

Wireless Noise Canceling Stereo Headset
WF-SP800N



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

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/>

Getting started

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

[About the voice guidance](#)

Supplied accessories

- [Checking the package contents](#)
- [Replacing the earbuds](#)
- [Replacing the arc supporters](#)
- [When you have finished using the headset](#)

[On water resistant/dust proofing performance of the headset](#)

Parts and controls

- [Location and function of parts](#)

[About the indicator](#)

Wearing the headset

[Wearing the headset](#)

[Using only one unit of the headset](#)

[About the touch sensor](#)

Power/Charging

[Charging](#)

[Available operating time](#)

[Checking the remaining battery charge](#)

[Turning on the headset](#)

[Turning off the headset](#)

Making connections

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

Easy setup with app

[Connecting with the "Sony | Headphones Connect" app](#)

Android smartphone

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

[Connecting to a paired Android smartphone](#)

iPhone (iOS devices)

[Pairing and connecting with an iPhone](#)

[Connecting to a paired iPhone](#)

Computers

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

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

[Pairing and connecting with a computer \(Mac\)](#)

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

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

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

Other Bluetooth devices

[Pairing and connecting with a Bluetooth device](#)

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

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

Listening to music

Listening to music via a Bluetooth connection

- [Listening to music from a device via Bluetooth connection](#)
 - [Controlling the audio device \(Bluetooth connection\)](#)
 - [Disconnecting Bluetooth connection \(after use\)](#)
-

Noise canceling function

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

Listening to ambient sound

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

Sound quality mode

- [About the sound quality mode](#)
-

[Supported codecs](#)

Making phone calls

[Receiving a call](#)

[Making a call](#)

[Functions for a phone call](#)

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

Using the voice assist function

[Using the Google Assistant](#)

[Using Amazon Alexa](#)

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

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

Using the apps

[What you can do with the “Sony | Headphones Connect” app](#)

[Installing the “Sony | Headphones Connect” app](#)

[Accessing support information from the “Sony | Headphones Connect” app](#)

[Updating the headset software](#)

Important information

[Precautions](#)

[License notice](#)

[Trademarks](#)

[Customer support websites](#)

Troubleshooting

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

Power/Charging

- [Unable to turn on the headset.](#)
- [Charging cannot be done.](#)
- [Charging time is too long.](#)
- [Charging cannot be done even if the charging case is connected to a computer.](#)
- [The remaining battery charge of the headset is not displayed on the screen of smartphone.](#)

Sound

- [No sound](#)
- [Low sound level](#)
- [There is a difference in volume between the left and right units of the headset, insufficient low-frequency sound.](#)
- [Low sound quality](#)
- [Sound skips frequently.](#)
- [The effect of noise canceling is not sufficient.](#)

Bluetooth connection

- [Pairing cannot be done.](#)
- [Unable to make a Bluetooth connection.](#)
- [Distorted sound](#)
- [The headset does not operate properly.](#)
- [Cannot hear a person on a call.](#)

└ [Low voice from callers](#)

Resetting or initializing the headset

└ [Resetting the headset](#)

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

Wireless Noise Canceling Stereo Headset
WF-SP800N

What you can do with the Bluetooth function

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

| Listening to music

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



| Talking on the phone

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



About the voice guidance

In the factory setting, when the headset is worn on your ears, you will hear the English voice guidance via the headset. You can change the language of the voice guidance and turn on/off the voice guidance using “Sony | Headphones Connect” app. For more details, refer to the “Sony | Headphones Connect” app help guide.

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

You will hear a voice guidance in the following situations via the left and right units of the headset.

- When the headset is turned on: “Power on”
- When informing the remaining battery charge of the headset: “Battery about XX %” (The “XX” value indicates the approximate remaining charge. Use it as a rough estimate.) / “Battery fully charged”
- When the remaining battery charge of the headset is low: “Low battery, please recharge headset”
- When automatically turning off due to low battery of the headset: “Please recharge headset. Power off”

You will hear a voice guidance in the following situations via the left unit (or via the right unit when you are wearing only the right unit on your ear) of the headset.

- When powering off with the “Sony | Headphones Connect” app: “Power off”
- When entering pairing mode: “Bluetooth pairing”
- When establishing a Bluetooth connection: “Bluetooth connected”
- When disconnecting a Bluetooth connection: “Bluetooth disconnected”
- When turning on the noise canceling function: “Noise canceling”
- When turning on the Ambient Sound Mode: “Ambient sound”
- When turning off the noise canceling function and Ambient Sound Mode: “Ambient Sound Control off”

You will hear a voice guidance in the following situation via the unit to which the Google Assistant feature is assigned.

- When the Google Assistant is not available on the smartphone connected to the headset even if you operate the touch sensor on the unit to which the Google Assistant feature is assigned: “The Google Assistant is not connected”
- When the Google Assistant is not available during software update: “The Google assistant is not available during update. Please wait a moment until the update completes.”

You will hear a voice guidance in the following situation via the unit to which the Amazon Alexa feature is assigned.

- When Amazon Alexa is not available on the smartphone connected to the headset even if you operate the touch sensor on the unit to which the Amazon Alexa feature is assigned: “Either your mobile device isn’t connected; or you need to open the Alexa App and try again”

Note

- When the only one unit of the headset is worn on your ear, you will hear a voice guidance via the unit you are wearing.
- It takes about 20 minutes when you change the language of the voice guidance.
- When you initialize the headset to restore the factory settings after you change the language of the voice guidance, the language will also return to the factory setting.
- If the voice guidance is not heard after changing the voice guidance language or updating the software of the headset, set the headset into the charging case to turn it off, then remove the headset from the charging case to turn it on again.

Related Topic

- [Using only one unit of the headset](#)

5-013-129-11(3) Copyright 2020 Sony Corporation

Wireless Noise Canceling Stereo Headset
WF-SP800N

Checking the package contents

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

Numbers in () indicate the item amount.

Wireless Noise Canceling Stereo Headset

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



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

- M-sized earbuds come attached to the left and right units of the headset at the time of purchase.
The size of the earbuds can be determined based on the number of dotted lines inside the bottom of the earbuds.



SS size: 1 line

S size: 2 lines

M size: 3 lines

L size: 4 lines

LL size: 5 lines

Arc supporters (M/L 2 each)

- M-sized arc supporters come attached to the left and right units of the headset at the time of purchase.



Charging case (1)



Replacing the earbuds

For the proper sound quality and noise canceling function to be effective, select the earbuds that fit your ears the best. If the size of the earbuds does not match the size of the ear holes, or the earbuds are not properly worn, the noise canceling function and sound quality may be significantly affected.

When you feel the noise canceling function and low frequency sound are insufficient, change the earbuds to ones that feel more sealed.

When changing the earbuds, try the earbud sizes in order from the larger sizes to the smaller sizes.

The size of the left and right earbuds may be different.

Hybrid silicone rubber earbuds

The size of the earbuds can be determined based on the number of dotted lines inside the bottom of the earbuds.



SS size: 1 line

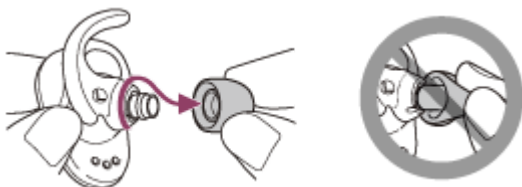
S size: 2 lines

M size: 3 lines

L size: 4 lines

LL size: 5 lines

1 Remove the earbud.



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

2 Attach the earbud.



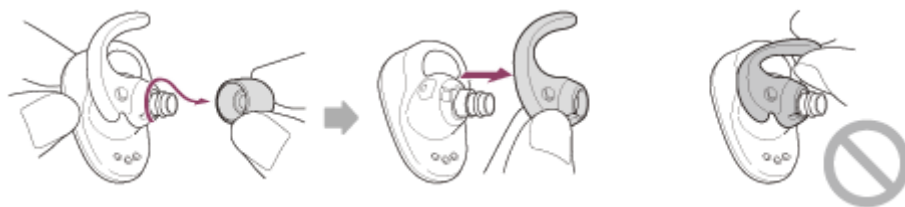
- Firmly insert the earbud all the way. Do not attach the earbud in a loose or skewed manner.

Replacing the arc supporters

M-sized arc supporters come attached to the left and right units of the headset at the time of purchase. If you feel the size of the arc supporters does not fit to your ears, change the arc supporters to another size to comfortably and snugly fit your left and right ears.



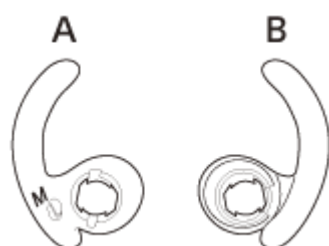
1 Remove the earbud, then remove the arc supporter.



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

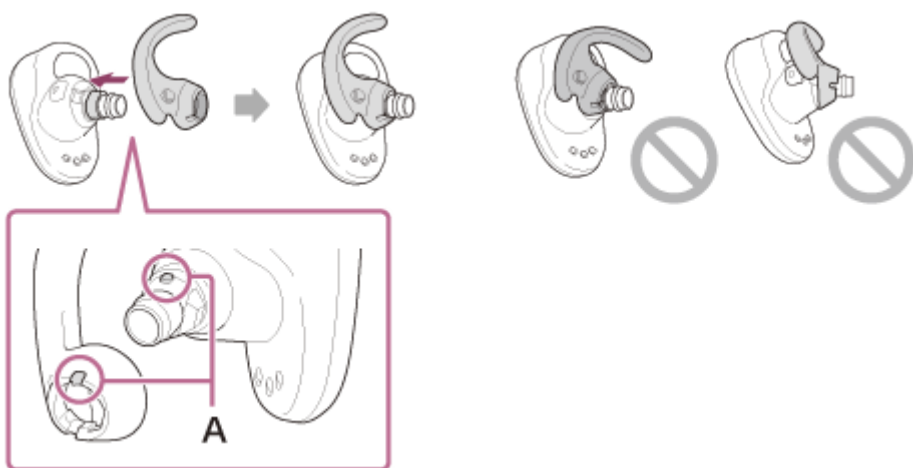
2 Attach the arc supporter.

Example: When attaching the left side arc supporter



A: front

B: backside



A: Align

- Align the protruding part of the headset with the recessed part of the arc supporter, and firmly insert the arc supporter all the way. Do not attach the arc supporter in a loose or skewed manner.

Wireless Noise Canceling Stereo Headset
WF-SP800N

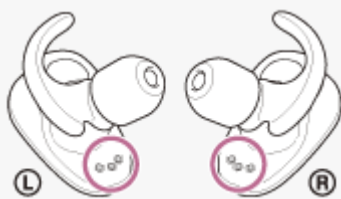
When you have finished using the headset

When you have finished using the headset, be sure to keep the headset in the charging case.
Close the lid of the charging case.



Note

- If perspiration or water is left on the charging port, it may impair the ability to charge the unit. Immediately wipe off any perspiration or water on the charging port after use.



On water resistant/dust proofing performance of the headset

On water resistant/dust proofing performance of the headset

- The charging case is not water resistant/dust proofing.
- The water resistant specifications of this headset are equivalent to IPX5 in IEC 60529 “Degrees of protection against ingress of water (IP Code)”, which specifies the degree of protection provided against the entry of water, and the dust proofing specifications of this unit are equivalent to IP5X in IEC 60529 “Degrees of protection against solid foreign objects (IP Code)”, which specifies the degree of protection provided against the entry of solid foreign objects. Unless the headset is used correctly, water or dust may get into the headset and cause fire, electrocution, or malfunctions. Note the following cautions carefully and use the headset correctly.
IPX5: The headset will maintain its operability even when exposed to direct jet streams of water from any direction (except for the sound conduits (sound output tubes) of the headset).
IP5X: The headset will maintain its safety and satisfactory operation in the event of an ingress of dust.
- The sound conduits (sound output tubes) of the headset are not completely watertight.

Liquids that the water resistant performance specifications apply to

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

The water resistant/dust proofing performance of the headset is based on measurements performed by Sony under the conditions described above. Note that malfunctions resulting from water immersion caused by customer misuse are not covered by the warranty.

To maintain water resistant/dust proofing performance

Carefully note the precautions below to ensure proper use of the headset.

- Do not splash water forcibly into the sound output holes.
- Do not drop the headset into water, and do not use underwater.
- Do not allow the headset to remain wet in a cold environment, as the water may freeze. To prevent malfunction, make sure to wipe off any water after use.
- Use a soft dry cloth to wipe off any water that gets on the headset. If water remains in the sound output holes, the sound may become muffled or completely inaudible. If this happens, remove the earbuds, position the sound output holes facing downward, and shake several times to get the water out.



- Turn the microphone hole downward and gently tap it about 5 times towards a dry cloth etc. If any water drops are left in the microphone hole, it may cause corrosion.

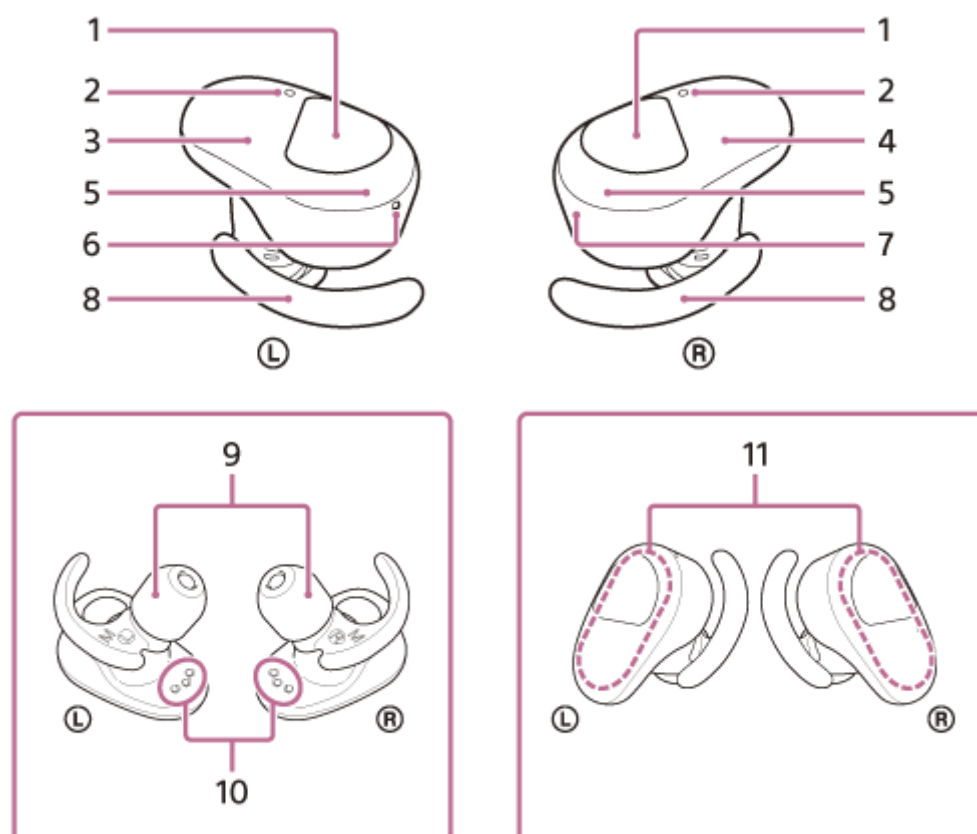


- If the headset is cracked or deformed, refrain from using the headset near water or contact your nearest Sony dealer.

5-013-129-11(3) Copyright 2020 Sony Corporation

Location and function of parts

Headset



1. Touch sensors (left, right)

Tap to operate the headset.

In the factory setting, in order to prevent the headset react incorrectly, the headset will not work even if you tap the touch sensor when the headset is not worn on your ears.

2. Microphones (left, right)

Pick up the sound of your voice (when talking on the phone) and noise (when using the noise canceling function).

3. Left unit of the headset

4. Right unit of the headset

5. Indicators (red/blue) (left, right)

Light up in red while charging.

Light up in red or blue to indicate the power or communication status of the headset.

In the factory setting, when the headset is worn on your ears, the indicators turn off.

6. (L) (left) mark and tactile dot

There is a tactile dot on the left unit of the headset.

7. (R) (right) mark

8. Arc supporters (left, right)

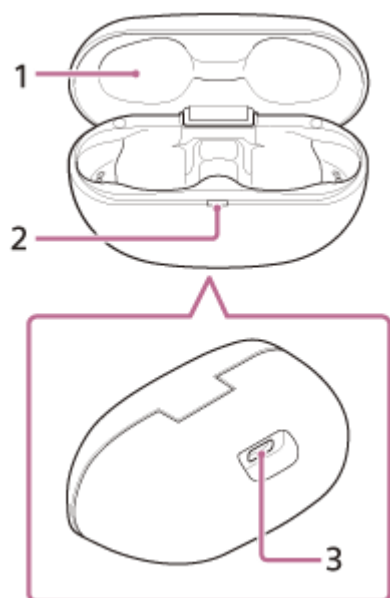
9. Earbuds (left, right)

10. Charging ports (left, right)

11. Built-in antennas (left, right)

A Bluetooth antenna is built into both the left and right units of the headset.

Charging case



1. Lid

2. Indicator (red)

Shows the charging state.

3. USB Type-C port

Connect the charging case to an AC outlet via a commercially available USB AC adaptor or to a computer with the supplied USB Type-C cable to simultaneously charge both the headset and the charging case.

Related Topic

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

About the indicator

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

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

Turning on

The headset turns on when it is removed from the charging case.

● - ● (flashes twice in blue)

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

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

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

Turning off

When the headset is not worn on your ears for about 5 minutes after being removed from the charging case, the headset turns off automatically.

■ (lights up in blue for about 2 seconds)

When the remaining battery charge is low (headset/charging case)

- When the remaining battery charge of the headset is low

When the remaining battery charge of the headset is 20% or lower, the indicator (red) lights successively as follows.

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

- When the remaining battery charge of the charging case becomes low

When you close the lid of the charging case, if the remaining battery charge of the charging case is 30% or lower, the indicator (red) on the charging case lights as follows.

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

Charging (indicated by the indicator of the charging case)

You can check the charging state with the indicator (red) on the charging case.

- While charging the headset / While charging the charging case

■ (lights up in red)

When the headset is placed in the charging case and is being charged, the indicator (red) on the charging case lights up. The indicator (red) of the charging case turns off after charging of the headset is complete.

When charging the headset and charging case by connecting the charging case to an AC outlet, the indicator (red) on the charging case turns off after both charging of the headset and charging case are completed.

- Abnormal temperature

● ● - - ● ● - - (repeatedly flashes twice in red)

- Abnormal charging

■ - - ■ - - (repeatedly flashes slowly in red)

Bluetooth function

In the factory setting, when you put the headset on your ears, the indicator turns off. If you disable the wearing detection automatic power off function on the “Sony | Headphones Connect” app, the indicator will not turn off even when the headset is worn.

- Device registration (pairing) mode
● ● -- ● ● -- (repeatedly flashes twice in blue)
- Not connected
● -- ● -- ● -- ● -- (repeatedly flashes in blue at about 1-second intervals)
- Connection process completed
● ● ● ● ● ● ● ● (repeatedly flashes quickly in blue for about 5 seconds)
- Connected
● ----- ● ----- (repeatedly flashes in blue at about 5-second intervals)
- Incoming call
● ● ● ● ● ● ● ● (repeatedly flashes quickly in blue)

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

Other

- Updating software
■■■■ -- ■■■■ -- (repeatedly flashes slowly in blue)
 - Initialization completed
● ● ● ● (flashes 4 times in blue)
- For details, see [“Initializing the headset to restore factory settings”](#).

Hint

- In the factory setting, when you put the headset on your ears, the indicators turn off. When the headset is worn, you can check various statuses of the headset by the voice guidance.

Related Topic

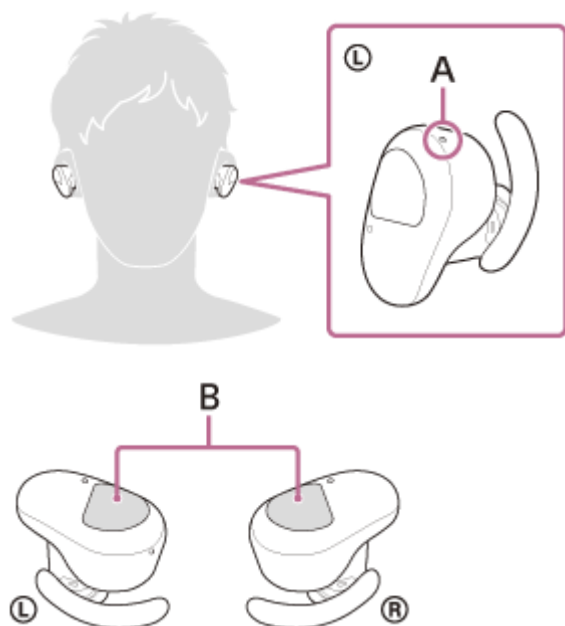
- [Checking the remaining battery charge](#)
- [What you can do with the “Sony | Headphones Connect” app](#)
- [About the voice guidance](#)
- [Initializing the headset to restore factory settings](#)

Wearing the headset

1 Insert the headset units into both ears.

Put the unit with the **Ⓐ** (left) mark on your left ear and the unit with the **Ⓑ** (right) mark on your right ear. The left unit has a tactile dot.

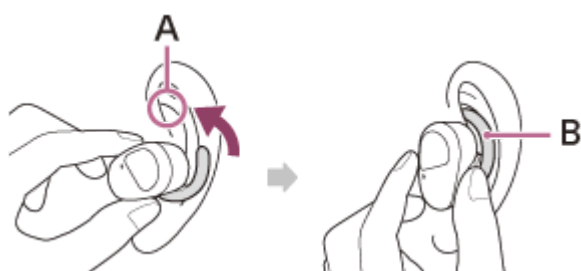
Be careful not to come in contact with the touch sensor when you put the headset on your ears.



A: Tactile dot

B: Touch sensors (left, right)

2 Twist the headset to secure the arc supporter to your ear grooves.

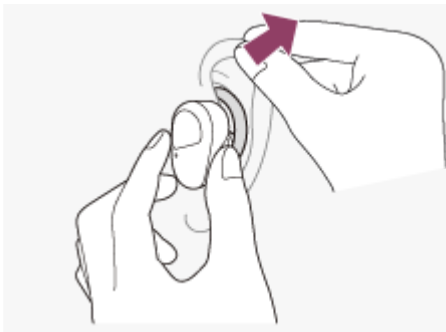


A: Ear grooves

B: Arc supporter

Hint

- The earbud will be easier to slide deep into your ear if you pull up on the top of the ear lightly while twisting the headset.



If you feel the arc supporters are too small

M-sized arc supporters come attached to the left and right units of the headset at the time of purchase. When the headset is worn following the procedures described above and you feel the arc supporters are too small, replace them with the size L arc supporters.

For the proper sound quality and noise canceling function to be effective

If the size of the earbuds does not match the size of the ear holes, or the earbuds are not properly worn, the noise canceling function and sound quality may be significantly affected.

When you feel the noise canceling function and low frequency sound are insufficient, change the earbuds to ones that feel more sealed.

When changing the earbuds, try the earbud sizes in order from the larger sizes to the smaller sizes.

The size of the left and right earbuds may be different.

When attaching and removing the headset

In the factory setting, the built-in sensors detect when the headset is attached to or removed from your ears, enabling the headset to pause or resume music playback, as well as control the touch sensors, indicators, and voice guidance.

When the headset is worn

- The indicators of the headset turn off.
- You can use the touch sensors to play music, make and receive calls, etc.
- You will hear a voice guidance corresponding to the operation and status.

When the headset is removed

- When you listen to music while the headset is worn on both ears, the headset will pause music playback if one unit of the headset is removed. When the unit is worn again, the headset resumes music playback.
- When the headset is not worn in your ears for about 5 minutes after being removed from the charging case, the headset turns off automatically to save the battery. Turn the headset on by tapping the touch sensor or by putting the headset on your ears.
- In order to prevent the headset from reacting incorrectly, music playback, making and receiving calls, and other operations cannot be performed when not wearing the headset on your ears, even if you tap the touch sensor.

Hint

- You can also play music, make and receive calls, etc. when only one unit of the headset is worn on your ear.
- By using the “Sony | Headphones Connect” app, you can change the setting of automatically pausing and resuming the music playback, or automatically turning off the headset.

Related Topic

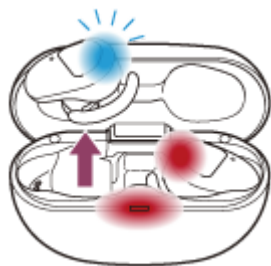
- [Replacing the earbuds](#)
- [Replacing the arc supporters](#)

- Using only one unit of the headset
- What you can do with the “Sony | Headphones Connect” app

5-013-129-11(3) Copyright 2020 Sony Corporation

Using only one unit of the headset

You can remove one unit from the charging case and use it by itself.
In this case, only the unit that has been removed from the charging case will turn on.



When you put on the other unit of the headset

The connection between the left and right units is established automatically, and you will hear the music or other audio on both units of the headset.

About the voice guidance

When only one unit of the headset is worn on your ear, you will hear a voice guidance from that unit.
Some instances of the voice guidance can be heard only from the left unit when both the left and right units are worn on your ears. When only wearing the right unit on your ear, all instances of the voice guidance will be heard from the right unit.

Assigning functions to the touch sensors

Depending on the unit you are wearing, some functions may not be available in the factory setting. In this case, you can change the assignment of functions to the touch sensors using the “Sony | Headphones Connect” app.

Hint

- The Google Assistant feature can be assigned to either the left or right unit of the headset.
When the Google Assistant feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant feature assigned.
- The Amazon Alexa feature can be assigned to either the left or right unit of the headset.
When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned.

Note

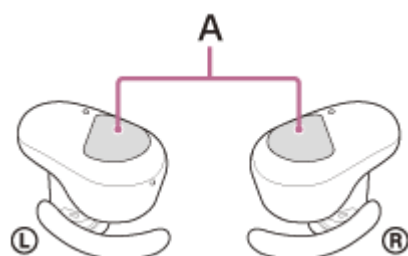
- When you play music or other stereo audio while wearing only one unit, you will hear the sound of either left or right channel depending on the unit you are wearing. You cannot hear monaural sound with the left and right channels mixed.

Related Topic

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

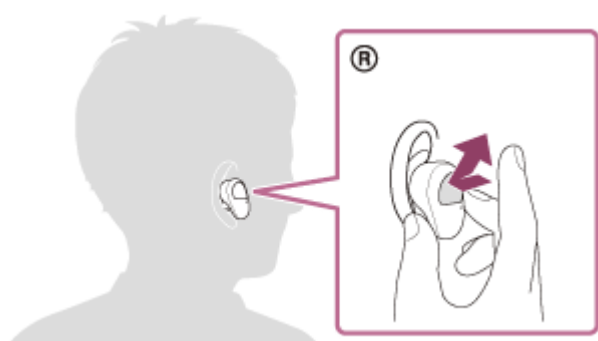
About the touch sensor

Tap the touch sensor for various operations, such as music playback, phone calls, or changing the setting of the noise canceling function.



A: Touch sensors (left, right)

To operate the touch sensor, hold the headset between your thumb and middle finger, then tap the touch sensor with your forefinger.



Some available operations

	Left	Right
Tap	To switch the noise canceling function and Ambient Sound Mode	To play or pause music
Tap twice	To receive or end a call	To skip to the beginning of the next track To receive or end a call
Tap 3 times	-	To skip to the beginning of the previous track (or the current track during playback)
Hold your finger to the touch sensor	To activate Quick Attention Mode	To use or cancel the voice assist function (Siri/Google app)
Hold your fingers to the touch sensors on both the left and right units for about 7 seconds	To enter the device registration (pairing) mode	To enter the device registration (pairing) mode

Hint

- When tapping the touch sensor 2 or 3 times, tap it quickly with an interval of about 0.4 seconds between taps.
- You can change the assignment of the functions to the touch sensors of both the left and right units using the “Sony | Headphones Connect” app. For example, the music playback function that is assigned to the touch sensor of the right unit in the factory setting can be changed to the touch sensor of the left unit.
You can also change the settings that do not assign the music playback function, noise canceling function, Ambient Sound Mode and playback volume adjustment function, etc. In this case, you can pair the device, reset the headset and initialize the headset.

Note

- You cannot operate the touch sensors when not wearing the headset. If you disable the wearing detection automatic power off function on the “Sony | Headphones Connect” app, the touch sensors can be operated even when the headset is not worn.
- When you make initial settings for the Google Assistant on your smartphone, the assignment of functions to the touch sensors may change automatically.
Check the assignment of the functions to the touch sensors with the “Sony | Headphones Connect” app.
- When you make initial settings for Amazon Alexa on your smartphone, the assignment of functions to the touch sensors may change automatically.
Check the assignment of the functions to the touch sensors with the “Sony | Headphones Connect” app.

Related Topic

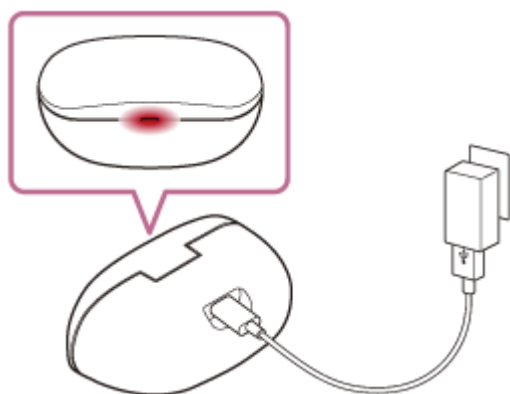
- [What you can do with the “Sony | Headphones Connect” app](#)

Charging

The headset and the charging case contain built-in lithium-ion rechargeable batteries. Use the supplied USB Type-C cable to charge the headset before use.

1 Connect the charging case to an AC outlet.

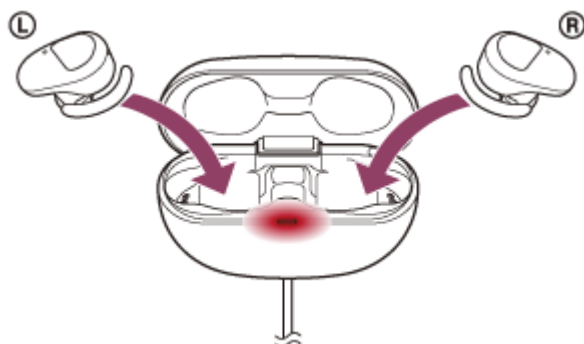
Use the supplied USB Type-C cable and a commercially available USB AC adaptor.



The indicator (red) on the charging case lights up, and the charging case starts charging.

2 Set the headset into the charging case.

Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, and put the right unit of the headset back into the right hole of the charging case. Each unit of the headset will be set to the correct position by the built-in magnet.



The indicators (red) on the headset light up, and the headset starts charging.

- Close the lid of the charging case after setting the headset into the charging case.
- If one unit of the headset is finished charging when you open the lid of the charging case, the indicator (red) of the unit is not lit. The other unit continues charging.
- When charging of the headset and the charging case is complete, the indicator (red) on the charging case turns off automatically. When you open the lid of the charging case after charging is completed, the indicators (red) of the headset will remain lit for a while.

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

About the charging time

The required time for fully charging the left and right units of the headset is about 2.5 hours (*).

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

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

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 use it to charge the headset when you go out without a power supply.

If the charging case is fully charged, you can charge the headset about once.

Notes on charging the headset when you are outside

- When the headset is placed in the charging case, if the indicator (red) on the charging case flashes and then immediately turns off, the remaining battery charge of the charging case is low and the headset cannot be charged.
- If the indicator (red) on the charging case does not turn on/flash even when the headset is placed in the charging case, the battery charge of the charging case is empty.

System requirements for battery charge using USB

USB AC adaptor

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

Personal computer

Personal computer with a standard USB port

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

Hint

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

Note

- Charging may not be successful with cables other than the supplied USB Type-C cable.
- Charging may not be successful depending on the type of USB AC adaptor.
- When the charging case with the headset placed in is connected to an AC outlet or computer, all operations such as turning on the headset, registering or connecting to Bluetooth devices, and music playback cannot be performed.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging the headset once again.
- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after a few recharges. If you store the headset for a long time, charge the battery to its full capacity once every 6 months to avoid over-discharge.
- If the headset is not used for a long time, it may take longer to charge the battery.
- Be sure to close the lid of the charging case to prevent the battery of the charging case from being consumed.
- If the headset or the charging case detects a problem while charging due to the following causes, the indicator (red) of the charging case flashes. In this case, charge once again within the charging temperature range. If the problem persists, consult your nearest Sony dealer.
 - Ambient temperature exceeds the charging temperature range of 5 °C - 35 °C (41 °F - 95 °F).
 - There is a problem with the rechargeable battery.

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) on the charging case may not immediately light up when charging. Please wait a moment until the indicator (red) lights up.

- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer to replace the rechargeable battery.
- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.
- When connecting the charging case to a computer, use only the supplied USB Type-C cable, and be sure to directly connect them. Charging will not be properly completed when the charging case is connected through a USB hub.

5-013-129-11(3) Copyright 2020 Sony Corporation

Available operating time

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

Bluetooth connection

Music playback time

Codec	Noise canceling function/Ambient Sound Mode	Available operating time
AAC	Noise canceling function: ON	Max. 9 hours
AAC	Ambient Sound Mode: ON	Max. 9 hours
AAC	OFF	Max. 13 hours
SBC	Noise canceling function: ON	Max. 9 hours
SBC	Ambient Sound Mode: ON	Max. 9 hours
SBC	OFF	Max. 13 hours

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

Communication time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 7 hours
Ambient Sound Mode: ON	Max. 7 hours
OFF	Max. 8 hours

Standby time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 15 hours
Ambient Sound Mode: ON	Max. 15 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.

Related Topic

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

5-013-129-11(3) Copyright 2020 Sony Corporation

Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable batteries of the headset and the charging case.

When you put on the headset

When you remove the headset from the charging case and put the headset on both ears, the voice guidance indicating the remaining battery charge of the headset can be heard via the left and right units of the headset respectively.

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

“Battery fully charged”

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

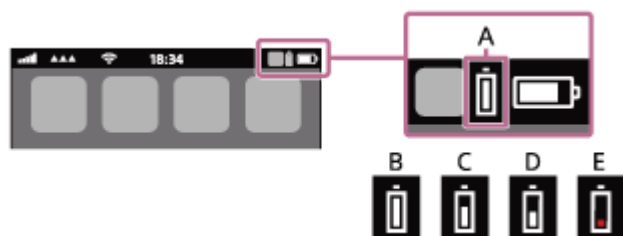
When the remaining charge becomes low

If a warning beep sounds and the voice guidance says, “Low battery, please recharge headset”, charge the headset as soon as possible.

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

When you are using iPhone or iPod touch

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



A: Remaining battery charge of the headset

B: 100% - 70%

C: 70% - 50%

D: 50% - 20%

E: 20% or lower (requires charging)

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

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

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

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

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

Checking the remaining battery charge of the charging case

- When you close the lid of the charging case, if the indicator (red) on the charging case flashes for about 15 seconds, the remaining battery charge of the charging case is between 30% and 5%. In this case, the charging case cannot charge the headset sufficiently.
- When the headset is placed in the charging case, if the indicator (red) on the charging case does not turn on or turns off immediately, the remaining battery charge of the charging case is less than 5%. In this case, you cannot charge the headset with the charging case.

Hint

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

Note

- The remaining battery charge may not be properly displayed immediately after a software update or if the headset has not been used for a long time. In this case, repeatedly charge and discharge the battery multiple times to properly display the remaining battery charge.

Related Topic

- [What you can do with the “Sony | Headphones Connect” app](#)
- [About the indicator](#)

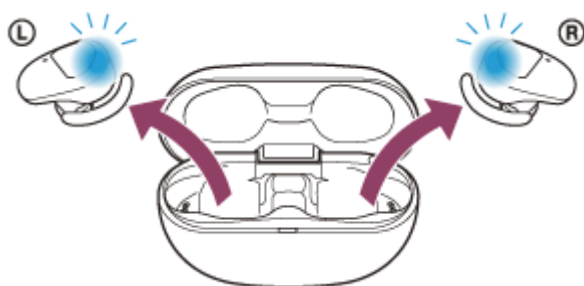
Turning on the headset

When the headset is set into the charging case

1 Remove the headset from the charging case.

The headset turns on automatically and the indicators (blue) flash.

When you remove only one unit from the charging case, only the removed unit turns on.



When you put the headset on your ears, you will hear the voice guidance say “Power on”.

When the headset is not set into the charging case

When the headset is not worn on your ears for about 5 minutes after being removed from the charging case, the headset turns off automatically. In this case, turn the headset on by tapping the touch sensor of the headset or by putting the headset on your ears. The headset will also turn on when it is set into the charging case and then removed from the charging case.

By using the “Sony | Headphones Connect” app, you can change the setting of the headset so that it will not be turned off automatically.

When the headset is turned on

The noise canceling function is turned on automatically. When both units are removed from the charging case, the connection between the left and right units of the headset is established.

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

Related Topic

- [Using only one unit of the headset](#)
- [Turning off the headset](#)
- [What you can do with the “Sony | Headphones Connect” app](#)

Turning off the headset

1 Set the headset into the charging case.

Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, and put the right unit of the headset back into the right hole of the charging case. Each unit of the headset will be set to the correct position by the built-in magnet.

When the headset is set into the charging case, the headset will turn off automatically. When the remaining battery charge of the charging case is sufficient, the indicators (red) on the headset light up and the charging of the headset will start.



When the headset is left removed

When the headset is not worn on your ears for about 5 minutes after being removed from the charging case, the headset turns off automatically.

To turn off the power before the headset turns off automatically, place the headset into the charging case.

Hint

- You can also turn off the headset with the “Sony | Headphones Connect” app.

Note

- When the remaining battery charge of the charging case is not sufficient, the charging of the headset will not start. Charge the charging case.

Related Topic

- [Charging](#)
- [Turning on the headset](#)
- [What you can do with the “Sony | Headphones Connect” app](#)

How to make a wireless connection to Bluetooth devices

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

Device registration (pairing)

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

Pair the headset and the device manually.

Connecting to a paired device

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

Connecting with the “Sony | Headphones Connect” app

Launch the “Sony | Headphones Connect” app on your Android smartphone/iPhone to connect the headset to a smartphone or iPhone. For more details, refer to the “Sony | Headphones Connect” app help guide.

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



Sony Headphones Connect

Note

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

Related Topic

- [Connecting to a paired Android smartphone](#)
- [Connecting to a paired iPhone](#)
- [What you can do with the “Sony | Headphones Connect” app](#)
- [Installing the “Sony | Headphones Connect” app](#)

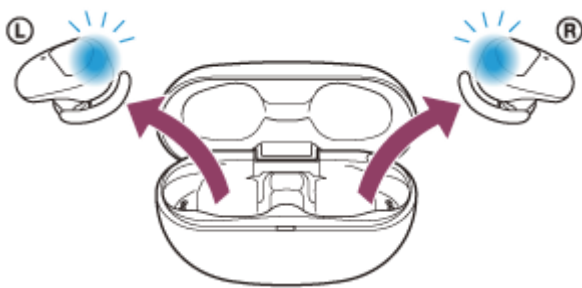
Pairing and connecting with an Android smartphone

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

Before starting the operation, make sure of the following:

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

1 Remove both units of the headset from the charging case.

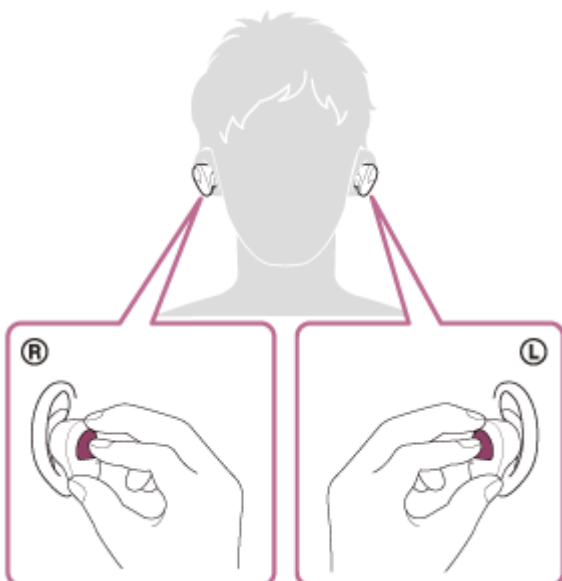


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, put the headset on both ears and proceed to step 3.

When you pair a second or subsequent device (if the headset has pairing information for other devices), insert the headset units into both ears, then hold your fingers to the touch sensors on both the left and right units for about 7 seconds.

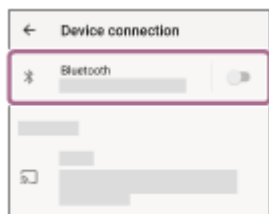


When both units of the headset are worn, you will hear the voice guidance say, “Bluetooth pairing”, from the left unit.

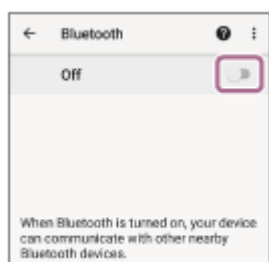
3 Unlock the screen of the Android smartphone if it is locked.

4 Find the headset on the Android smartphone.

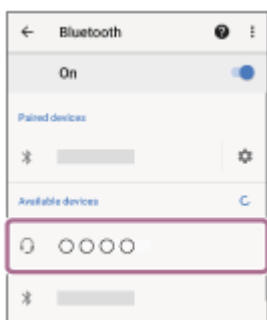
1. Select [Settings] - [Device connection] - [Bluetooth].



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



5 Touch [WF-SP800N].



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

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

When both units of the headset are worn, you will hear the voice guidance say, "Bluetooth connected", from the left unit.

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

If [WF-SP800N] does not appear on the Android smartphone screen, try again from the beginning of step 4.

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

About the instruction manual video

Watch the video to find out how to register a device (pairing) for the first time.

https://rd1.sony.net/help/mdr/mov0018/h_zz/

Hint

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

Note

- When pairing a device, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

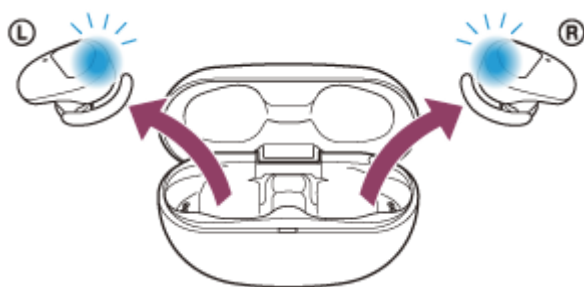
Related Topic

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

Connecting to a paired Android smartphone

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

- 2 **Remove the headset from the charging case.**



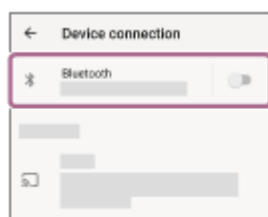
The headset turns on automatically. Check that the indicators (blue) flash.

- 3 **Insert the headset units into both ears.**

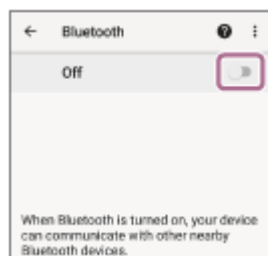
If the headset has automatically connected to the last connected device, you will hear the voice guidance say, “Bluetooth connected”, from the left unit (or from the right unit when you are wearing only the right unit). Check the connection status on the Android smartphone. If it is not connected, proceed to step 4.

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

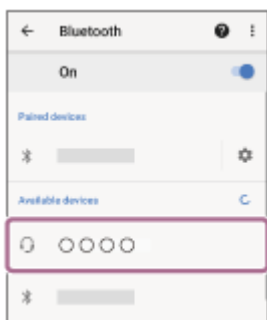
1. Select [Settings] - [Device connection] - [Bluetooth].



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



- 5 **Touch [WF-SP800N].**



You will hear the voice guidance say, “Bluetooth connected”, from the left unit (or from the right unit when you are wearing only the right unit).

Hint

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

Note

- When connecting, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your smartphone to the headset, delete the headset pairing information on your smartphone and perform the pairing again. As for the operations on your smartphone, refer to the operating instructions supplied with the smartphone.

Related Topic

- [Wearing the headset](#)
- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an Android smartphone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

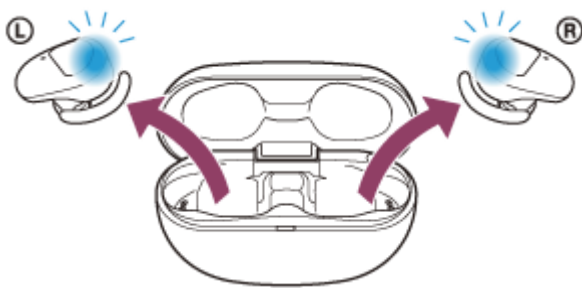
Pairing and connecting with an iPhone

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

Before starting the operation, make sure of the following:

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

1 Remove both units of the headset from the charging case.

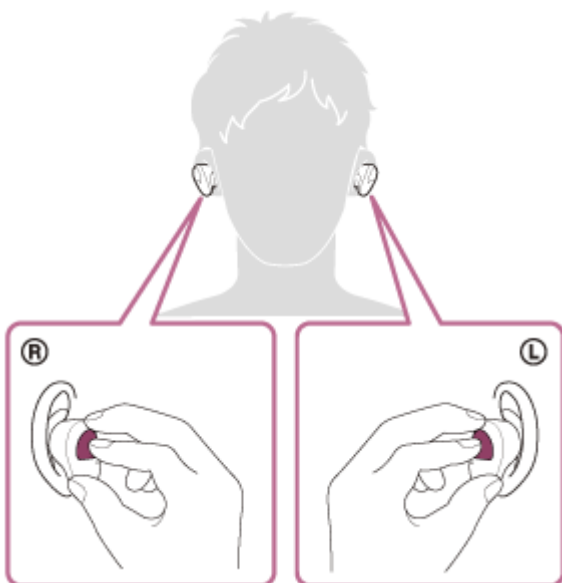


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, put the headset on both ears and proceed to step 3.

When you pair a second or subsequent device (if the headset has pairing information for other devices), insert the headset units into both ears, then hold your fingers to the touch sensors on both the left and right units for about 7 seconds.

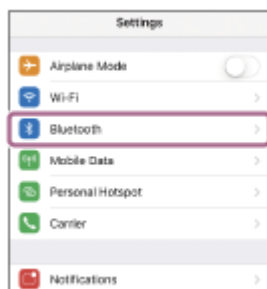


When both units of the headset are worn, you will hear the voice guidance say, “Bluetooth pairing”, from the left unit.

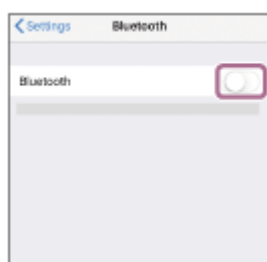
3 Unlock the screen of the iPhone if it is locked.

4 Find the headset on the iPhone.

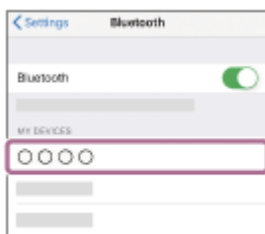
1. Select [Settings].
2. Touch [Bluetooth].



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



5 Touch [WF-SP800N].



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

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

When both units of the headset are worn, you will hear the voice guidance say, "Bluetooth connected", from the left unit.

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

If [WF-SP800N] does not appear on the display of the iPhone, try again from the beginning of step 4.

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

About the instruction manual video

Watch the video to find out how to register a device (pairing) for the first time.

https://rd1.sony.net/help/mdr/mov0018/h_zz/

Hint

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

Note

- When pairing a device, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

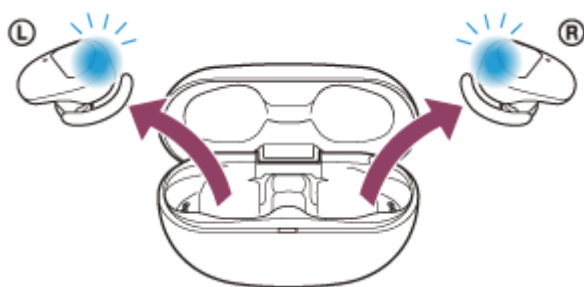
Related Topic

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

Connecting to a paired iPhone

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

2 Remove the headset from the charging case.



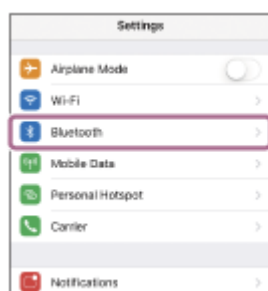
The headset turns on automatically. Check that the indicators (blue) flash.

3 Insert the headset units into both ears.

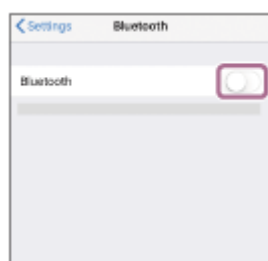
If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "Bluetooth connected", from the left unit (or from the right unit when you are wearing only the right unit). Check the connection status on the iPhone. If it is not connected, proceed to step 4.

4 Display the devices paired with the iPhone.

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



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



5 Touch [WF-SP800N].



You will hear the voice guidance say, “Bluetooth connected”, from the left unit (or from the right unit when you are wearing only the right unit).

Hint

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

Note

- When connecting, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone and perform the pairing again. As for the operations on your iPhone, refer to the operating instructions supplied with the iPhone.

Related Topic

- [Wearing the headset](#)
- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an iPhone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

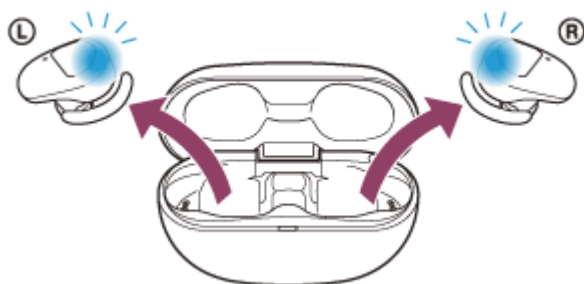
Pairing and connecting with a computer (Windows 10)

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

Before starting the operation, make sure of the following:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Remove both units of the headset from the charging case.

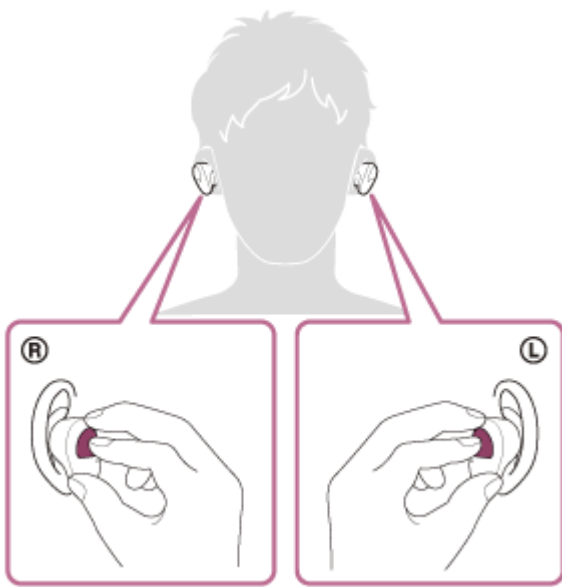


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, put the headset on both ears and proceed to step 3.

When you pair a second or subsequent device (if the headset has pairing information for other devices), insert the headset units into both ears, then hold your fingers to the touch sensors on both the left and right units for about 7 seconds.

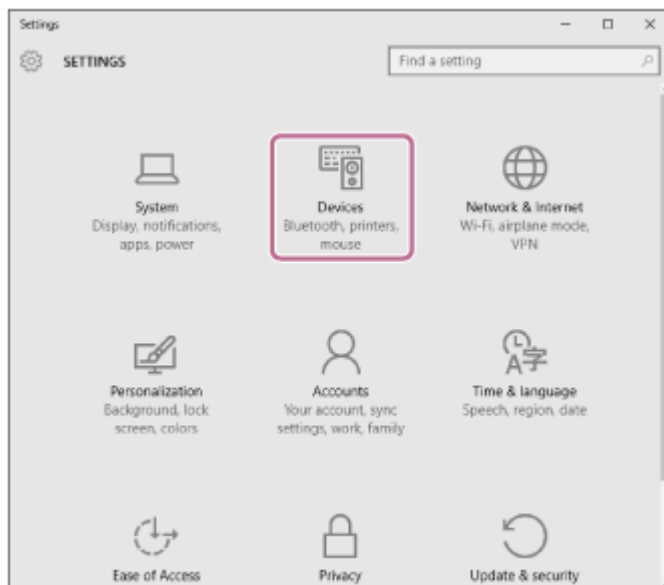


When the headset is worn on your ears, you will hear the voice guidance say, “Bluetooth pairing”, from the left unit.

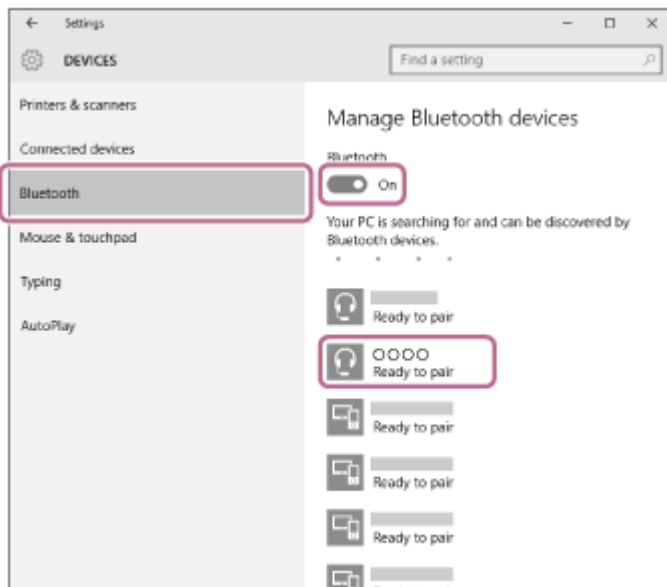
3 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

4 Register the headset using the computer.

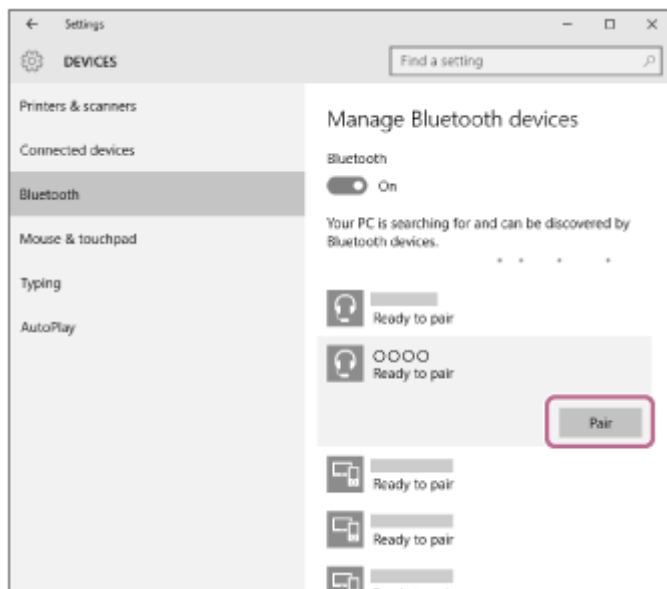
1. Click the [Start] button, then [Settings].
2. Click [Devices].



3. Click the [Bluetooth] tab, click the [Bluetooth] switch to turn on the Bluetooth function, then select [WF-SP800N].



4. Click [Pair].



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

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

When the headset is worn on your ears, you will hear the voice guidance say, "Bluetooth connected", from the left unit.

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

If [WF-SP800N] does not appear on the computer screen, try again from the beginning of step 4.

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

Hint

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

Note

- When pairing a device, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, set the headset into the charging case, and start the operation again from step 1.

- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.

The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.

All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Windows 10\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

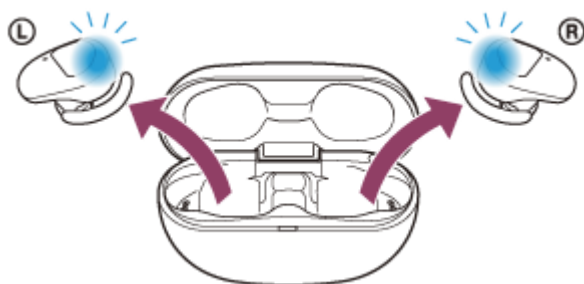
Pairing and connecting with a computer (Windows 8.1)

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

Before starting the operation, make sure of the following:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Remove both units of the headset from the charging case.

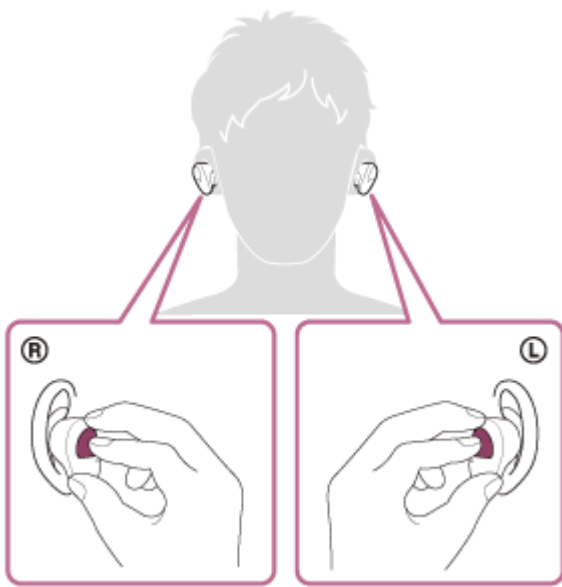


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, put the headset on both ears and proceed to step 3.

When you pair a second or subsequent device (if the headset has pairing information for other devices), insert the headset units into both ears, then hold your fingers to the touch sensors on both the left and right units for about 7 seconds.

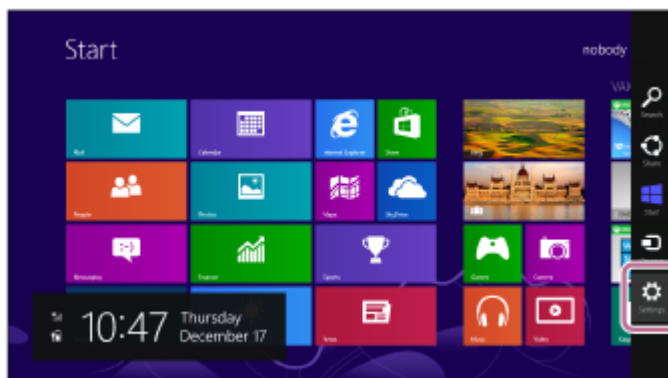


When the headset is worn on your ears, you will hear the voice guidance say, “Bluetooth pairing”, from the left unit.

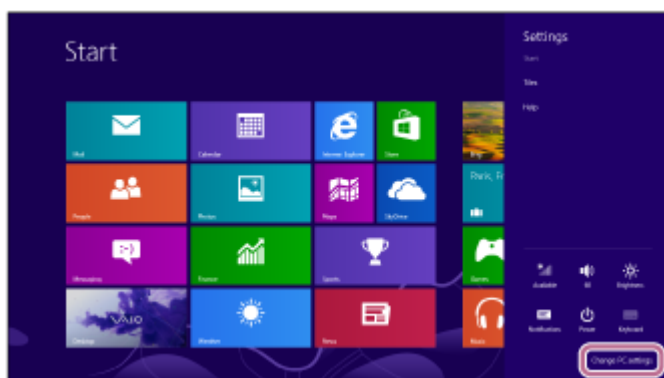
3 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

4 Register the headset using the computer.

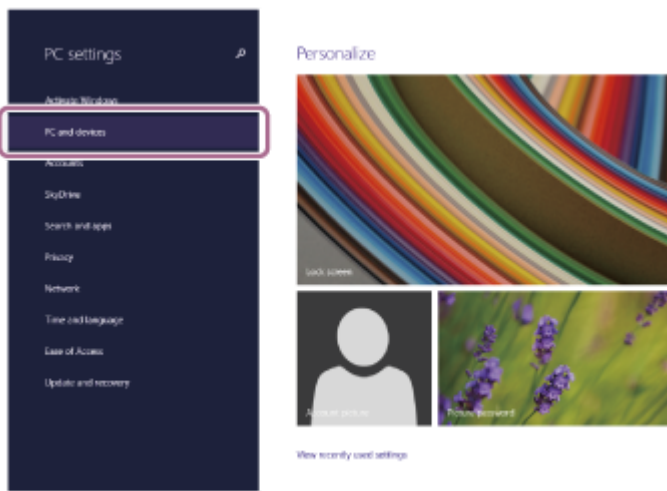
1. Move the mouse pointer to the top-right corner of the screen (when using a touch panel, swipe from the right edge of the screen), then select [Settings] from the Charm Bar.



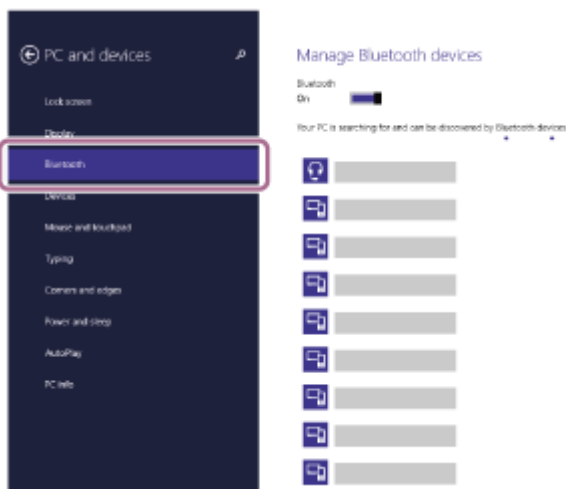
2. Select [Change PC Settings] of the [Settings] charm.



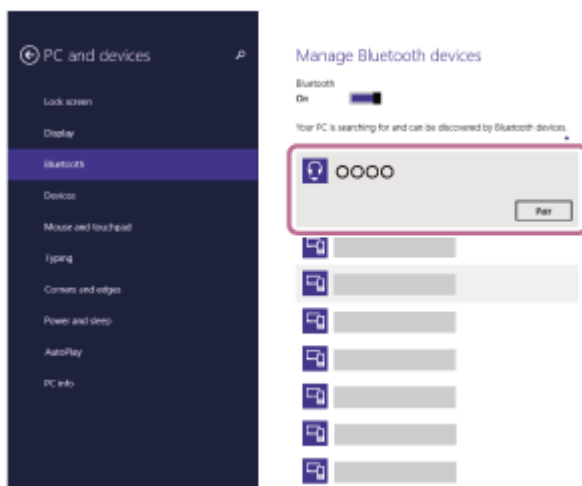
3. Select [PC and devices] of the [PC Settings] screen.



4. Select [Bluetooth].



5. Select [WF-SP800N], then select [Pair].



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

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

When the headset is worn on your ears, you will hear the voice guidance say, "Bluetooth connected", from the left unit.

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

If [WF-SP800N] does not appear on the computer screen, try again from the beginning of step 4.

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

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

Note

- When pairing a device, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Windows 8.1\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

Pairing and connecting with a computer (Mac)

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

Compatible OS

macOS (version 10.10 or later)

Before starting the operation, make sure of the following:

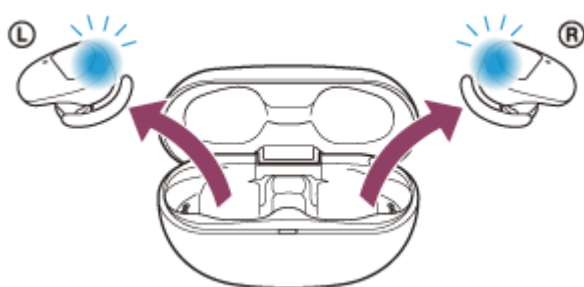
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.

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

Computer speaker in the ON mode



1 Remove both units of the headset from the charging case.

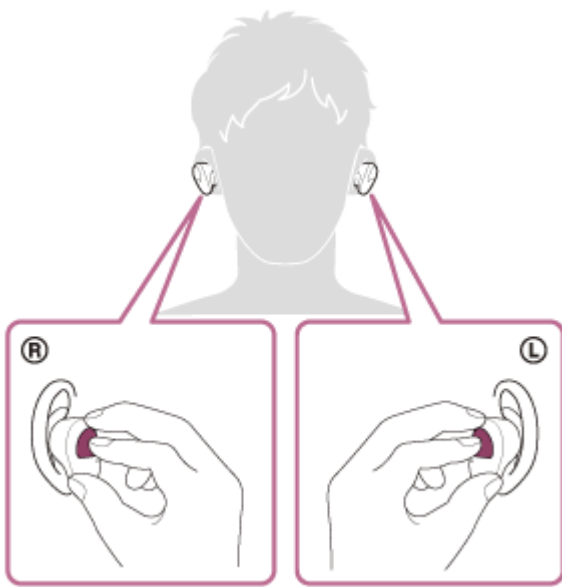


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, put the headset on both ears and proceed to step 3.


When you pair a second or subsequent device (if the headset has pairing information for other devices), insert the headset units into both ears, then hold your fingers to the touch sensors on both the left and right units for about 7 seconds.



When the headset is worn on your ears, you will hear the voice guidance say, “Bluetooth pairing”, from the left unit.

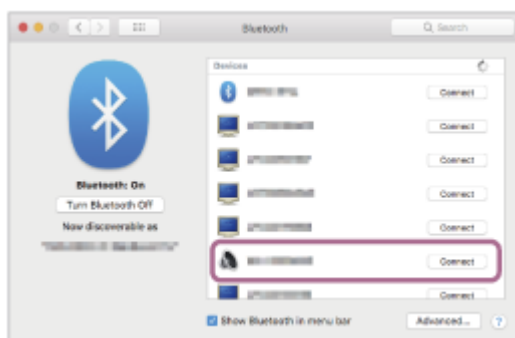
3 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

4 Register the headset using the computer.

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



2. Select [WF-SP800N] of the [Bluetooth] screen and click [Connect].



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

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

When the headset is worn on your ears, you will hear the voice guidance say, “Bluetooth connected”, from the left unit.

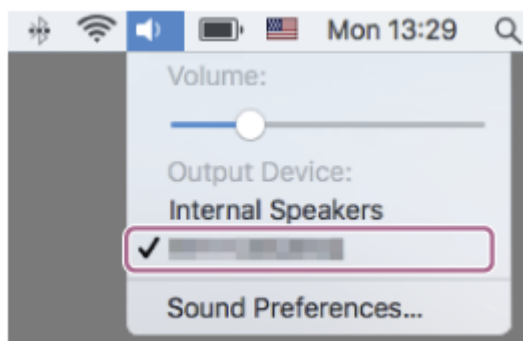
If they are not connected, see [“Connecting to a paired computer \(Mac\)”](#).

If [WF-SP800N] does not appear on the computer screen, try again from the beginning of step 4.

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

5 Click the speaker icon in the upper right part of the screen and select [WF-SP800N].

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



Hint

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

Note

- When pairing a device, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

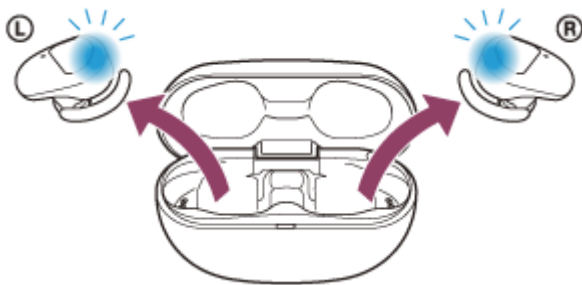
Connecting to a paired computer (Windows 10)

Before starting the operation, make sure of the following:

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

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

2 Remove the headset from the charging case.



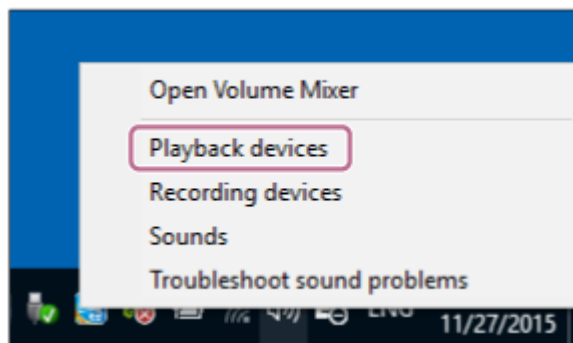
The headset turns on automatically. Check that the indicators (blue) flash.

3 Insert the headset units into both ears.

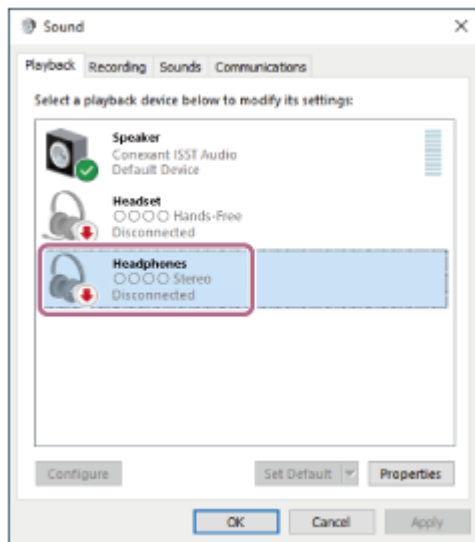
If the headset has automatically connected to the last connected device, you will hear the voice guidance say, “Bluetooth connected”, from the left unit (or from the right unit when you are wearing only the right unit). Check the connection status on the computer. If it is not connected, proceed to step 4.

4 Select the headset using the computer.

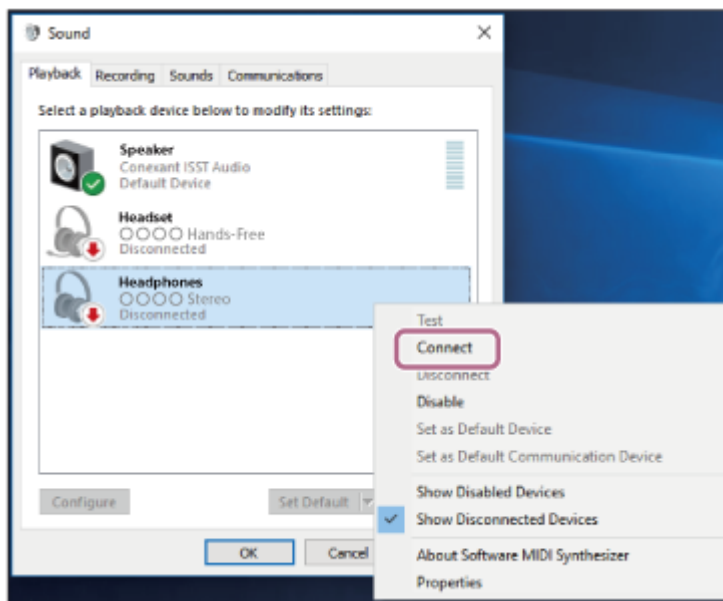
1. Right-click the speaker icon on the toolbar, then select [Playback devices].



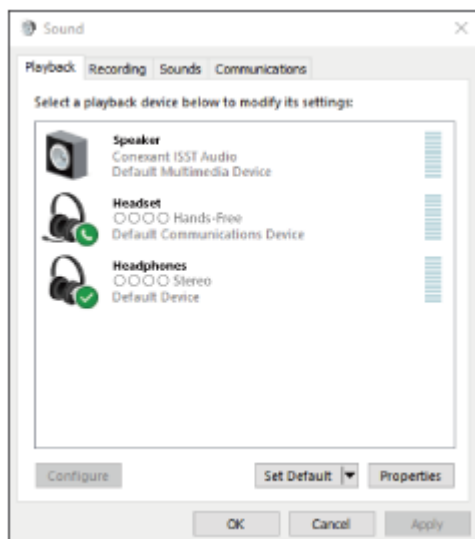
2. Right-click [WF-SP800N].
If [WF-SP800N] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then check [Show Disconnected Devices].



3. Select [Connect] from the displayed menu.



The connection is established. You will hear the voice guidance say, “Bluetooth connected”, from the left unit (or from the right unit when you are wearing only the right unit).



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

Note

- When connecting, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows 10\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

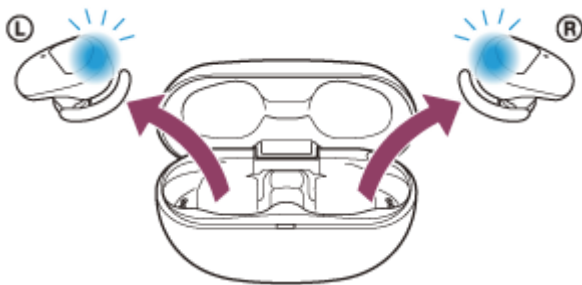
Connecting to a paired computer (Windows 8.1)

Before starting the operation, make sure of the following:

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

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

2 Remove the headset from the charging case.



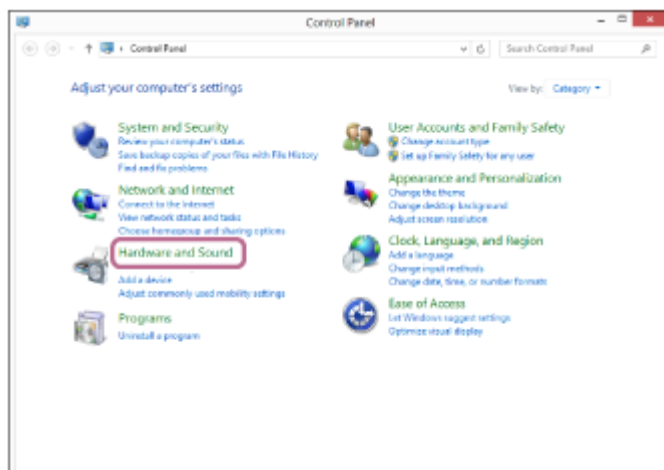
The headset turns on automatically. Check that the indicators (blue) flash.

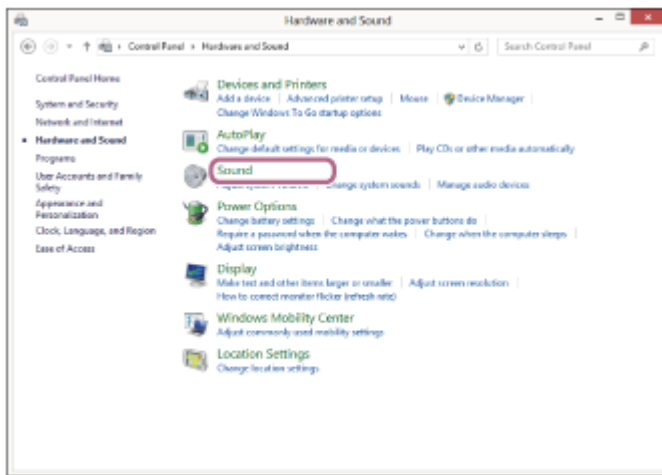
3 Insert the headset units into both ears.

If the headset has automatically connected to the last connected device, you will hear the voice guidance say, “Bluetooth connected”, from the left unit (or from the right unit when you are wearing only the right unit). Check the connection status on the computer. If it is not connected, proceed to step 4.

4 Select the headset using the computer.

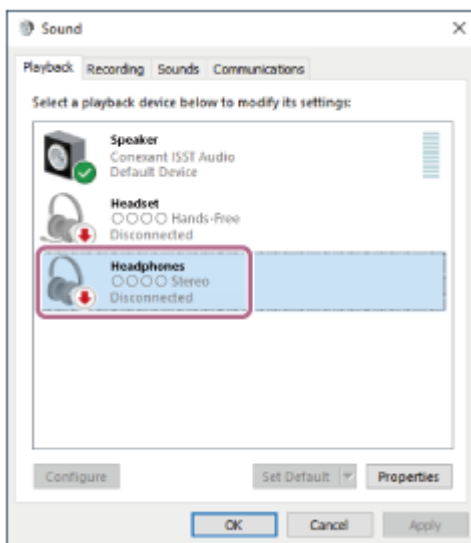
1. Select [Desktop] on the Start screen.
2. Right-click the [Start] button, then select [Control Panel] from the pop-up menu.
3. Select [Hardware and Sound] - [Sound].



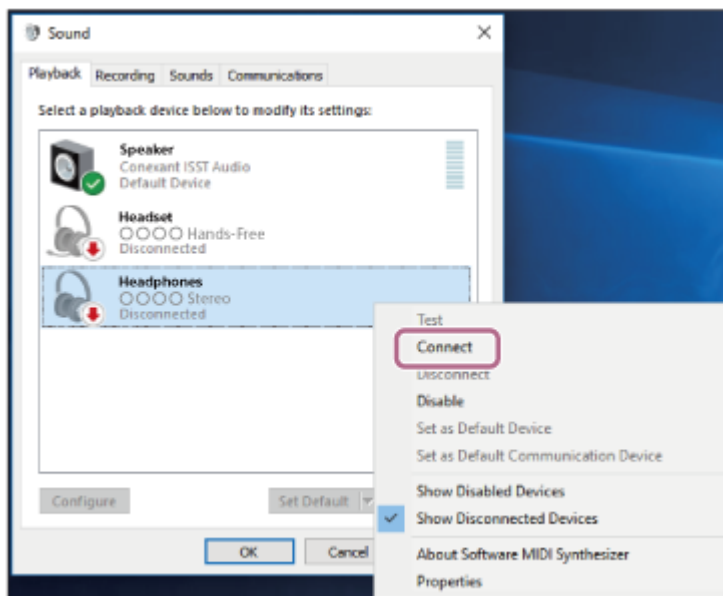


4. Right-click [WF-SP800N].

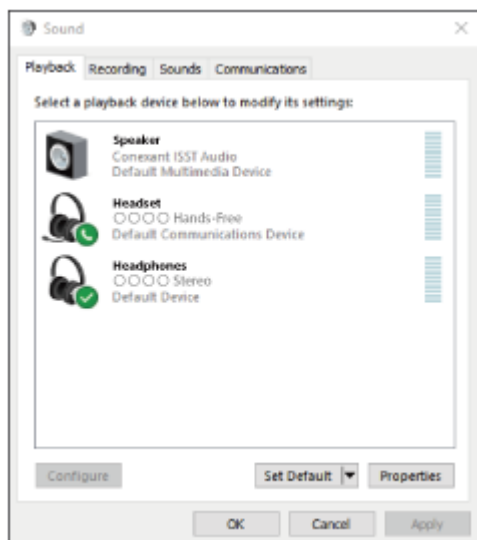
If [WF-SP800N] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then check [Show Disconnected Devices].



5. Select [Connect] from the displayed menu.



The connection is established. You will hear the voice guidance say, "Bluetooth connected", from the left unit (or from the right unit when you are wearing only the right unit).



Hint

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

Note

- When connecting, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic


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

Connecting to a paired computer (Mac)

Compatible OS

macOS (version 10.10 or later)

Before starting the operation, make sure of the following:

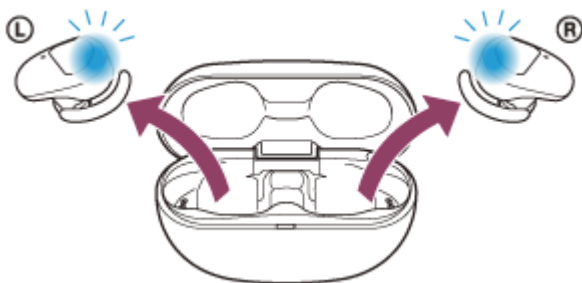
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer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

Computer speaker in the ON mode



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

2 Remove the headset from the charging case.




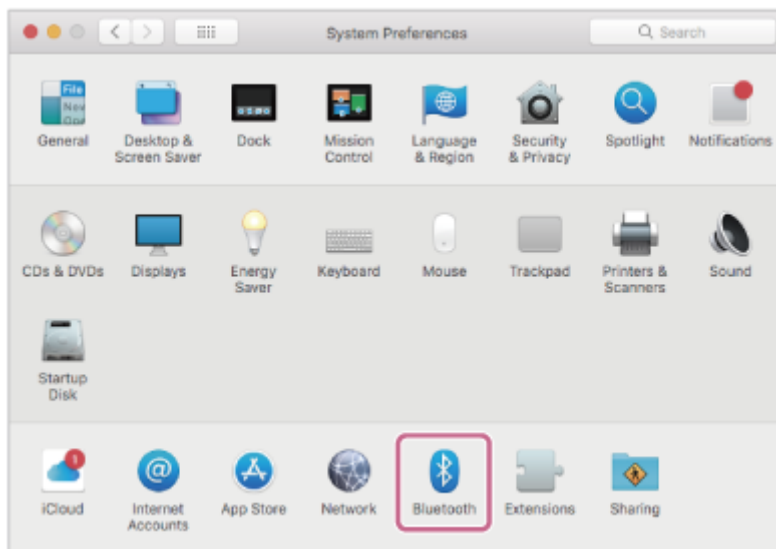
The headset turns on automatically. Check that the indicators (blue) flash.

3 Insert the headset units into both ears.

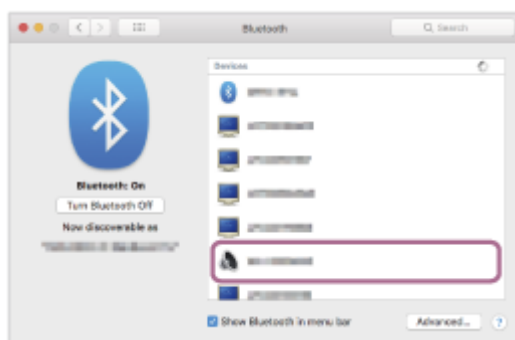
If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "Bluetooth connected", from the left unit (or from the right unit when you are wearing only the right unit). Check the connection status on the computer. If it is not connected, proceed to step 4.

4 Select the headset using the computer.

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



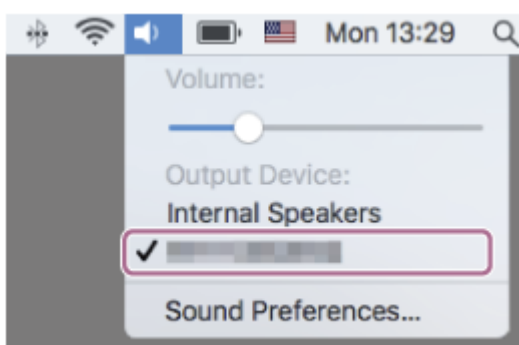
2. Click [WF-SP800N] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop up menu.



You will hear the voice guidance say, “Bluetooth connected”, from the left unit (or from the right unit when you are wearing only the right unit).

- 5 Click the speaker icon in the upper right part of the screen and select [WF-SP800N].

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



Hint

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

Note

- When connecting, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].

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

Related Topic

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

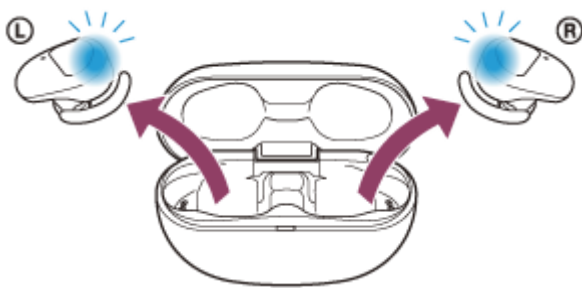
Pairing and connecting with a Bluetooth device

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

Before starting the operation, make sure of the following:

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

1 Remove both units of the headset from the charging case.

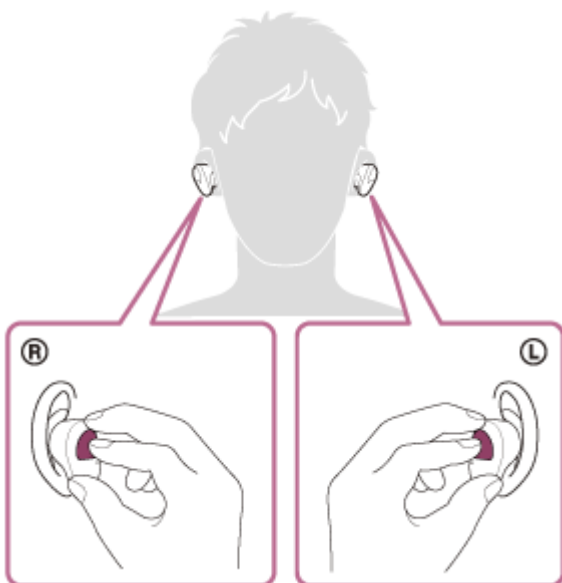


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, put the headset on both ears and proceed to step 3.

When you pair a second or subsequent device (if the headset has pairing information for other devices), insert the headset units into both ears, then hold your fingers to the touch sensors on both the left and right units for about 7 seconds.



When the headset is worn on your ears, you will hear the voice guidance say, “Bluetooth pairing”, from the left unit.

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

[WF-SP800N] will be displayed on the list of detected devices on the screen of the Bluetooth device.
If it is not displayed, repeat from step 2.

4 Select [WF-SP800N] displayed on the screen of the Bluetooth device for pairing.

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

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

5 Make the Bluetooth connection from the Bluetooth device.

Some devices automatically connect with the headset when the pairing is complete. When the headset is worn on your ears, you will hear the voice guidance say, "Bluetooth connected", from the left unit.

Hint

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

Note

- When pairing a device, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

Connecting to a paired Bluetooth device

1 Remove the headset from the charging case.



The headset turns on automatically. Check that the indicators (blue) flash.

2 Insert the headset units into both ears.

If the headset has automatically connected to the last connected device, you will hear the voice guidance say, “Bluetooth connected”, from the left unit (or from the right unit when you are wearing only the right unit). Check the connection status on the Bluetooth device. If it is not connected, proceed to step 3.

3 Make the Bluetooth connection from the Bluetooth device.

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

When connected, you will hear the voice guidance say, “Bluetooth connected”, from the left unit (or from the right unit when you are wearing only the right unit).

Hint

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

Note

- When connecting, [WF-SP800N], [LE_WF-SP800N], or both may be displayed on the connecting device. When both or [WF-SP800N] is displayed, select [WF-SP800N]; when [LE_WF-SP800N] is displayed, select [LE_WF-SP800N].
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your Bluetooth device to the headset, delete the headset pairing information on your Bluetooth device and perform the pairing again. As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

Related Topic

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

- Pairing and connecting with a Bluetooth device
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

5-013-129-11(3) Copyright 2020 Sony Corporation

Disconnecting Bluetooth connection (after use)

1 Disconnect the Bluetooth connection by operating the Bluetooth device.

When disconnected, you will hear the voice guidance say, “Bluetooth disconnected”, from the left unit (or from the right unit when you are wearing only the right unit).

2 Set the headset into the charging case.

The headset turns off.

Hint

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

Related Topic

- [Turning off the headset](#)

Listening to music from a device via Bluetooth connection

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

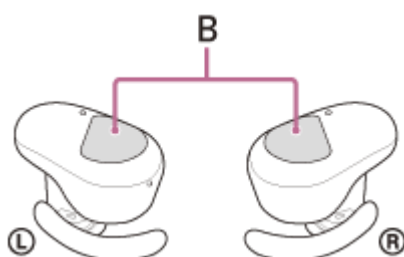
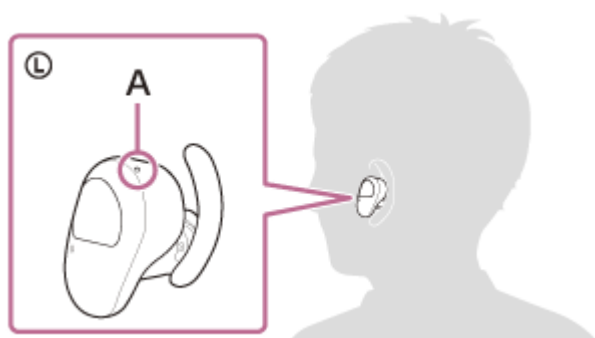
- A2DP (Advanced Audio Distribution Profile)
You can enjoy high-quality music wirelessly.
- AVRCP (Audio Video Remote Control Profile)
You can adjust the volume, etc.

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

1 Insert the headset units into both ears.

Put the unit with the **Ⓐ** (left) mark on your left ear and the unit with the **Ⓑ** (right) mark on your right ear. The left unit has a tactile dot.

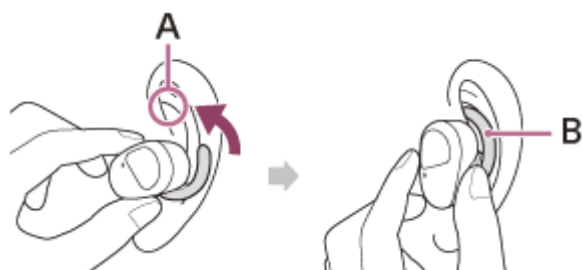
Be careful not to come in contact with the touch sensor when you put the headset on your ears.



A: Tactile dot

B: Touch sensors (left, right)

Twist the headset to secure the arc supporter to your ear grooves.



A: Ear grooves

B: Arc supporter

- 2 **Connect the headset to a Bluetooth device.**
- 3 **Operate the Bluetooth device to start playback and adjust the volume to a moderate level.**

Hint

- In the factory setting, when you listen to music while wearing both units of the headset, the headset will pause music playback if one unit is removed. When you put the removed unit on your ear again, the headset will resume music playback. If both units are removed, the headset does not resume music playback even if you put on both units.
- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.
- Depending on the Bluetooth device, it may be necessary to adjust the volume or set the audio output setting on the device.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.
- You can also listen to music by removing only one unit from the charging case and putting it on your ear.
When only the right unit is worn on your ear, use the touch sensor on the right unit to play music.
When only the left unit is worn on your ear, operate the connected device to play music.
When you are listening to music with only one unit, if you put the other unit on the other ear, you can listen to music with both units.

Note

- In the factory setting, you cannot adjust the volume on the headset. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Headphones Connect” smartphone app and adjust the volume in the app.
When you use the “Sony | Headphones Connect” app, you can assign the volume adjustment function on the touch sensor of the headset.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

Related Topic

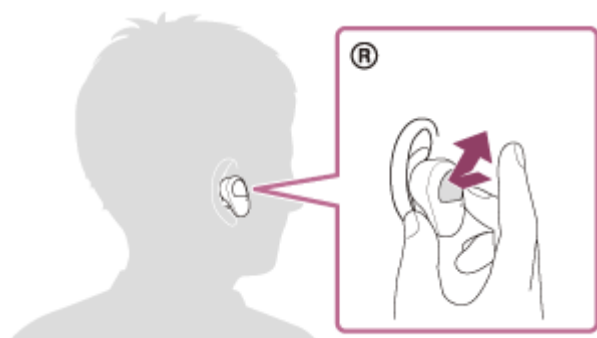
- [Wearing the headset](#)
- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Controlling the audio device \(Bluetooth connection\)](#)

Controlling the audio device (Bluetooth connection)

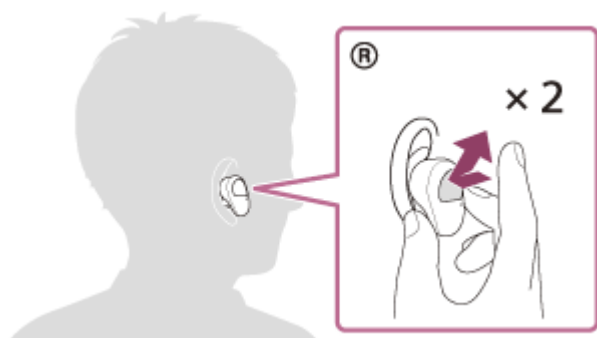
If your Bluetooth device supports the device operating function (compatible protocol: AVRCP), then the following operations are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.

You can use the touch sensor on the right unit to perform the following operations.

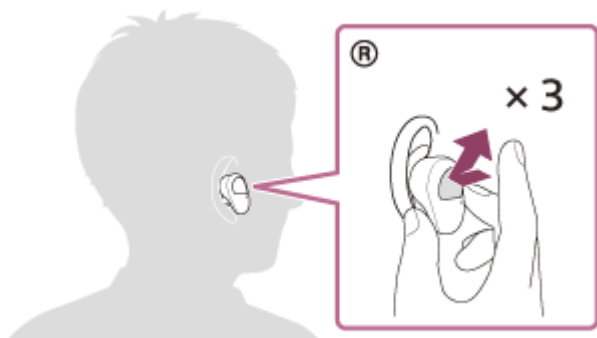
- Play/Pause: Tap the touch sensor.



- Skip to the beginning of the next track: Tap twice quickly (with an interval of about 0.4 seconds).



- Skip to the beginning of the previous track (or the current track during playback): Tap 3 times quickly (with an interval of about 0.4 seconds).



When the volume adjustment function has been assigned to the touch sensor using the “Sony | Headphones Connect” app, you can perform the following operations using the unit to which the function is assigned.

- Increase the volume: Tap the touch sensor during music playback. The volume increases by 1 step.
- Decrease the volume: Hold your finger to the touch sensor during music playback. The volume decreases continuously. Release your finger from the touch sensor at the desired volume level.

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

Note

- In the factory setting, you cannot adjust the volume on the headset. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Headphones Connect” smartphone app and adjust the volume in the app.
When you use the “Sony | Headphones Connect” app, you can assign the volume adjustment function on the touch sensor of the headset.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.
- The available functions may vary depending on the connected device, the music software, or app used. In some cases, it may operate differently or may not work even when the operations described above are performed.

Disconnecting Bluetooth connection (after use)

1 Disconnect the Bluetooth connection by operating the Bluetooth device.

When disconnected, you will hear the voice guidance say, "Bluetooth disconnected", from the left unit (or from the right unit when you are wearing only the right unit).

2 Set the headset into the charging case.

The headset turns off.

Hint

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

Related Topic

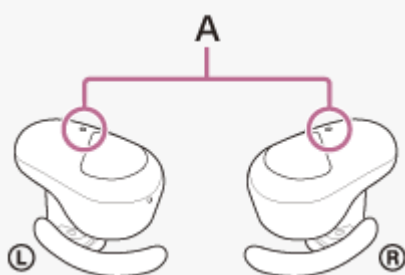
- [Turning off the headset](#)

What is noise canceling?

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

Note

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



A: Microphones (left, right)

Related Topic

- [Using the noise canceling function](#)

Using the noise canceling function

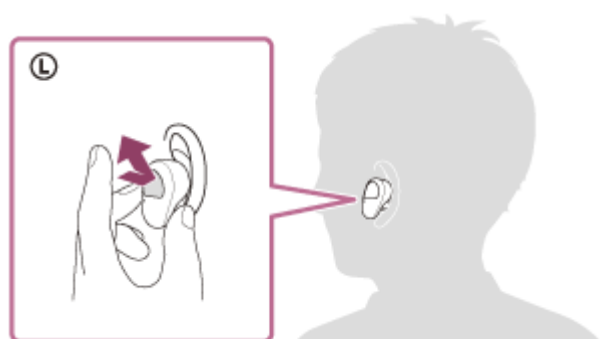
If you use the noise canceling function, you can enjoy music without being disturbed by ambient noise.

- 1 **Remove the headset from the charging case and then put the headset on your ears.**

The noise canceling function is turned on automatically.

To turn off the noise canceling function

Tap the touch sensor on the left unit to turn off the noise canceling function.



Each time you tap, the function switches as follows and is announced by a voice guidance from the left unit.

The Ambient Sound Mode: ON



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



The noise canceling function: ON

About the instruction manual video

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

https://rd1.sony.net/help/mdr/mov0019/h_zz/

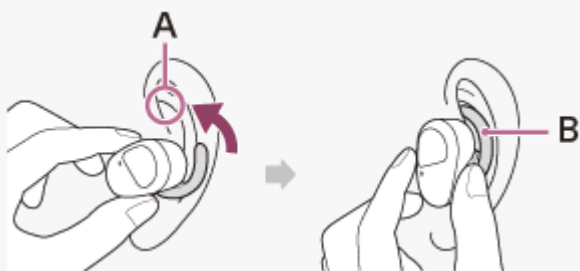
Hint

- You can also change the settings of the noise canceling function and Ambient Sound Mode with the “Sony | Headphones Connect” app.

Note

- If the touch sensor on the left unit is set as the Google Assistant function, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset. In this case, you can change the settings of the noise canceling function and Ambient Sound Mode with the “Sony | Headphones Connect” app.

- If the touch sensor on the left unit is set as the Amazon Alexa function, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset. In this case, you can change the settings of the noise canceling function and Ambient Sound Mode with the “Sony | Headphones Connect” app.
- The headset cannot fully perform the noise canceling function unless the supplied earbuds are used.
- If the headset is not worn properly in your ears, the noise canceling function may not work correctly. Twist the headset to secure the arc supporter to your ear grooves, and wear the headset properly.



A: Ear grooves
B: Arc supporter

Related Topic

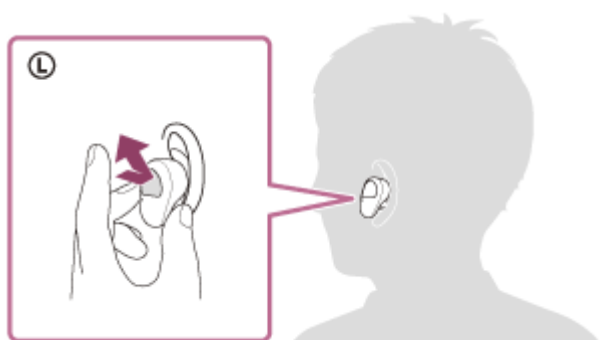
- [About the voice guidance](#)
- [Wearing the headset](#)
- [Turning on the headset](#)
- [What is noise canceling?](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)
- [What you can do with the “Sony | Headphones Connect” app](#)

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

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

To activate the Ambient Sound Mode

Tap the touch sensor on the left unit while the noise canceling function is on.



To change the setting of the Ambient Sound Mode

You can change the settings of the Ambient Sound Mode by connecting the smartphone (with the “Sony | Headphones Connect” app installed) and the headset via Bluetooth connection.

Voice focus: Unwanted noise will be suppressed while announcements or people’s voices are picked up, allowing you to hear them as you listen to music.

To turn off the Ambient Sound Mode

Tap the touch sensor on the left unit to turn off the Ambient Sound Mode.

Each time you tap, the function switches as follows and is announced by a voice guidance from the left unit.

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



The noise canceling function: ON



The Ambient Sound Mode: ON

About the instruction manual video

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

https://rd1.sony.net/help/mdr/mov0019/h_zz/

Hint

- Ambient Sound Mode settings changed with the “Sony | Headphones Connect” app are stored in the headset. You can enjoy music with the stored settings of the Ambient Sound Mode even when the headset is connected to other devices which do not have the “Sony | Headphones Connect” app installed.

Note

- Depending on the ambient condition and the type/volume of audio playback, the ambient sound may not be heard even when using the Ambient Sound Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds such as on a road with car and bicycle traffic.
- If the touch sensor on the left unit is set as the Google Assistant function, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset. In this case, you can change the settings of the noise canceling function and Ambient Sound Mode with the “Sony | Headphones Connect” app.
- If the touch sensor on the left unit is set as the Amazon Alexa function, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset. In this case, you can change the settings of the noise canceling function and Ambient Sound Mode with the “Sony | Headphones Connect” app.
- Depending on the surrounding environment, wind noise may increase when the Ambient Sound Mode is turned on. In that case, cancel the voice focus with the “Sony | Headphones Connect” app. If the wind noise is still significant, turn off the Ambient Sound Mode.
- If the headset is not worn properly, the Ambient Sound Mode may not work correctly. Twist the headset to secure the arc supporter to your ear grooves, and wear the headset properly.



A: Ear grooves
B: Arc supporter

Related Topic

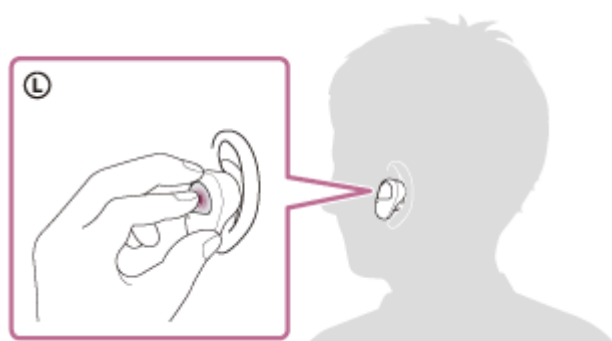
- [About the voice guidance](#)
- [Wearing the headset](#)
- [Using the noise canceling function](#)
- [What you can do with the “Sony | Headphones Connect” app](#)

Listening to ambient sound quickly (Quick Attention Mode)

This function turns down music, call sounds, and the ringtone to allow ambient sound to be easily heard. It is useful when you want to listen to train announcements, etc.

To activate the Quick Attention Mode

Hold your finger to the touch sensor on the left unit. The Quick Attention Mode is activated only when you are touching the touch sensor.



To deactivate the Quick Attention Mode

Release your finger from the touch sensor.

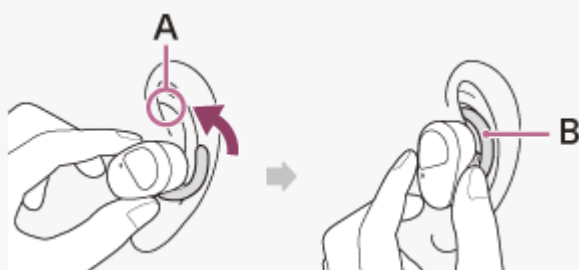
About the instruction manual video

Watch the video to find out how to use the Quick Attention Mode.

https://rd1.sony.net/help/mdr/mov0020/h_zz/

Note

- Depending on the ambient condition and the type/volume of audio playback, the ambient sounds may not be heard even when using Quick Attention Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds such as on a road with car and bicycle traffic.
- If the headset is not worn properly, the Quick Attention Mode may not work correctly. Twist the headset to secure the arc supporter to your ear grooves, and wear the headset properly.



A: Ear grooves
B: Arc supporter

- Depending on the size of the earbuds you use, the Quick Attention Mode may not be fully effective. Choose the size that allows you to hear the least ambient sounds.

Related Topic

- [Replacing the earbuds](#)
- [Wearing the headset](#)

5-013-129-11(3) Copyright 2020 Sony Corporation

About the sound quality mode

The following 2 sound quality modes during Bluetooth playback can be selected. You can switch the settings and check the sound quality mode with the “Sony | Headphones Connect” app.

Priority on sound quality mode: Prioritizes the sound quality.

Priority on stable connection mode: Prioritizes the stable connection (default).

- When you want to prioritize the sound quality, select 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.

Related Topic

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

Supported codecs

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

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

- SBC

This is an abbreviation for Subband Codec.

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

All Bluetooth devices support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.

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

When music in one of the above codecs is transmitted from a connected device, the headset switches to that codec automatically and plays back the music in the same codec.

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

Refer to the operating instructions supplied with the device regarding setting the codec.

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 Bluetooth connection.

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

Ring tone

When an incoming call arrives, a ring tone will be heard from the headset.

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

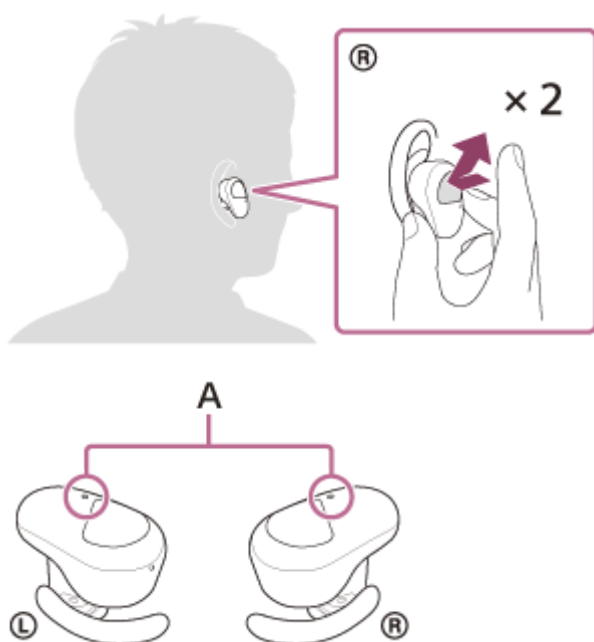
- Ring tone set on the headset
- Ring tone set on the smartphone or mobile phone
- Ring tone set on the smartphone or mobile phone only for a Bluetooth connection

- 1 Connect the headset to a smartphone or mobile phone via Bluetooth connection beforehand.**
- 2 When you hear a ring tone, tap the touch sensor on the left or right unit of the headset twice (with an interval of about 0.4 seconds) and receive the call.**

A voice will be heard from 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.

You can talk using the microphone on the headset.



A: Microphones (left, right)

If no ring tone is heard via the headset

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

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

4 When you finish talking, tap the touch sensor on the left or right unit of the headset twice (with an interval of about 0.4 seconds) to end the call.

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

Hint

- When receiving a call by operating smartphones or mobile phones, some smartphones or mobile phones receive a call with the phone instead of the headset. With an HFP or HSP connection, switch the call to the headset by holding your finger to the touch sensor on the left or right unit of the headset for about 2 seconds, or by using your smartphone or mobile phone.
- Even when the volume adjustment function has been assigned to the touch sensor, you cannot adjust the volume on the headset during a call. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Music Center” smartphone app and adjust the volume in the app.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.
- You can also enjoy a hands-free call by wearing only one unit of the headset. When an incoming call arrives, answer the call using the unit you are wearing. If you wear the other unit while you are talking with only one unit, you can talk with both units.

Note

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

Related Topic

- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Making a call](#)
- [Functions for a phone call](#)

Making a call

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

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

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

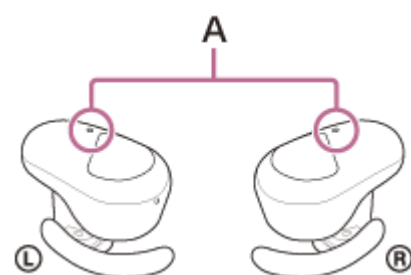
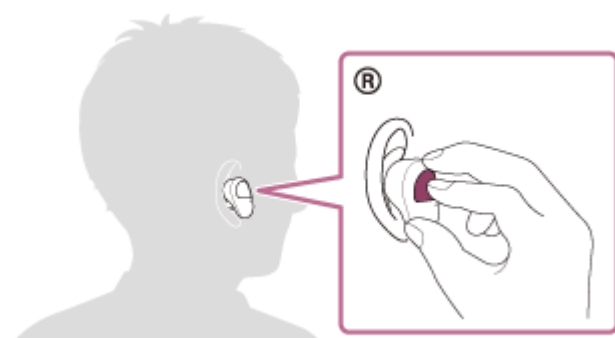
2 Operate your smartphone or mobile phone to make a call.

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

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

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

You can talk using the microphone on the headset.



A: Microphones (left, right)

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

4 When you finish talking, tap the touch sensor on the left or right unit of the headset twice (with an interval of about 0.4 seconds) to end the call.

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

Hint

- Even when the volume adjustment function has been assigned to the touch sensor, you cannot adjust the volume on the headset during a call. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Music Center” smartphone app and adjust the volume in the app.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.
- You can also enjoy a hands-free call by wearing only one unit of the headset. If you wear the other unit while you are talking with only one unit, you can talk with both units.

Note

- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- Your voice will be heard from the headset through the headset’s microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

Related Topic

- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Functions for a phone call](#)

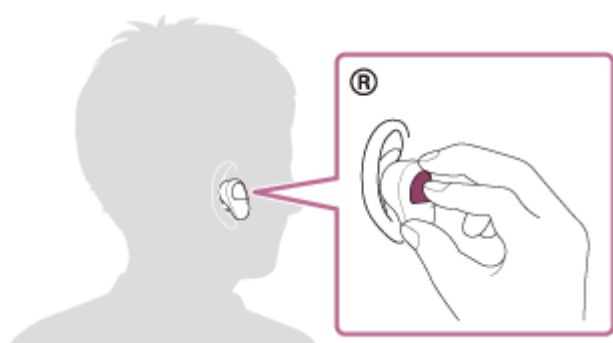
Functions for a phone call

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

Supported profile: HFP (Hands-free Profile)

During standby/music playback

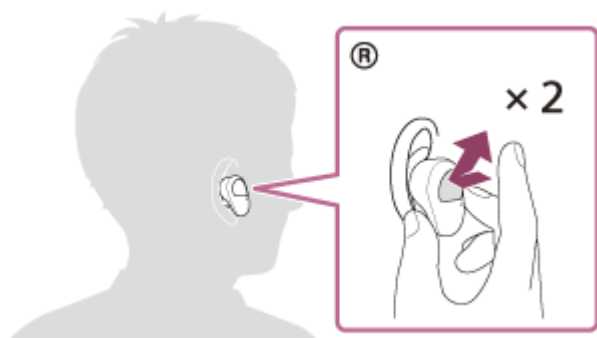
- Hold your finger to the touch sensor on the right unit for about 2 seconds to start up the voice dial function (*) of the smartphone/mobile phone, or activate the Google™ app on the Android smartphone or Siri on the iPhone.



Outgoing call

You can use the touch sensor on either the left or right unit to perform the following operations. When only one unit of the headset is worn on your ear, operate the headset on the unit that is worn.

- Tap the touch sensor twice quickly (with an interval of about 0.4 seconds) to cancel an outgoing call.



- Hold your finger to the touch sensor for about 2 seconds to change the call device back and forth from the headset to the smartphone/mobile phone.

Incoming call

You can use the touch sensor on either the left or right unit to perform the following operations. When only one unit of the headset is worn on your ear, operate the headset on the unit that is worn.

- Tap the touch sensor twice quickly to answer a call.
- Hold your finger to the touch sensor to reject a call.

During call

You can use the touch sensor on either the left or right unit to perform the following operations.

When only one unit of the headset is worn on your ear, operate the headset on the unit that is worn.

- Tap the touch sensor twice quickly to finish a call.
- Hold your finger to the touch sensor for about 2 seconds to change the call device back and forth from the headset to the smartphone/mobile phone.

Supported profile: HSP (Headset Profile)

You can use the touch sensor on either the left or right unit to perform the following operations.

When only one unit of the headset is worn on your ear, operate the headset on the unit that is worn.

Outgoing call

- Tap the touch sensor twice quickly to cancel an outgoing call. (*)

Incoming call

- Tap the touch sensor twice quickly to answer a call.

During call

- Tap the touch sensor twice quickly to finish a call. (*)

* Some devices may not support this function.

Related Topic

- [Using only one unit of the headset](#)
- [Receiving a call](#)
- [Making a call](#)

Disconnecting Bluetooth connection (after use)

1 Disconnect the Bluetooth connection by operating the Bluetooth device.

When disconnected, you will hear the voice guidance say, “Bluetooth disconnected”, from the left unit (or from the right unit when you are wearing only the right unit).

2 Set the headset into the charging case.

The headset turns off.

Hint

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

Related Topic

- [Turning off the headset](#)

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 a search.

Compatible smartphones

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

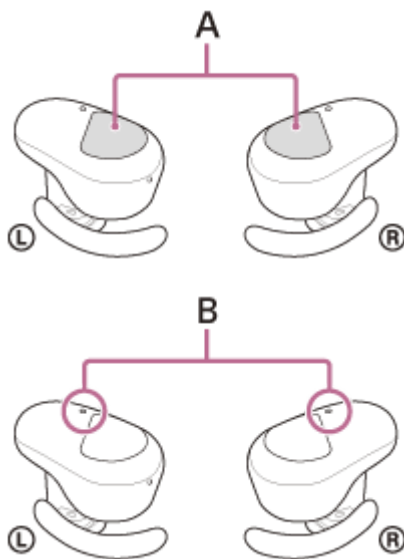
1 Open the “Sony | Headphones Connect” app and set the function of the touch sensor on either the left or right unit as the Google Assistant.

When using the Google Assistant for the first time, open the Google Assistant app and touch [Finish headphones setup] 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/

2 Operate the touch sensor to which you assigned the feature to use the Google Assistant.



A: Touch sensors (left, right)

B: Microphones (left, right)

- Hold your finger to the touch sensor: Input a voice command
- Tap the touch sensor twice: Read out the notification
- Tap the touch sensor: 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, the voice guidance “The Google Assistant is not connected” is heard from the left unit (or from the right unit when you are wearing only the right unit).
- If you do not see [Finish headphones setup] on the Conversation View of the Google Assistant app, delete the pairing information for the headset from the Bluetooth settings of your smartphone and redo the pairing process.

Note

- If the function of the touch sensor on the left unit is changed to the Google Assistant, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset. If the function of the touch sensor on the right unit is changed to the Google Assistant, music playback function cannot be operated from the headset.
- The Google Assistant feature and the Amazon Alexa feature cannot be assigned to the headset at the same time.
- You can use the Google Assistant feature when you wear only one unit on your ear to which the Google Assistant feature is assigned. When the Google Assistant feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant feature assigned. Check the setting of the headset with the “Sony | Headphones Connect” app.
- The Google Assistant may not be used in some countries, regions, or languages.

Using Amazon Alexa

By using the Amazon Alexa app installed on your smartphone, you can speak to the headset's microphone to operate the smartphone or perform a search.

Compatible smartphones

- The OS version supported by the latest version of the Amazon Alexa app on Android or iOS
- Installation of the latest Amazon Alexa app is required.

1. Open the app store on your mobile device.
2. Search for Amazon Alexa app.
3. Select Install.
4. Select Open.

1 Put the headset on your ears and connect the headset to the smartphone via Bluetooth connection.

2 Open the Amazon Alexa app.

When you use Amazon Alexa for the first time, you will need to login with your Amazon account, and proceed to step 3 to set up your headset to the Amazon Alexa app.

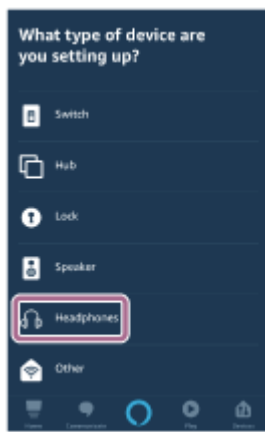
If you have already set up Amazon Alexa before, but have configured the touch sensor on the left unit of the headset to a function other than Amazon Alexa, refer to the hint section below to reconfigure the touch sensor on the right unit of the headset to Amazon Alexa.

3 Perform the initial settings for Amazon Alexa.

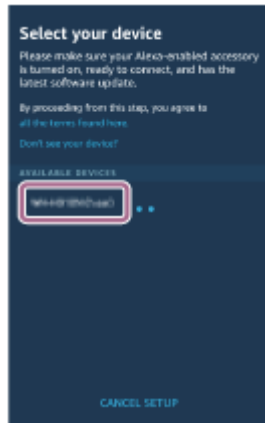
1. Touch the menu icon in the upper left corner of the Amazon Alexa app screen, and touch [Add Device].



2. On the [What type of device are you setting up?] screen, select [Headphones].

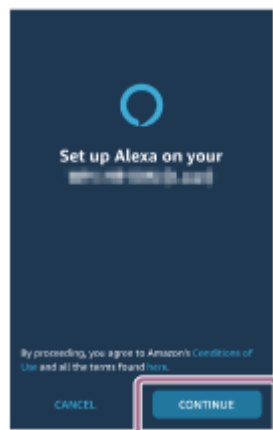


3. From [AVAILABLE DEVICES] on the [Select your device] screen, select [WF-SP800N] or [LE_WF-SP800N].



If you cannot find [WF-SP800N] or [LE_WF-SP800N] in [AVAILABLE DEVICES], the headset is not connected to the smartphone via Bluetooth connection. Connect the headset to the smartphone via Bluetooth connection.

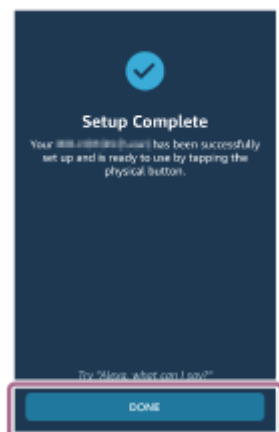
4. On the [Set up Alexa on your WF-SP800N] or [Set up Alexa on your LE_WF-SP800N] screen, touch [CONTINUE].



5. If the [This will override the current voice assistant on this accessory] screen appears, touch [CONTINUE].

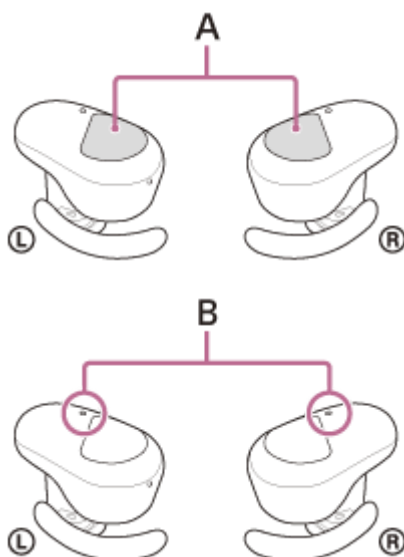


6. On the [Setup Complete] screen, touch [DONE].



When the initial settings are complete, the function of the touch sensor on the left unit of the headset (or on the right unit if only the right unit of the headset was worn for the initial settings) is changed to Amazon Alexa.

4 Operate the touch sensor to which the Amazon Alexa feature is assigned to use Amazon Alexa.



A: Touch sensors (left, right)

B: Microphones (left, right)

- Tap the touch sensor to input a voice command.
Example:
“What is the weather”
“Play music (*)”
* Need Amazon or Prime Music subscription.
- If there is no voice, it will be automatically canceled.

|

For details on Amazon Alexa and its capability, refer to the following website:

<https://www.amazon.com/b?node=16067214011>

For details on Amazon Alexa, refer to the following website:

<https://www.amazon.com/gp/help/customer/display.html?nodeId=G7HPV3YLTGLJEJFK>

Hint

- When you set up the headset to Amazon Alexa, the touch sensor on the left unit of the headset (or on the right unit if only the right unit of the headset was worn for the initial settings) will be automatically configured for Amazon Alexa. You can restore the touch sensor back to original function by changing it with the “Sony | Headphones Connect” app. Similarly, you can reconfigure the touch sensor back to Amazon Alexa if you have previously connected to Amazon Alexa, but have changed to another function.
- 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, the voice guidance “Either your mobile device isn’t connected; or you need to open the Alexa App and try again” is heard from the left unit (or from the right unit when you are wearing only the right unit).

Note

- If the function of the touch sensor on the left unit is changed to Amazon Alexa, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset. If the function of the touch sensor on the right unit is changed to Amazon Alexa, the music playback function cannot be operated from the headset.
- The Amazon Alexa feature and the Google Assistant feature cannot be assigned to the headset at the same time.
- You can use the Amazon Alexa feature when you wear only one unit on your ear to which the Amazon Alexa feature is assigned. When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned. Check the setting of the headset with the “Sony | Headphones Connect” app.
- Amazon Alexa is not available in all languages and countries/regions. See www.amazon.com/alexa-availability for details.

Using the voice assist function (Google app)

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

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

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

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

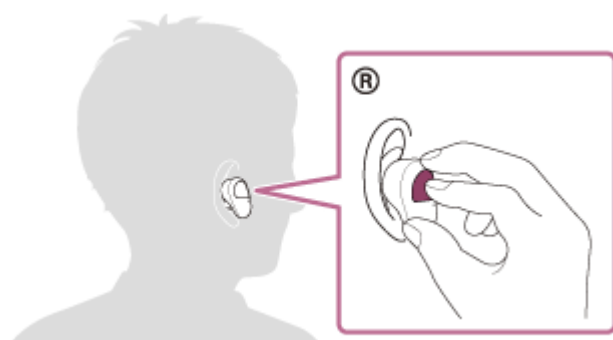
Note: The latest version of the Google app may be required.

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

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

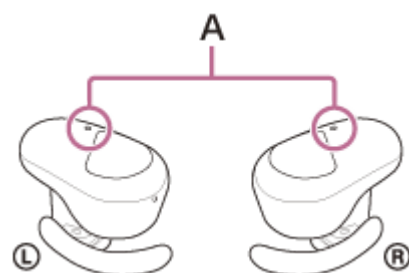
2 Put the headset on your ears and connect the headset to the Android smartphone via Bluetooth connection.

3 When the Android smartphone is in standby or playing music, hold your finger to the touch sensor on the right unit for about 2 seconds.



The Google app is activated.

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



A: Microphones (left, right)

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

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

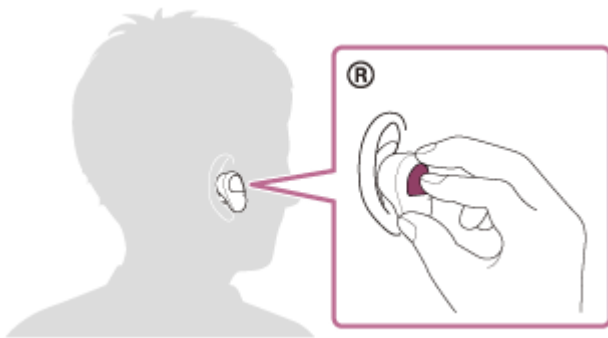
Note

- If the touch sensor on either the left or right unit is set as the Google Assistant feature, the voice assist function (Google app) is not available.
- If the touch sensor on either the left or right unit is set as the Amazon Alexa feature, the voice assist function (Google app) is not available.
- The Google app cannot be activated when you say "Ok Google" even when the Android smartphone's "Ok Google" setting is on.
- When using the voice assist function, your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.
- The Google app may not be activated depending on specifications of the smartphone or application version.
- The Google app does not work when connected to a device not compatible with the voice assist function.

Using the voice assist function (Siri)

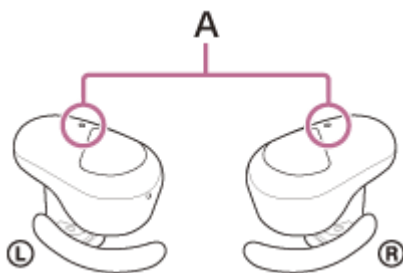
By using the Siri feature that comes with iPhone, you can speak to the headset's microphone to operate the iPhone.

- 1 Turn Siri on.**
On iPhone, select [Settings] - [Siri & Search] to turn [Press Home for Siri] and [Allow Siri When Locked] on.
The operation above is an example. For details, refer to the operating instructions of the iPhone.
Note: For details on Siri, refer to the operating instructions or support website of the iPhone.
- 2 Put the headset on your ears and connect the headset to the iPhone via Bluetooth connection.**
- 3 When the iPhone is in standby or playing music, hold your finger to the touch sensor on the right unit for about 2 seconds.**



Siri is activated.

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



A: Microphones (left, right)

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

- 5 To continue to request, tap the touch sensor 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" even when the iPhone's "Hey Siri" setting is on.

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

5-013-129-11(3) Copyright 2020 Sony Corporation

What you can do with the “Sony | Headphones Connect” app

When you connect the smartphone with the “Sony | Headphones Connect” app installed and the headset via Bluetooth connection, you can do the following.

- Easy pairing
- Display the remaining battery charge of the headset
- Display the remaining battery charge of the charging case (The remaining battery charge when the headset was removed from the charging case is displayed.)
- Display the Bluetooth connection codec
- Adjust the noise canceling function and Ambient Sound Mode (ambient sound control)
- Use auto adjustment of the noise canceling function by behavior recognition (Adaptive Sound Control)
- Set the wearing detection automatic music playback pause and resume function
- Set the wearing detection automatic power off function
- Select the Equalizer setting
- Customize the Equalizer setting
- Set the Bluetooth connection mode (sound quality mode)
- Change the function of the touch sensor
- Turn off the headset
- Adjust the playback volume
- Play/pause music, skip to the beginning of the previous track (or the current track during playback)/skip to the beginning of the next track
- Check the connection status and the settings of the headset
- Check the headset software version
- Update the headset software
- Switch the voice guidance language
- Turn the voice guidance on/off

For details on the “Sony | Headphones Connect” app, refer to the following URL.
https://rd1.sony.net/help/mdr/hpc/h_zz/

Hint

- The operation of the “Sony | Headphones Connect” app differs depending on the audio device. The app specifications and screen design may change without prior notice.

Related Topic

- [Installing the “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 the “Sony | Headphones Connect” app

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

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

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



Sony Headphones Connect 

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

Related Topic

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

Wireless Noise Canceling Stereo Headset
WF-SP800N

Accessing support information from the “Sony | Headphones Connect” app

You can access the latest support information from the “Sony | Headphones Connect” app.

- 1 Select [Help] on the “Sony | Headphones Connect” app screen.
- 2 The [Headphones Connect Help] screen appears and support information is displayed.
- 3 Select the desired item.

Updating the headset software

Install the latest headset software using the “Sony | Headphones Connect” app to enjoy new functions or to resolve a certain number of issues with the headset.

Always use the headset with the latest software installed.

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

When the [Automatic download of software] setting is enabled (default setting) on the “Sony | Headphones Connect” app, the download and transfer of the software will start automatically.

You can also update the headset software in the following way.

- 1** Download the update software from the server to the smartphone on which the “Sony | Headphones Connect” app is installed.
- 2** Transfer the update software from the smartphone to the headset.
- 3** Update the headset software following the on-screen instructions.

Related Topic

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

Precautions

On Bluetooth communications

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

Notes on wearing the unit

- After use, remove the headphones slowly.
- Because the earbuds achieve a tight seal in the ears, forcibly pressing them in or quickly pulling them out can result in eardrum damage. When wearing the earbuds, the speaker diaphragm may produce a click sound. This is not a malfunction.

Other notes

- Do not subject the unit to excessive shock.

- The touch sensor may not operate properly if you apply stickers or other adhesive items to the touch sensor control panel.
- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- If you experience discomfort while using the unit, stop using it immediately.
- The earbuds may be damaged or deteriorate with long-term use and storage.
- If the earbuds become dirty, remove them from the unit and gently wash them by hand using a neutral detergent. After cleaning, thoroughly wipe off any moisture.
- If water or foreign objects enter the unit, it may result in fire or electric shock. If water or a foreign object enters the unit, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
 - When using the unit around a sink, etc.
Be careful that the unit does not fall into a sink or container filled with water.
 - When using the unit in the rain or snow, or in humid locations

Cleaning the unit

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

Do not use the headset near medical devices

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

Keep the headset away from the magnetic card

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

Wireless Noise Canceling Stereo Headset
WF-SP800N

License notice

Notes on the License

This product contains software that Sony uses under a licensing agreement with the owner of its copyright. We are obligated to announce the contents of the agreement to customers under requirement by the owner of copyright for the software.

Please access the following URL and read the contents of the license.

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

Disclaimer regarding services offered by third parties

Services offered by third parties may be changed, suspended, or terminated without prior notice. Sony does not bear any responsibility in these sorts of situations.

Wireless Noise Canceling Stereo Headset
WF-SP800N

Trademarks

- Windows is a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries.
- iPhone, iPod touch, macOS, Mac and Siri are trademarks of Apple Inc., registered in the U.S. and other countries.
- App Store is a service mark of Apple Inc., registered in the U.S. and other countries.
- IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.
- Google, Android and Google Play are trademarks of Google LLC.
- Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.
- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sony Group Corporation and its subsidiaries is under license.
- WALKMAN® and the WALKMAN® logo are registered trademarks of Sony Corporation.
- USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum.

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

Wireless Noise Canceling Stereo Headset
WF-SP800N

Customer support websites

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

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

For customers in European countries:

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

For customers in China:

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

For customers in other countries/regions:

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

What can I do to solve a problem?

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

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

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

Related Topic

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

Wireless Noise Canceling Stereo Headset
WF-SP800N

Unable to turn on the headset.

- Make sure the battery is fully charged.
 - You cannot turn on the headset when the headset is placed and being charged in the charging case. Remove the headset from the charging case to turn it on.
 - Set the headset into the charging case and close the lid of the charging case.
You may be able to resolve some issues by setting the headset into the charging case.
 - Reset the headset.
-

Related Topic

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

Wireless Noise Canceling Stereo Headset
WF-SP800N

Charging cannot be done.

- Make sure that the headset is set into the charging case securely.
 - Be sure to use the supplied USB Type-C cable.
 - Check that the USB Type-C cable is firmly connected to the charging case and the USB AC adaptor or computer.
 - Make sure that the USB AC adaptor is firmly connected to the AC outlet.
 - Check that the computer is turned on.
 - Wake the computer up if the computer is in standby (sleep) or hibernation mode.
 - When using Windows 8.1, update using Windows Update.
 - Set the headset into the charging case and close the lid of the charging case.
You may be able to resolve some issues by setting the headset into the charging case.
 - Reset the headset.
-

Related Topic

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

Wireless Noise Canceling Stereo Headset
WF-SP800N

Charging time is too long.

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

Related Topic

- [Charging](#)

Wireless Noise Canceling Stereo Headset
WF-SP800N

Charging cannot be done even if the charging case is connected to a computer.

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

5-013-129-11(3) Copyright 2020 Sony Corporation

Wireless Noise Canceling Stereo Headset
WF-SP800N

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

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

Related Topic

- [Checking the remaining battery charge](#)

No sound

- Depending on the smartphone app (which requires HFP (Hands-free Profile)/HSP (Headset Profile)), you may hear a voice from only one unit.
- Check that the connected device and both the left and right 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.
- If you are connecting a computer to the headset, make sure the audio output setting of the computer is set for a Bluetooth device.
- Pair the headset and the Bluetooth device again.
- When the Google Assistant feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant feature assigned.
- When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned.
- Set the headset into the charging case and close the lid of the charging case.
You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Charge the headset. Check if the sound is output from the headset after charging.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Wireless Noise Canceling Stereo Headset
WF-SP800N

Low sound level

- Turn up the volume of the connected device.
- When the volume adjustment function is assigned to the touch sensor with the “Sony | Headphones Connect” app, you can adjust the volume on the headset during music playback.
- Even when the volume adjustment function has been assigned to the touch sensor with the “Sony | Headphones Connect” app, you cannot adjust the volume on the headset during a call. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Music Center” smartphone app and adjust the volume on the “Sony | Music Center” app.
- Connect the Bluetooth device to the headset once again.

There is a difference in volume between the left and right units of the headset, insufficient low-frequency sound.

- For the proper sound quality and noise canceling function to be effective, select the earbuds that fit your ears the best.
If the size of the earbuds does not match the size of the ear holes, or the earbuds are not properly worn, the noise canceling function and sound quality may be significantly affected.
When you feel the noise canceling function and low frequency sound are insufficient, change the earbuds to ones that feel more sealed.
When changing the earbuds, try the earbud sizes in order from the larger sizes to the smaller sizes.
The size of the left and right earbuds may be different.

Related Topic

- [Replacing the earbuds](#)

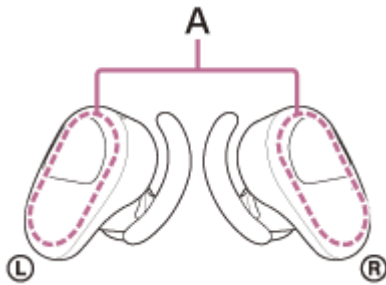
Low sound quality

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

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

Sound skips frequently.

- Set the headset to “Priority on stable connection” mode. For details, see [“About the sound quality mode”](#).
- Remove any obstacles between the antenna of the connecting Bluetooth device and the antennas built into the left and right units of the headset. The antenna of each left or right unit of the headset is built into the part shown in the dotted line below.



A: Locations of the built-in antennas (left, right)

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

Related Topic

- [About the sound quality mode](#)

The effect of noise canceling is not sufficient.

- Make sure that the noise canceling function is turned on.
 - When you feel the noise canceling function and low frequency sound are insufficient, change the earbuds to ones that feel more sealed.
When changing the earbuds, try the earbud sizes in order from the larger sizes to the smaller sizes.
The size of the left and right earbuds may be different.
 - Adjust the headset into a comfortable position.
 - The noise canceling function is effective in low frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.
 - Check that the Adaptive Sound Control is turned off.
Check the setting of the Adaptive Sound Control on the “Sony | Headphones Connect” app. When the Adaptive Sound Control is turned on, the noise canceling function may become insufficient.
-

Related Topic

- [Replacing the earbuds](#)
- [Wearing the headset](#)
- [What is noise canceling?](#)
- [Using the noise canceling function](#)
- [What you can do with the “Sony | Headphones Connect” app](#)

Pairing cannot be done.

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
 - When pairing for the first time after purchasing, initializing, or repairing the headset, the headset enters pairing mode automatically if you remove the headset from the charging case. When you pair a second or subsequent device, put the headset units into both ears, then hold your fingers to the touch sensors on both the left and right units at the same time for about 7 seconds to enter pairing mode.
 - When pairing a device once again after initializing or repairing the headset, you may be unable to pair the device if it retains pairing information for the headset (iPhone or other device). In this case, delete the pairing information for the headset from the device and pair them again.
-

Related Topic

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

Unable to make a Bluetooth connection.

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

Related Topic

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

Wireless Noise Canceling Stereo Headset

WF-SP800N

Distorted sound

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

The headset does not operate properly.

- Reset the headset. This operation does not delete pairing information.
- If the headset does not operate properly even if you reset the headset, initialize the headset.
- You cannot operate the headset if it is not worn. Put on the headset to operate.
- To operate the headset, tap the touch sensor correctly. Hold the headset between your thumb and middle finger, then tap the touch sensor with your forefinger.
- The headset cannot be operated when the touch sensor or your fingers are wet. Wipe off any perspiration or water with a soft dry cloth before operation.
- The headset cannot be operated with gloved fingers. Operate the headset with bare hands.
- The headset cannot be operated when the touch sensor is covered by your hair. Clear the touch sensor so that you can tap the touch sensor directly.
- Tap the touch sensor exactly. If the rim of the touch sensor is touched, the headset may not operate.
- Tap the touch sensor with the ball of your finger. If you tap with your nail or fingertip, the headset may not operate.
- Tap the touch sensor while holding the headset between your thumb and middle finger. If the headset moves when you tap the touch sensor, the headset may not operate.
- When you change the assignment of the functions to the touch sensors with the “Sony | Headphones Connect” app, confirm on the app that the correct function is assigned to the touch sensor.

Related Topic

- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)
- [About the touch sensor](#)
- [What you can do with the “Sony | Headphones Connect” app](#)

Cannot hear a person on a call.

- Check that both the headset and the connected device (i.e., smartphone) are turned on.
 - Turn up the volume of the connected device if it is too low.
 - Check the audio settings of the Bluetooth device to make sure the sound is output from the headset during a call.
 - Use the Bluetooth device to re-establish the connection. Select HFP or HSP for the profile.
 - While listening to music with the headset, stop playback and tap the touch sensor twice quickly (with an interval of about 0.4 seconds) on either the left or right unit to respond to an incoming call.
-

Related Topic

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

Wireless Noise Canceling Stereo Headset

WF-SP800N

Low voice from callers

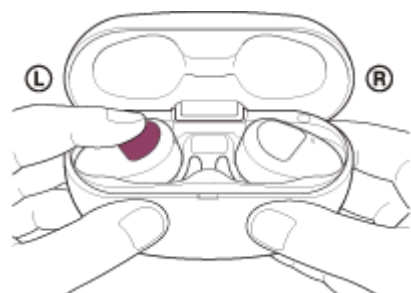
- Turn up the volume of the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Music Center” smartphone app and adjust the volume on the “Sony | Music Center” app.

5-013-129-11(3) Copyright 2020 Sony Corporation

Resetting the headset

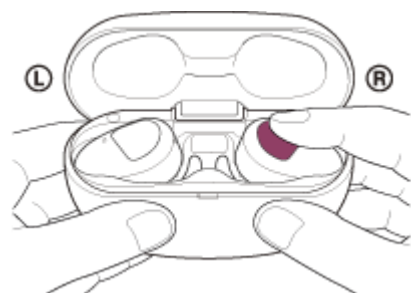
If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset.

Place the headset into the charging case, leave the lid of the charging case open, then hold your finger to the touch sensor on the left unit for about 20 seconds.



Release your finger when the indicator (red) of the headset turns off after flashing.

Then hold your finger to the touch sensor on the right unit for about 20 seconds.



Release your finger when the indicator (red) of the headset turns off after flashing.

If the indicator (blue) on the headset flashes, the headset may not have been reset properly because the headset moved in the charging case. Perform the resetting operation again.

The device registration (pairing) information and other settings are retained.

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

Related Topic

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

Initializing the headset to restore factory settings

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

Place the headset into the charging case, leave the lid of the charging case open, then hold your fingers to the touch sensors on both the left and right units of the headset for about 10 seconds. Release your fingers within 10 seconds after the indicators (red) of the headset start flashing.

The indicators (blue) flash 4 times (● ● ● ●), and the headset is initialized.

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

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

Note

- Check that the indicators (red) on both the left and right units of the headset light up before you hold your fingers to the touch sensors on both the left and right units of the headset.
- If you have updated the software after purchasing the headset, even if you initialize the headset, the software is retained updated.
- When you initialize the headset to restore the factory settings after you change the language of the voice guidance, the language will also return to the factory setting.