the smartphone or mobile phone to adjust the volume.

### 4 To end the call, press the button on the right or left unit.

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

#### Note

- Use a smartphone or mobile phone at least 50 cm away from the headset. Noise may result if the headset and the smartphone or mobile phone are too close.

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## Related Topic

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

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## Functions for a phone call

---

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

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

#### During standby/music playback

- Press the button on the right unit for more than 2 seconds to start the voice dial function of the smartphone/mobile phone (\*), or activate the Google app of the Android device or Siri of the iPhone.

#### Outgoing call

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

#### Incoming call

- Press the button on the right or left unit once to answer a call.
- Press and hold the button on the right or left unit for about 2 seconds to reject a call.

#### During call

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

### Supported profile: HSP (Headset Profile)

#### Outgoing call

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

#### Incoming call

- Press the button on the right or left unit once to answer a call.

#### During call

- Press the button on the left or right unit once to finish a call. (\*)

\* Some devices may not support this function.

---

#### Related Topic

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

## Disconnecting Bluetooth connection (after use)

---

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

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

- 2 Turn off the headset.**

You will hear a voice guidance "Power off".

### Hint

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

---

### Related Topic

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

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## Using the Google Assistant

By using the Google Assistant feature that comes with the smartphone, you can speak to the headset's microphone to operate the smartphone or perform the search.

When you use the Google Assistant, you will hear the voice on the smartphone from the left unit only.

### Compatible smartphones

- Smartphones installed with Android 5.0 or later (The latest version of Google app is required.)

#### 1 Open the "Sony | Headphones Connect" app, and set the button on the left unit as the Google Assistant button.

When using the Google Assistant for the first time, open the Google Assistant app and tap the [Finish headphones setup] button on the Conversation View, and follow the on-screen instructions to complete initial settings for the Google Assistant.

For details on the "Sony | Headphones Connect" app, refer to the following URL.

[https://rd1.sony.net/help/mdr/hpc/h\\_zz/](https://rd1.sony.net/help/mdr/hpc/h_zz/)

#### 2 Press the button on the left unit to use the Google Assistant.

- Press and hold to input a voice command.
- Press once to read out the notification.
- Press twice to cancel the voice command.

For details on the Google Assistant, refer to the following website:

<https://assistant.google.com>

<https://g.co/headphones/help>

### Hint

- Check or update the software version of the headset with the "Sony | Headphones Connect" app.
- When the Google Assistant is not available for reasons such as not being connected to the network, a voice guidance "The Google Assistant is not connected" is heard.
- If you do not see the [Finish headphones setup] button on the Google Assistant app, please unpair the headphones from the Bluetooth settings of your smartphone and redo the pairing process.

### Note

- If the  button on the  left unit is set as the Google Assistant button in step 1, the noise canceling function cannot be switched and the headset cannot be turned off by using the  button. Set the headset into the charging case to turn it off.
- If the  button on the  left unit is set as the Google Assistant button in step 1, the Amazon Alexa function cannot be switched and the headset cannot be turned off by using the  button. Set the headset into the charging case to turn it off.
- The Google Assistant may not be used in some countries, regions, or languages.

## Using Amazon Alexa

By using Amazon Alexa feature that comes with the smartphone, you can speak to the headset to operate the smartphone or perform the search.

### Compatible smartphones

- Smartphones installed with Android 5.1 or later, or iOS 10.0 or later.
- Installation of the latest Amazon Alexa app is required.

- 1 Open the Amazon Alexa app.**
- 2 Open the "Sony | Headphones Connect" app, and set the  button on the  left unit as the Amazon Alexa button.**

For details of the "Sony | Headphones Connect" app, refer to the following URL.  
[https://rd1.sony.net/help/mdr/hpc/h\\_zz/](https://rd1.sony.net/help/mdr/hpc/h_zz/)
- 3 Press the  button on the  left unit to use the Amazon Alexa.**
  - Press to input a voice command.
  - Press once to cancel the voice command.
  - If there is no voice, it will be canceled.

For details of Amazon Alexa, refer to the following website:  
<https://www.amazon.com/b?node=16067214011>

### Hint

- Check or update the software version of the headset with the "Sony | Headphones Connect" app.
- When Amazon Alexa is not available for reasons such as not being connected to the network, a voice guidance "Either your mobile device isn't connected; or you need to open the Alexa App and try again" is heard.

### Note

- If the  button on the  left unit is set as the Amazon Alexa button in step 2, the noise canceling function cannot be switched and the headset cannot be turned off by using the  button. Set the headset into the charging case to turn it off.
- If the  button on the  left unit is set as the Amazon Alexa button in step 2, the Google Assistant function cannot be switched and the headset cannot be turned off by using the  button. Set the headset into the charging case to turn it off.
- Alexa is not available in all languages and countries/regions.  
See [www.amazon.com/alexa-availability](http://www.amazon.com/alexa-availability) for details.

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## Using the voice assist function (Google app)

By using the Google app feature that comes with the Android smartphone, you can speak to the headset's microphone to operate the Android smartphone.

When you use the Google app, you will hear the voice on the smartphone from the left unit only.

### 1 Set assistant and voice input settings on the Google app.

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

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

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

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

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

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

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

### 3 When the Android smartphone is in standby or playing music, press and hold the button on the right unit to activate the Google app.

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

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

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

After activating the Google app, when a certain time has passed without requests, the Google app will be deactivated.

#### Note

- If the  button on the  left unit is set as the Google Assistant button, the voice assist function (Google app) is not available.
- If the  button on the  left unit is set as the Amazon Alexa button, the voice assist function (Google app) is not available.
- The Google app cannot be activated when you say "Ok Google" through the headset's microphone even when the Android smartphone's [Ok Google] setting is on.

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## Using the voice assist function (Siri)

---

By using the Siri feature that comes with iPhone, you can speak to the headset's microphone to operate the iPhone. When you use Siri, you will hear the voice on the iPhone from the left unit only.

- 1 Turn Siri on.**

On iPhone, select [Settings] — [Siri] to turn Siri on.  
The operation above is an example. For details, refer to the operating instructions of the iPhone.  
Note: For details on Siri, refer to the operating instructions or support website of the iPhone.
- 2 Connect the headset to the iPhone via Bluetooth connection.**
- 3 When the iPhone is using the Bluetooth connection and in standby or playing music, press and hold the button on the right unit to activate Siri.**

Siri is activated and you will hear the start-up sound.
- 4 Make a request to Siri through the headset's microphone.**

For details on Siri, such as apps which work with Siri, refer to the operating instructions of the iPhone.
- 5 To continue to request, press the button on the right unit before Siri is deactivated.**

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

### Note

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

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## What you can do with "Sony | Headphones Connect" app

---

When you connect the smartphone (with the "Sony | Headphones Connect" app installed) and the headset via the Bluetooth function, you can do the following.

- Display the remaining battery life of the headset
- Display the Bluetooth connection codec
- Turn noise canceling on/off
- Set the Ambient Sound mode
- Select the Equalizer setting
- Switch the sound quality mode by setting the Bluetooth connection mode
- Set the Quick Sound Settings function
- Adjust volume
- Play music, pause, fast-reverse, fast-forward
- Check the connection status and the settings of the headset
- Check the software version of the headset
- Update the software of the headset
- Change the function of the  button on the  left unit

For details of the "Sony | Headphones Connect" app, refer to the following URL.

[https://rd1.sony.net/help/mdr/hpc/h\\_zz/](https://rd1.sony.net/help/mdr/hpc/h_zz/)

### Hint

- The operation of the "Sony | Headphones Connect" app depends on the audio device. The app specifications and screen design may be changed without prior notice.

---

### Related Topic

- [Installing "Sony | Headphones Connect" app](#)
- [Checking the remaining battery charge](#)
- [Using the noise canceling function](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)
- [About the sound quality mode](#)
- [Supported codecs](#)

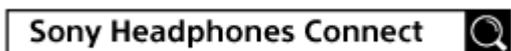
## Installing "Sony | Headphones Connect" app

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- 1 Download the "Sony | Headphones Connect" app from the Google Play store or App Store, and install the app on your smartphone.

For details of the "Sony | Headphones Connect" app, refer to the following URL.

[https://rd1.sony.net/help/mdr/hpc/h\\_zz/](https://rd1.sony.net/help/mdr/hpc/h_zz/)



- 2 After installing the app, launch the "Sony | Headphones Connect" app.
- 

### Related Topic

- [What you can do with "Sony | Headphones Connect" app](#)

## Precautions

---

### On Bluetooth communications

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

### Note on static electricity

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

### Others

- Do not place this headset in a place exposed to humidity, dust, soot or steam, or in a car or place subject to direct sunlight.
- Use of the Bluetooth device may not function on mobile phones, depending on radio wave conditions and location where the equipment is being used.
- High volume may affect your hearing.
- For traffic safety, do not use while driving or cycling.
- Do not use the headset in places where it would be dangerous if you are unable to hear ambient sound, such as at railroad crossings, train station platforms, and construction sites.
- Keep earbuds clean. To clean the earbuds, wash them with a mild detergent solution.
- Do not subject the headset to excessive shock.

- Clean the headset with a soft dry cloth.
- Do not expose the headset to water. Remember to follow the precautions below.
  - Be careful not to drop the headset into a sink or other container filled with water.
  - Do not use the headset in humid locations or bad weather, such as in the rain or snow.
- If you experience discomfort after using the headset, stop using the headset immediately.
- Install the earbuds firmly. If an earbud accidentally detaches and is left in your ear, it may cause injury.
- Since children may swallow small parts such as the headset and earbuds, store the headset in the charging case after use and keep it out of the reach of children.
- If you have any questions or problems concerning this headset that are not covered in this manual, please consult your nearest Sony dealer.

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## Customer support websites

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

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

For customers in European countries:

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

For customers in China:

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

For customers in other countries/regions:

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

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## What can I do to solve a problem?

---

If the headset does not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this Help Guide, and try any corrective actions listed.
- Charge the battery.  
You may be able to resolve some issues by charging the battery.
- Reset the headset.
- Initialize the headset.  
This operation resets the headset to the factory settings and deletes all pairing information.
  
- Look up information on the issue on the customer support website.

If the operations above do not work, consult your nearest Sony dealer.

---

### Related Topic

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

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## The headset is not turned on.

---

- Make sure the battery is charged enough to turn the headset on.
- 

### Related Topic

- [Checking the remaining battery charge](#)

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## **Charging cannot be done.**

---

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

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## Charging time is too long.

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

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## The charging case cannot be recognized by a computer

---

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

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

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

### Related Topic

- [Checking the remaining battery charge](#)

Wireless Noise Canceling Stereo Headset  
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## No sound

---

- Depending on the smartphone app (which requires HFP (Hands-free Profile)/HSP (Headset Profile)), you may hear a voice from the left unit only, but not from the right unit.
  - Check that the connected device and both the right and left units of the headset are turned on.
  - Check that the headset and the transmitting Bluetooth device are connected via Bluetooth A2DP.
  - Turn up the volume if it is too low.
  - Check that the connected device is playing back.
  - Pair the headset and the Bluetooth device again.
- 

### Related Topic

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

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## Low sound level

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- Adjust the volume on the connected device.  
Depending on the device, you may not be able to adjust the volume. In that case, install "Sony | Headphones Connect" app and adjust the volume on the app.
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### Related Topic

- [Installing "Sony | Headphones Connect" app](#)

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## Low sound quality

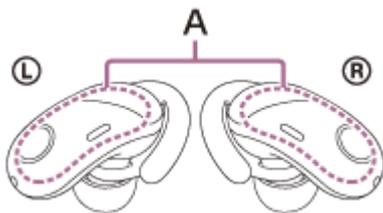
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- Turn down the volume if it is too loud.
- Keep the headset away from microwave ovens, Wi-Fi devices, etc.
- Bring the headset and the Bluetooth device closer together. Remove any obstacles between the headset and the Bluetooth device.
- Keep the headset away from a TV.
- Switch the Bluetooth connection to A2DP by operating the Bluetooth device when HFP or HSP is set.
- If you connect a device with a built-in radio or tuner to the headset, broadcasts may not be received, or sensitivity may be reduced. Move the headset away from the connected device and try again.
- If you have previously connected the headset to this Bluetooth device, only an HFP/HSP Bluetooth connection may be made when the headset is turned on. If this happens, use the Bluetooth device and make an A2DP Bluetooth connection.

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## Sound skips frequently.

- Set the headset to the “Priority on stable connection” mode. For details, refer to [“About the sound quality mode.”](#)
- Remove any obstacles between the antenna of the Bluetooth device to be connected and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



**A:** Location of the built-in antenna

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
  - When there is a human body between the headset and the Bluetooth device  
Put the Bluetooth device in the same direction as the antenna of the headset to improve the Bluetooth communications.
  - There is an obstacle, such as metal or a wall, between the headset and the Bluetooth device.
  - In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Because Bluetooth devices and Wi-Fi (IEEE802.11b/g/n) use the same frequency (2.4 GHz), microwave interference may occur resulting in noise or audio dropout or communications being disabled if this headset is used near a Wi-Fi device. In such a case, perform the following.
  - Use this headset at least 10 m (30 feet) away from the Wi-Fi device.
  - If this headset is used within 10 m (30 feet) of a Wi-Fi device, turn off the Wi-Fi device.
  - Use this headset and the Bluetooth device as near to each other as possible.
- If you are enjoying music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.
- Updating the smartphone OS to the latest version may improve the situation.
- Sound skipping may occur while searching for surrounding Bluetooth devices on the Bluetooth setting screen of the smartphone.  
Stop searching to improve the situation.

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## The noise canceling effect is not sufficient.

---

- Make sure that the noise canceling function is turned on.
  - Adjust the earpad position to fit your ears.
  - The noise canceling function is effective in low frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.
- 
- 

### Related Topic

- [What is noise canceling?](#)
- [Using the noise canceling function](#)

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## Pairing cannot be done.

---

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

### Related Topic

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

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

---

- Remove the headset from the charging case and make sure that the headset is turned on.
  - Keep the smartphone close to the N-mark on the back side of the charging case until the smartphone reacts. If it still does not react, move the smartphone left, right, back, and forth slowly.
  - Check that the NFC function of the smartphone is set to On.
  - If the smartphone is in a case, remove it.
  - NFC reception sensitivity varies depending on the smartphone. If the connection repeatedly fails, connect/disconnect by operating the smartphone.
  - You cannot make a one-touch connection (NFC) while charging the battery because the headset cannot be turned on. Finish charging first, and then make the one-touch connection (NFC).
- 
- 

### Related Topic

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

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## Unable to make a Bluetooth connection

---

- Check that the headset is turned on.
  - Check that the Bluetooth device is turned on and the Bluetooth function is on.
  - If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via the Bluetooth function. In that case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
  - The Bluetooth device is in sleep mode. Cancel the sleep mode.
  - The Bluetooth connection is terminated. Make the Bluetooth connection again.
  - In case that the pairing information for the headset has been deleted on the connected device, pair the headset with the device again.
- 

### Related Topic

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

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## **Distorted sound**

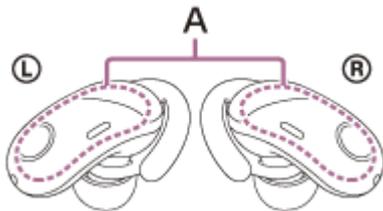
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- Keep the headset away from a microwave oven, Wi-Fi device, etc.

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

- Set the headset to the “Priority on stable connection” mode. For details, refer to “[About the sound quality mode.](#)”
- Remove any obstacles between the antenna of the Bluetooth device to be connected and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



**A:** Location of the built-in antenna

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
  - When there is a human body between the headset and the Bluetooth device  
Put the Bluetooth device in the same direction as the antenna of the headset to improve the Bluetooth communications.
  - There is an obstacle, such as metal or a wall, between the headset and the Bluetooth device.
  - In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Because Bluetooth devices and Wi-Fi (IEEE802.11b/g/n) use the same frequency (2.4 GHz), microwave interference may occur resulting in noise or audio dropout or communications being disabled if this headset is used near a Wi-Fi device. In such a case, perform the following.
  - Use this headset at least 10 m (30 feet) away from the Wi-Fi device.
  - If this headset is used within 10 m (30 feet) of a Wi-Fi device, turn off the Wi-Fi device.
  - Install this headset and the Bluetooth device as near to each other as possible.
- If you are enjoying music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.

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## The headset does not operate properly

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

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

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## Cannot hear a person on a call.

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- Check that both the headset and the connected device (i.e., smartphone) are turned on.
  - Turn up the volume of the connected device if it is too low.
  - Check the audio settings of the Bluetooth device to make sure the sound comes from the headset during a call.
  - Re-establish the connection using the Bluetooth device. Select HFP or HSP for the profile.
  - While listening to music with the headset, stop playback and press the button on the right or left unit to respond to an incoming call.
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### Related Topic

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

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## Low voice from callers

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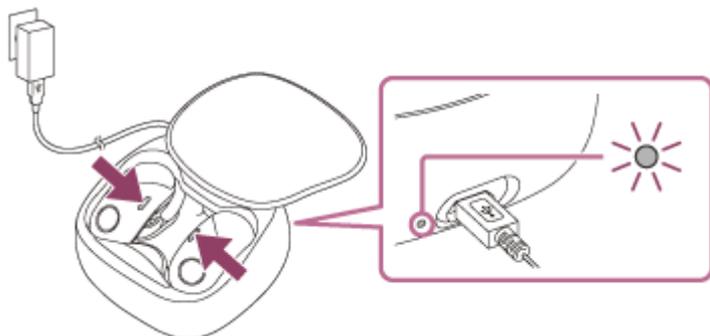
- Turn up the volume of the connected device.

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## Resetting the headset

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If the headset cannot be turned on, or if it cannot be operated even when it is turned on, reset the headset. During charging, press and hold both the L and R side buttons simultaneously for 7 seconds or more. The indicator (red) turns off once, then the headset is reset. Pairing information and other settings are not deleted by this operation.



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

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### Related Topic

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

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## Initializing the headset to restore factory settings

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Remove the headset from the charging case to turn off the headset by pressing and holding the  button on the left unit for more than 2 seconds. (Both the left unit and the right unit are turned off.) And then press and hold the button on the right unit and the button on the left unit simultaneously for more than 15 seconds.

The indicator (red) goes into the flashing state then the indicator (blue) flashes 4 times ( ● ● ● ● ), and the headset is reset to the factory settings. All pairing information is deleted. In this case, delete the pairing information of the headset from the Bluetooth device, and then pair them again.

If initialization is not completed correctly, such as when you release your finger from the button during initialization, the indicator (red) will remain lit.

In this case, place the headset into the charging case and perform the initializing operation again.

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