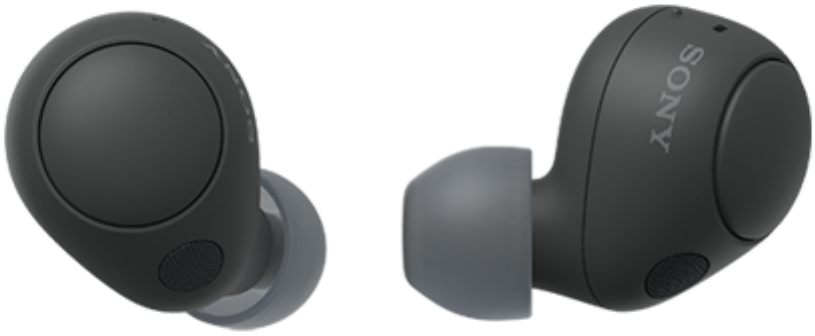
Wireless Noise Canceling Stereo Headset
WF-C700N



Model: YY2968

Quick Start Guide

⚠ To prevent burning or malfunction due to getting wet

Download the app, and set up the headset

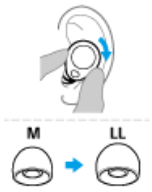
Headphones Connect

To use all functions and improved performances, 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/

Let’s start to use



1 Wearing the headset



Twist the headset unit to slide the earbud tip deep into your ear canal.

2 Establishing a BLUETOOTH® connection



The headset is turned on when the headset units are removed from the charging case.
Follow the downloaded “Sony | Headphones Connect” app instructions.

3 Operating the headset



Press the button.
Left
●: To switch the noise canceling function and Ambient Sound Mode
●●●●...: To decrease the volume
Right
●: To play or pause music
●●: To skip to the beginning of the next track
●●●: To skip to the beginning of the previous track (or the current track during playback)
●●●●...: To increase the volume
▬: To use or cancel the voice assist function (Google™ app/Siri)

Related information

Establishing a Bluetooth connection manually
Charging the headset

Getting started

What you can do with the Bluetooth function

About the voice guidance

Supplied accessories

- Checking the package contents
- Replacing the earbud tips

Parts and controls

- Location and function of parts
- About the indicator

Wearing the headset

- Wearing the headset
- Using only one headset unit

Operating the headset

- About the buttons on the headset

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® 11)
- Pairing and connecting with a computer (Windows 10)
- Pairing and connecting with a computer (Mac)
- Connecting to a paired computer (Windows 11)
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Mac)

Other Bluetooth devices

- Pairing and connecting with a Bluetooth device
- Connecting to a paired Bluetooth device

Multipoint connection

Connecting the headset to 2 devices simultaneously (multipoint connection)

Listening to music

Listening to music via a Bluetooth connection

Listening to music from a device via a Bluetooth connection

Controlling the audio device (Bluetooth connection)

Disconnecting Bluetooth connection (after use)

About 360 Reality Audio

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)

Sound quality mode

About the sound quality mode

Supported codecs

About the DSEE function

Making phone calls

Receiving a call

Making a call

Functions for a phone call

Making a video call on your computer

Disconnecting Bluetooth connection (after use)

Using the voice assist function

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
How to keep the software up-to-date (for comfortable use of the headset)
Important information
Precautions
When you have finished using the headset
Maintenance
To prevent burning or malfunction due to getting wet
When the headset units or charging case gets wet
Licenses
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.
The available operating time is short, the battery power does not last long, the battery life of the left and right headset units is different.
Charging time is too long.
Sound
No sound, no sound from one side
Low sound level
Low sound quality, or noise or unusual sound can be heard.
Sound skips frequently.
Noise is heard during music playback.
The noise canceling effects are not sufficient.
Bluetooth connection
Pairing with a Bluetooth device cannot be done.
Unable to make a Bluetooth connection.

The headset cannot be operated.

Cannot hear the other person or the call volume is low during calls/The other person cannot hear you or their call volume is low during calls.

Others

Earbud tips are damaged or lost.

An earache occurs.

Resetting or initializing the headset

Resetting the headset

Initializing the headset to restore factory settings

Specifications

Specifications

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Wireless Noise Canceling Stereo Headset
WF-C700N

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 enjoy music wirelessly from a smartphone or music player, etc.



Talking on the phone

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



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Wireless Noise Canceling Stereo Headset
WF-C700N

About the voice guidance

In the factory settings, 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/

- When entering pairing mode: “Pairing”
- When the remaining battery charge of the headset is low: “Low battery”
- When automatically turning off due to low battery of the headset: “Battery is empty”

Note

- It takes up to about 6 minutes when you change the language of the voice guidance.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will not return to the factory settings.
- If the voice guidance is not heard after changing the voice guidance language or updating the software of the headset, set the headset units into the charging case, and close the charging case lid to turn them off, then remove the headset units from the charging case to turn them on again.

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Wireless Noise Canceling Stereo Headset
WF-C700N

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 earbud tips (SS/M/LL 2 each)

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



SS size: 1 line
M size: 3 lines
LL size: 5 lines

Charging case (1)



Note

- Earbud tips are consumables. If the earbud tips are damaged and need replacing, contact your nearest Sony dealer or purchase the EP-EX11 series*, sold separately.

* May not be supported in some countries or regions.

Related Topic

- Earbud tips are damaged or lost.

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Wireless Noise Canceling Stereo Headset
WF-C700N

Replacing the earbud tips

M-sized earbud tips come attached to the left and right headset units at the time of purchase.
If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, you may not obtain the correct sound qualities, noise canceling effects, or call performance.
If any of this is the case, try the following.

- Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
- Check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.

Hybrid silicone rubber earbud tips

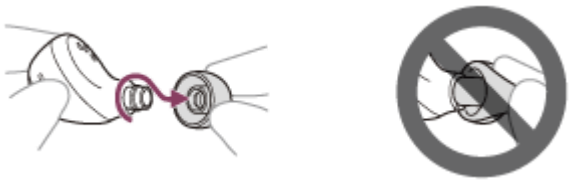
The size of the earbud tips can be determined based on the number of dotted lines inside the bottom of the earbud tips.



SS size: 1 line
M size: 3 lines
LL size: 5 lines

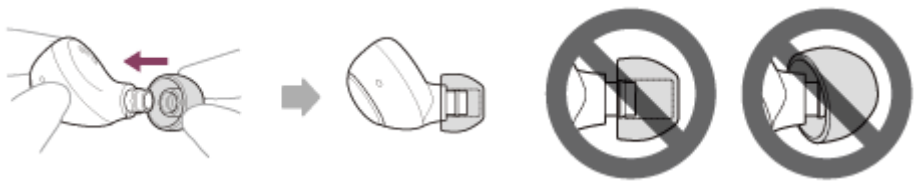
1. **Remove the earbud tip.**

   Hold the headset unit and twist the earbud tip while rotating it to pull it out.
   Do not pinch the end of the earbud tip when removing it.



2. **Attach the earbud tip.**

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



Related Topic

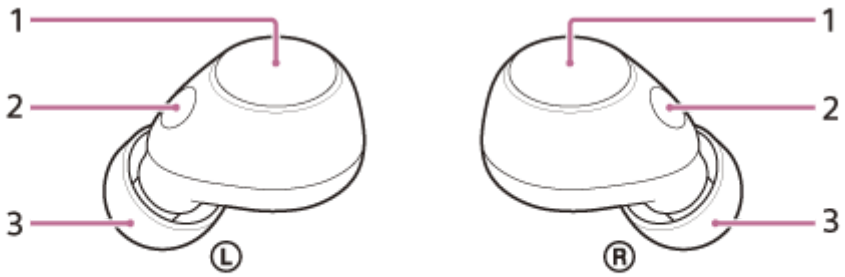
- Wearing the headset

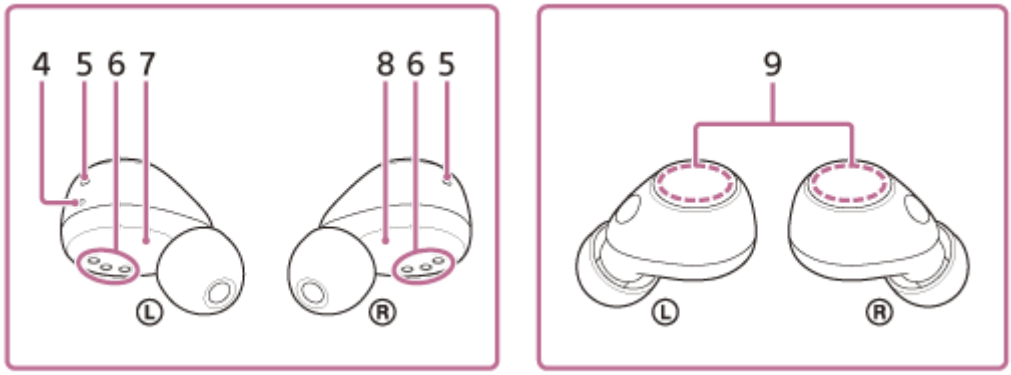
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WF-C700N

Location and function of parts

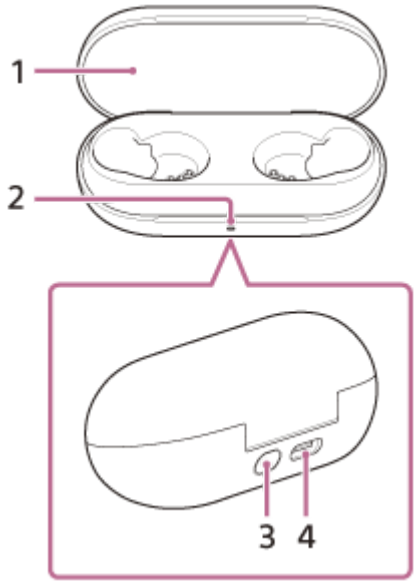
Headset





1. Buttons (left, right)
2. Microphones (left, right)
   Picks up the sound of your voice (when talking on the phone) and noise (when using the noise canceling function).
3. Earbud tips (left, right)
4. Tactile dot
   There is a tactile dot on the left headset unit.
5. Air holes (left, right)
6. Charging ports (left, right)
7. Ⓛ (left) mark
8. Ⓡ (right) mark
9. Built-in antennas (left, right)

Charging case



1. Lid

2. Indicator (green/orange/blue)
   Indicates the power, communication or charging status of the headset.

3. Pairing/reset/initialize button
   Used when entering pairing mode, resetting or initializing the headset.

4. USB Type-C port
   Using the supplied USB Type-C cable, connect the charging case to a computer or to an AC outlet via a commercially available USB AC adaptor to simultaneously charge both the headset and the charging case.

Related Topic

- About the indicator
- Checking the remaining battery charge

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Wireless Noise Canceling Stereo Headset
WF-C700N

About the indicator

You can check various statuses of the headset/charging case by the indicator on the charging case.
● : Turns on in green / ● : Turns on in orange / ● : Turns on in blue / -: Turns off

Indication of the remaining battery charge

When both headset units are stored in the charging case: Displays the remaining battery charge of the headset unit with less remaining battery charge between the left and right headset units.
When either the left or right headset unit is stored in the charging case: Displays the remaining battery charge of the headset unit stored in the charging case.
When both headset units are removed from the charging case: Displays the remaining battery charge of the charging case.

When the charging case lid is opened or closed, or when the USB Type-C cable is removed after charging is complete, the indicator lights up as follows depending on the remaining battery charge.

- When the headset is stored in the charging case and the remaining battery charge of the headset is 71% or higher / When the headset is not stored in the charging case and the remaining battery charge of the charging case is 21% or higher
  ■ - - - - - - - (lights up in green for about 6 seconds)

- When the headset is stored in the charging case and the remaining battery charge of the headset is between 70% and 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is between 20% and 1%
  ■ - - - - - - - (lights up in orange for about 6 seconds)

- When the headset is stored in the charging case and the remaining battery charge of the headset is less than 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is less than 1%
  - - - - - - - (turns off)

When the headset units are removed from the charging case, or when the headset units are set into the charging case, the indicator lights up as follows depending on the remaining battery charge.

- When the headset is stored in the charging case and the remaining battery charge of the headset is 71% or higher / When the headset is not stored in the charging case and the remaining battery charge of the charging case is 21% or higher
  ■ - - - - - - - (lights up in green for about 3 seconds)

- When the headset is stored in the charging case and the remaining battery charge of the headset is between 70% and 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is between 20% and 1%
  ■ - - - - - - - (lights up in orange for about 3 seconds)

- When the headset is stored in the charging case and the remaining battery charge of the headset is less than 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is less than 1%
  - - - - - - - (turns off)

Charging status

- While charging the headset units / While charging the charging case
   (lights up in orange)
- When the battery is fully charged when charging starts on the headset units/charging case
   - - - - - (lights up in orange for about 1 minute, and then turns off)
- When the battery becomes fully charged and charging is complete
  - - - - - - - (turns off)
- During charging, when the charging case lid is opened or closed / When the headset units are set into or removed from the charging case
   (lights up in orange while charging. turns off for about 0.5 seconds, and then lights up in orange again)
- Abnormal charging temperature
   (repeatedly flashes twice in orange with an interval of about 1 second)
- When an error occurs while charging and charging cannot be performed
   (repeatedly flashes slowly in orange with an interval of about 0.5 seconds)
- Abnormal combination of left and right headset units
   (repeatedly flashes 3 times in orange with an interval of about 1.3 seconds)

Bluetooth connection status

- Pairing mode
   (repeatedly flashes twice in blue)
- Connection process completed
   ... (flashes 10 times in blue)
  Indicates when one or both headset units are stored in the charging case.

Other

- Reset start preparation / Initialization start preparation
   (repeatedly flashes in orange for about 5 seconds with an interval of about 0.7 seconds in about 15 seconds after you start pressing the reset/initialize button on the back of the charging case)
  For details, see “Resetting the headset” or “Initializing the headset to restore factory settings”.
- Initialization completed
   (flashes 4 times in green)
  For details, see “Initializing the headset to restore factory settings”.

Related Topic

- Charging
- Checking the remaining battery charge
- What you can do with the “Sony | Headphones Connect” app
- Resetting the headset
- Initializing the headset to restore factory settings

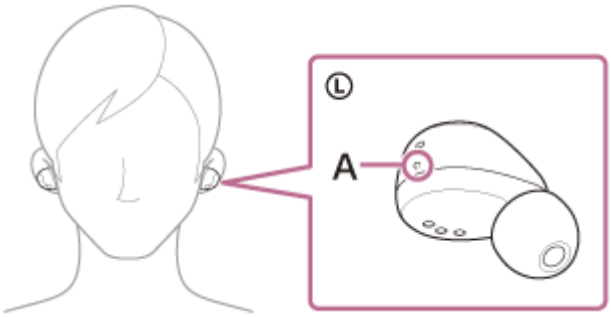
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WF-C700N

Wearing the headset

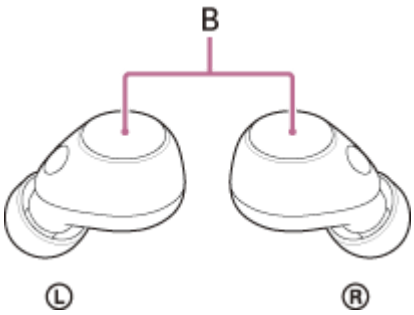
1 Put the headset units into both ears.

Put the headset unit with the Ⓛ (left) mark into your left ear and the headset unit with the Ⓡ (right) mark into your right ear. The left headset unit has a tactile dot.



A: Tactile dot

Be careful not to push the button when you put the headset units into both ears.



B: Buttons (left, right)

2 Adjust the fit of the headset to your ears.

Twist the headset unit to slide the earbud tip deep into your ear canal.



Hint

- When you put the headset unit into your ear or adjust the positioning of the headset unit, see the illustration in step 2 for how to hold the headset unit.

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

If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, you may not obtain the correct sound qualities, noise canceling effects, or call performance.
If any of this is the case, try the following.

- Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
- See step 2 and check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.

Hint

- You can also play music, make and receive calls, etc. when only one headset unit is worn in your ear.

Related Topic

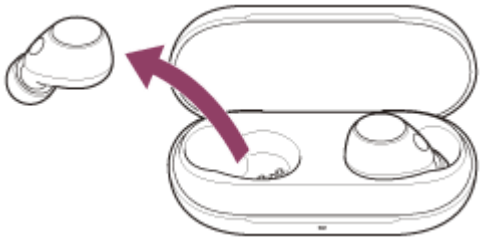
- Replacing the earbud tips
- Using only one headset unit

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Wireless Noise Canceling Stereo Headset
WF-C700N

Using only one headset unit

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



When you remove the other headset unit from the charging case

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

Assigning functions to the buttons of the headset

Depending on the headset unit you are wearing, some functions may not be available in the factory settings. In this case, you can change the function assignments to the buttons using the “Sony | Headphones Connect” app.

Hint

- In the factory settings, the music playback function is assigned to the right headset unit.
  When listening to music with one ear, if only the right headset unit is worn in your ear, use the button on the right headset unit to play music.
  If only the left headset unit is worn in your ear, operate the connected device to play music.
- When you play music or other stereo audio while wearing only one headset unit, you will hear monaural sound with the left and right channels mixed.
- You can also enjoy hands-free calls even when you are using only one headset unit. When you receive an incoming call, answer the call with the headset unit you are using. If you remove the other headset unit from the charging case while you are talking with only one headset unit, you can talk with both headset units.

Note

- When you are using only one headset unit, be sure to set the other headset unit into the charging case.
- When you are using only one headset unit, the remaining battery charge of the headset may be different on the left and right sides.

Related Topic

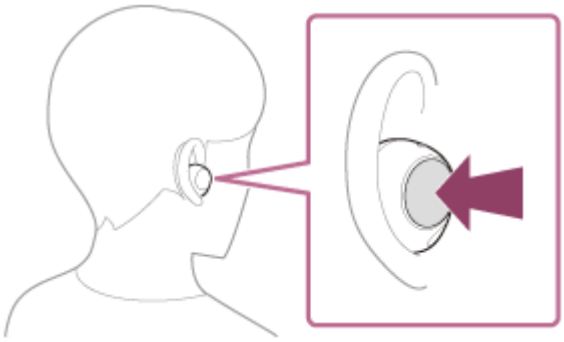
- Controlling the audio device (Bluetooth connection)
- Functions for a phone call
- What you can do with the “Sony | Headphones Connect” app

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Wireless Noise Canceling Stereo Headset
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About the buttons on the headset

Press the button for various operations, such as music playback, phone calls, or changing the setting of the noise canceling function.



Some available operations

	Left	Right
Press once	To switch the noise canceling function and Ambient Sound Mode	To play or pause music
Press twice	To receive a call/end a call/cancel an outgoing call	To skip to the beginning of the next track To receive a call/end a call/cancel an outgoing call
Press 3 times	—	To skip to the beginning of the previous track (or the current track during playback)
Press 4 or more times	To decrease the volume	To increase the volume
Press and hold	To turn on the headset To reject a call	To turn on the headset To reject a call To use or cancel the voice assist function (Google app/Siri)

Hint

- You can change the function assignments to the buttons on the left and right headset units using the “Sony | Headphones Connect” app. For example, the music playback function that is assigned to the button on the right headset unit in the factory settings can be changed to the button on the left headset 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.

Related Topic

- Controlling the audio device (Bluetooth connection)

- Functions for a phone call
- What you can do with the “Sony | Headphones Connect” app

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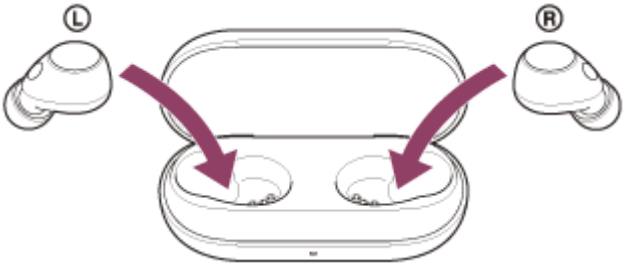
Wireless Noise Canceling Stereo Headset
WF-C700N

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 Set the headset units into the charging case.

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

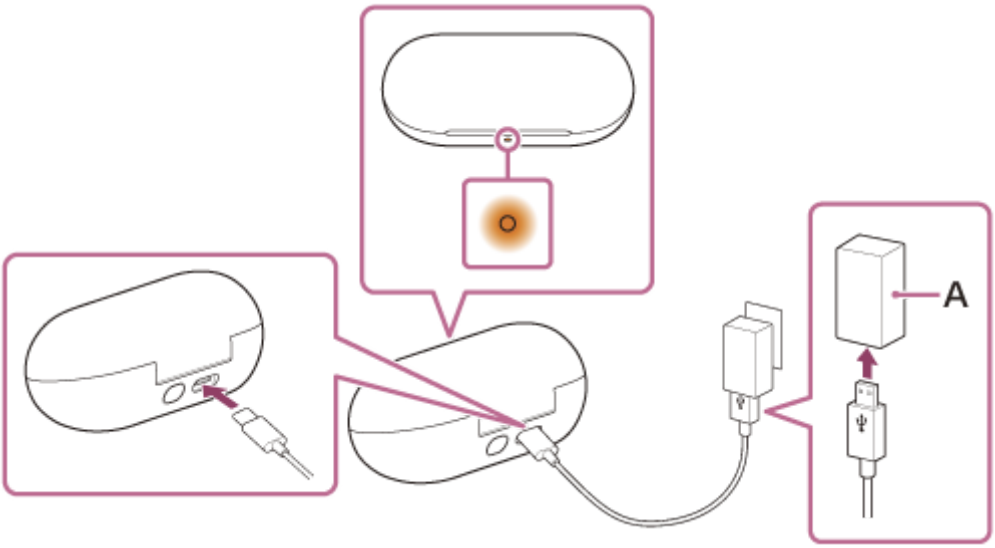


When the rechargeable battery of the charging case still has power, the indicator (orange or green) on the charging case lights up for about 3 seconds.
The charging starts on the headset. Close the charging case lid.



2 Connect the charging case to an AC outlet.

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



A: USB AC adaptor

> Charging starts on the headset and charging case. The indicator (orange) on the charging case lights up.
> After charging is complete, the indicator on the charging case turns off.
> Remove the USB Type-C cable.

About the charging time

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.
The required time for fully charging the left and right headset units is about 1.5 hours.

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

- Be sure to use the supplied USB Type-C cable. Otherwise, charging may not be successful.
- Charging may not be successful depending on the type of USB AC adaptor.
- Depending on the settings for the headset functions and usage conditions, the speed of energy consumption for the rechargeable battery may vary between the left and right headset units.
  As a result, the charging time of the rechargeable batteries for the left and right headset units may differ. However, this is not a malfunction.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging once again.
- If the indicator (orange) on the charging case lights up for about 3 seconds and then turns off when the left and right headset units are removed from the charging case, the remaining battery charge of the charging case is low. Charge the charging case.
- If the indicator on the charging case does not turn on even when the left and right headset units are removed from the charging case, the battery charge of the charging case is empty. Charge the charging case.
- 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 charging and discharging several times. If you store the headset for a long time, charge the battery once every 6 months to avoid over-discharge.
- If the headset is not used for a long time, it may take longer to charge the battery.
- If there is a problem with the rechargeable battery of the headset or the charging case and something unusual is detected during charging, the indicator (orange) on the charging case flashes.
  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 problem persists, consult your nearest Sony dealer.
- If the headset is not used for a long time, the indicator (orange) on the charging case may not immediately light up when charging. Wait a moment until the indicator (orange) lights up.

- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.
- 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.
- The headset and the charging case may become warm during charging or for a while after charging. However, this is not a malfunction.

Related Topic

- About the indicator
- Checking the remaining battery charge

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Wireless Noise Canceling Stereo Headset
WF-C700N

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. 7.5 hours
AAC	Ambient Sound Mode: ON	Max. 7.5 hours
AAC	OFF	Max. 10 hours
SBC	Noise canceling function: ON	Max. 7 hours
SBC	Ambient Sound Mode: ON	Max. 7 hours
SBC	OFF	Max. 9 hours

- About 60 minutes of music playback is possible after 10 minutes charging.
- If you make the following settings on the “Sony | Headphones Connect” app, the available operating time of the battery becomes shorter than the ones described above.
  - Equalizer
  - DSEE™

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

Communication time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 5 hours
Ambient Sound Mode: ON	Max. 5 hours
OFF	Max. 5 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 from the time described above depending on the settings for the headset functions and usage conditions.
- Depending on the settings for the headset functions and usage conditions, the speed of energy consumption for the rechargeable battery may vary between the left and right headset units. However, this is not a malfunction.

Related Topic

- Supported codecs
- About the DSEE function
- What you can do with the “Sony | Headphones Connect” app

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Wireless Noise Canceling Stereo Headset
WF-C700N

Checking the remaining battery charge

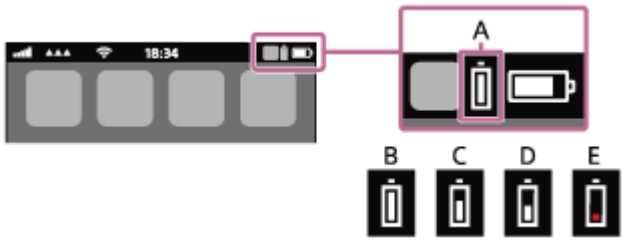
You can check the remaining battery charge of the rechargeable batteries of the headset and the charging case by the following operations.

If the remaining battery charge of the headset becomes low when the headset is removed from the charging case or while using the headset

If a warning beep sounds and the voice guidance says, “Low battery”, charge the headset as soon as possible.
When the battery becomes completely empty, a warning beep sounds, the voice guidance says, “Battery is empty”, and the headset automatically turns off.

When you are using an iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch over an HFP (Hands-free Profile) 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.
The display position is an example.



A: Remaining battery charge of the headset
B: 100% - 71%
C: 70% - 51%
D: 50% - 21%
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 11 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. 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 an HFP Bluetooth connection, select [Settings] - [Device connection] - [Bluetooth] to display the remaining battery charge of the headset as “100%”, “70%”, “50%” or “20%” in the connected Bluetooth device column. For details, refer to the operating instructions for the Android smartphone.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. Use it as a rough estimate.

Checking the remaining battery charge of the charging case

- If the indicator (orange) on the charging case lights up when both headset units are removed from the charging case, or when the charging case lid is opened or closed with no headset units stored, the remaining battery charge of the charging case is about 20% to 1%. The charging case cannot sufficiently charge the headset with this remaining level of battery charge.
- If the indicator on the charging case does not light up when both headset units are removed from the charging case, or when the charging case lid is opened or closed with no headset units stored, the remaining battery charge of the charging case is less than 1%. The headset cannot be charged with the charging case in this case.

Hint

- The remaining battery charge of the headset may be different on the left and right sides depending on how you use them. When checking the remaining battery charge on an iPhone/iPod touch or Android smartphone while using both headset units, the remaining battery charge of the headset unit with less remaining battery charge between the left and right headset units is displayed. When using only one headset unit, the remaining battery charge of the headset unit you are using is displayed.
- You can also check the remaining battery charge of the headset unit and the charging case with the “Sony | Headphones Connect” app. Android smartphones and iPhone/iPod touch both support this app.

Note

- If the headset and smartphone are not connected with HFP, the remaining battery charge will not be correctly displayed.
- If you connect the headset to an iPhone/iPod touch or Android smartphone with “Media audio” (A2DP) only in a multipoint connection, the remaining battery charge will not be displayed correctly.
- The remaining battery charge may not be properly displayed 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

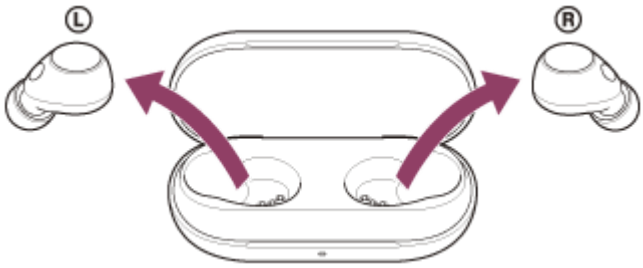
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Wireless Noise Canceling Stereo Headset
WF-C700N

Turning on the headset

When the headset is stored in the charging case

1 **Remove the headset from the charging case.**



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

When the headset is not stored in the charging case

After 15 minutes of Bluetooth disconnection, the headset turns off. In this case, the headset will turn on by pressing and holding the buttons on both headset units for about 2 seconds or more. The headset units will also turn on when they are set into the charging case and then removed from the charging case.
By using the “Sony | Headphones Connect” app, you can set the time until the headset turns off automatically. You can also set the headset not to turn off automatically.

When the headset is turned on

When both headset units are removed from the charging case, the connection is established between the left and right headset units.
When turning on the headset for the first time after purchase or just after initializing the headset, the headset goes into Bluetooth pairing mode.
If you press the button on the left or right unit when the headset is not connected via a Bluetooth connection, you will hear a notification sound indicating that the headset is turned on.
When you use the headset for the first time after purchase or just after initializing the headset, the noise canceling function is turned on automatically.
If the noise canceling settings were changed previously, the settings are retained.

Related Topic

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

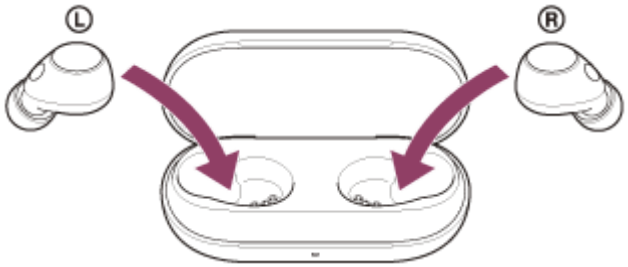
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Wireless Noise Canceling Stereo Headset
WF-C700N

Turning off the headset

1 Set the headset units into the charging case.

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



When the rechargeable battery of the charging case still has power, the indicator (orange or green) on the charging case lights up for about 3 seconds.
The charging starts on the headset. Close the charging case lid.



The headset turns off.

When the headset is left removed

After 15 minutes of Bluetooth disconnection, the headset turns off automatically.
To turn off the power before the headset turns off automatically, set the headset units into the charging case, and close the charging case lid.
By using the “Sony | Headphones Connect” app, you can set the time until the headset turns off automatically. You can also set the headset not to turn off automatically.

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

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Wireless Noise Canceling Stereo Headset
WF-C700N

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.

Pairing

To use the Bluetooth function, both of the connecting devices must be registered in advance. The operation to register a device is called “pairing”.
Pair the headset and the device manually.

Connecting to a paired device

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

Related Topic

- Pairing and connecting with an Android smartphone
- Pairing and connecting with an iPhone
- Pairing and connecting with a computer (Windows® 11)
- Pairing and connecting with a computer (Windows 10)
- Pairing and connecting with a computer (Mac)
- Pairing and connecting with a Bluetooth device
- Connecting to a paired Android smartphone
- Connecting to a paired iPhone
- Connecting to a paired computer (Windows 11)
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Mac)
- Connecting to a paired Bluetooth device

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Wireless Noise Canceling Stereo Headset
WF-C700N

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/



Hint

- To pair a second or subsequent device, operate the pairing button on the back of the charging case to enter pairing mode. For more details, see “Pairing and connecting” corresponding to your device in the Related Topic.

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

- Pairing and connecting with an Android smartphone
- Pairing and connecting with an iPhone
- Pairing and connecting with a computer (Windows® 11)
- Pairing and connecting with a computer (Windows 10)
- Pairing and connecting with a computer (Mac)
- 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

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Wireless Noise Canceling Stereo Headset
WF-C700N

Pairing and connecting with an Android smartphone

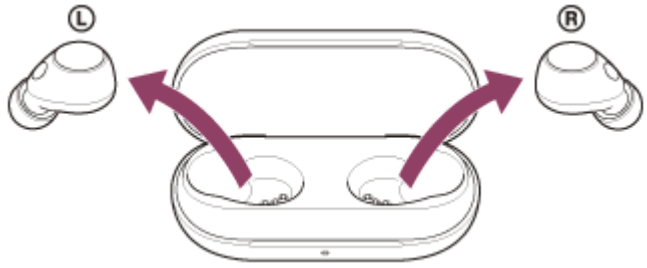
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

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

1 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 (when there is no pairing information on the headset)

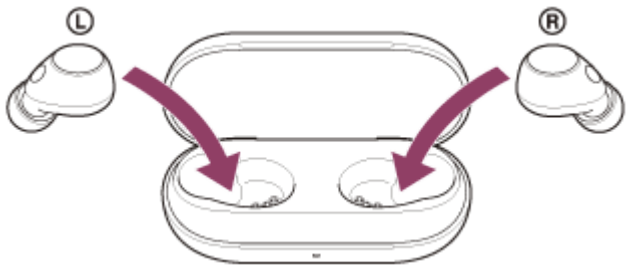
1. Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
You will hear a notification sound and the voice guidance say “Pairing” from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

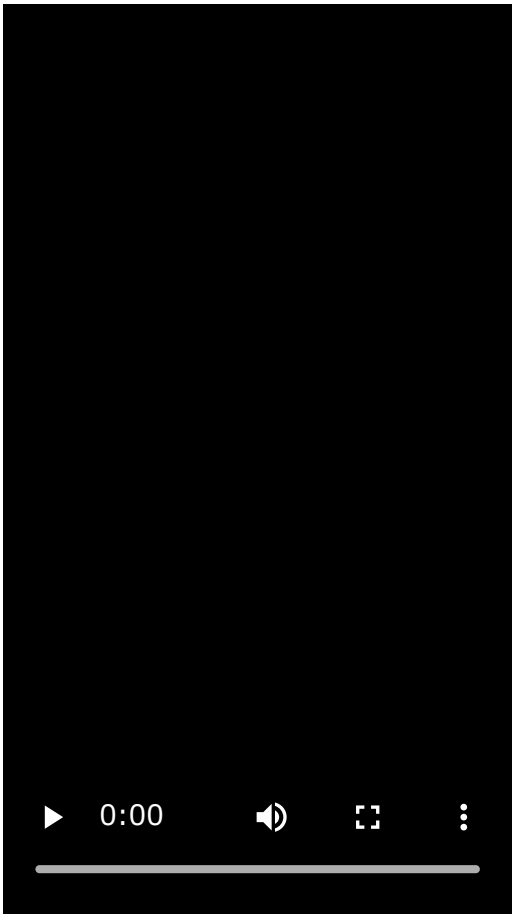


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.

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

3 Find the headset on the Android smartphone.

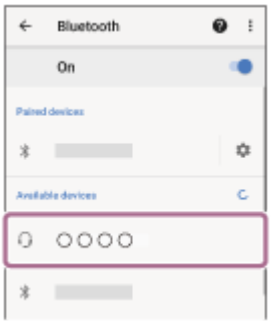
1. Select [Settings] - [Device connection] - [Bluetooth].



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



4 Touch [WF-C700N].



If Passkey* input is required, input “0000”.
The headset and smartphone are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When the headset is being removed from the charging case, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
If they are not connected, see “Connecting to a paired Android smartphone”.
If [WF-C700N] does not appear on your Android smartphone screen, start the operation again from the beginning of step 3 .

* 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 perform pairing for the first time.
https://rd1.sony.net/help/mdr/mov0052/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

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of 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 connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

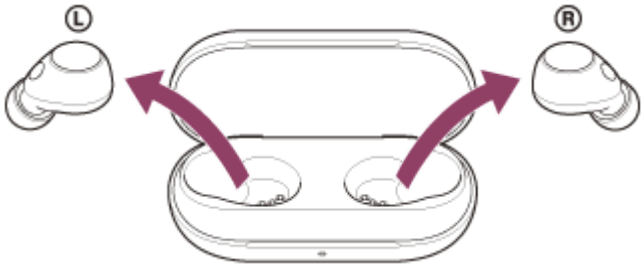
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Wireless Noise Canceling Stereo Headset
WF-C700N

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.



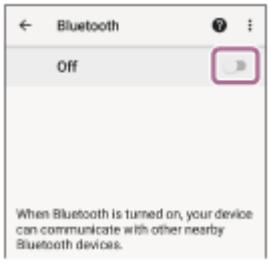
The headset turns on automatically.
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
Check the connection status on the Android smartphone. If it is not connected, proceed to step 3 .

3 Display the devices paired with the Android smartphone.

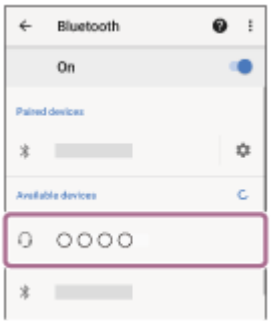
1. Select [Settings] - [Device connection] - [Bluetooth].



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



4 Touch [WF-C700N].



You will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.

Hint

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

Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the 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 pairing again. As for the operations on your smartphone, refer to the operating instructions supplied with the smartphone.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with an Android smartphone
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Wireless Noise Canceling Stereo Headset
WF-C700N

Pairing and connecting with an iPhone

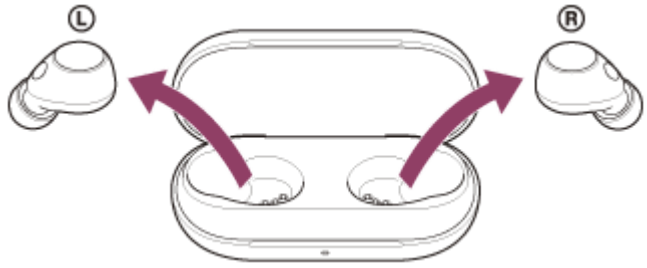
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

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

1 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 (when there is no pairing information on the headset)

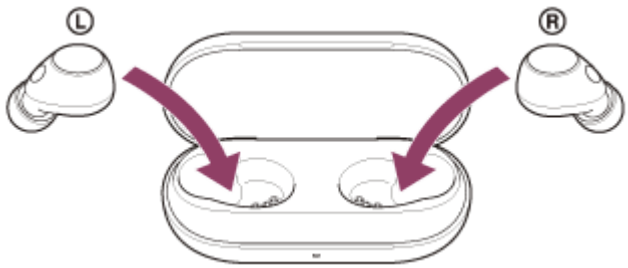
1. Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
You will hear a notification sound and the voice guidance say “Pairing” from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

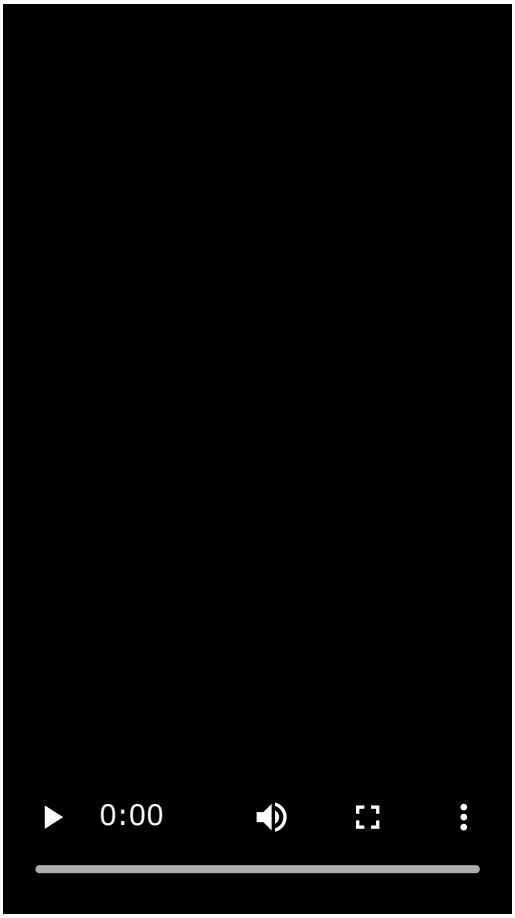


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.

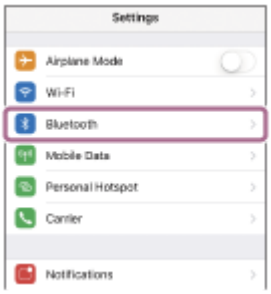


The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.

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

3 Find the headset on the iPhone.

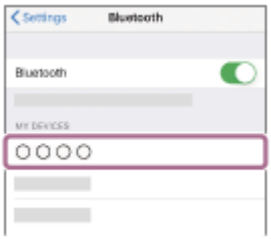
1. Select [Settings].
2. Touch [Bluetooth].



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



4 **Touch [WF-C700N].**



If Passkey* input is required, input “0000”.
The headset and iPhone are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When the headset is being removed from the charging case, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
If they are not connected, see “Connecting to a paired iPhone ”.
If [WF-C700N] does not appear on your iPhone screen, start the operation again from the beginning of step **3** .

* 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 perform pairing for the first time.
https://rd1.sony.net/help/mdr/mov0052/h_zz/

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of 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 connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

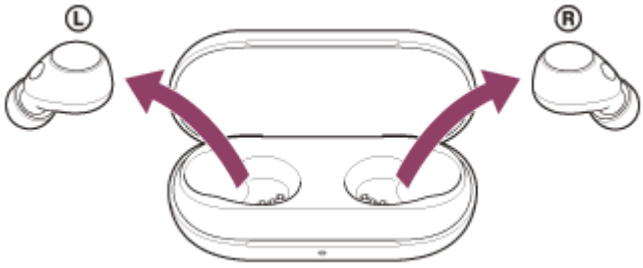
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Wireless Noise Canceling Stereo Headset
WF-C700N

Connecting to a paired iPhone

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

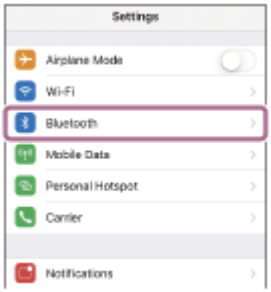
2 Remove the headset from the charging case.



The headset turns on automatically.
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
Check the connection status on the iPhone. If it is not connected, proceed to step 3 .

3 Display the devices paired with the iPhone.

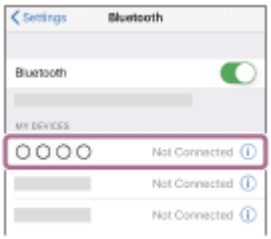
1. Select [Settings].
2. Touch [Bluetooth].



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



4 Touch [WF-C700N].



You will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.

Hint

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

Note

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

Related Topic

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

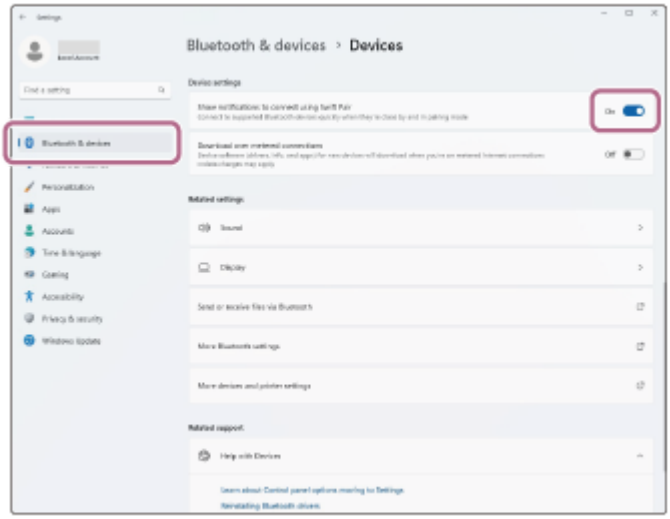
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Wireless Noise Canceling Stereo Headset
WF-C700N

Pairing and connecting with a computer (Windows® 11)

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:

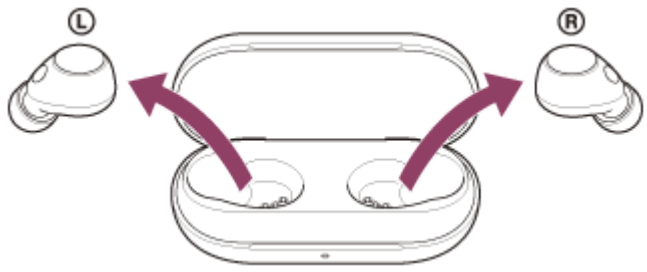
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in 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.
- The Swift Pair function can be used to make pairing easier. To use the Swift Pair function, click the [Start] button - [Settings] - [Bluetooth & devices] - [Show notifications to connect using Swift Pair] switch to turn on the Swift Pair function.



1 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 (when there is no pairing information on the headset)

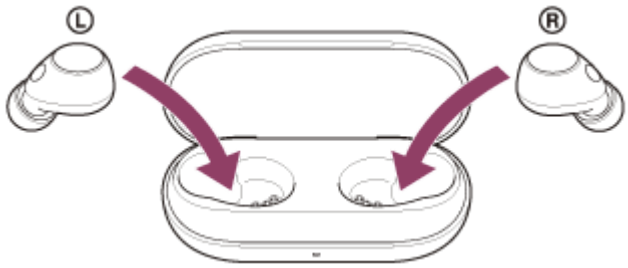
1. Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
You will hear a notification sound and the voice guidance say “Pairing” from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

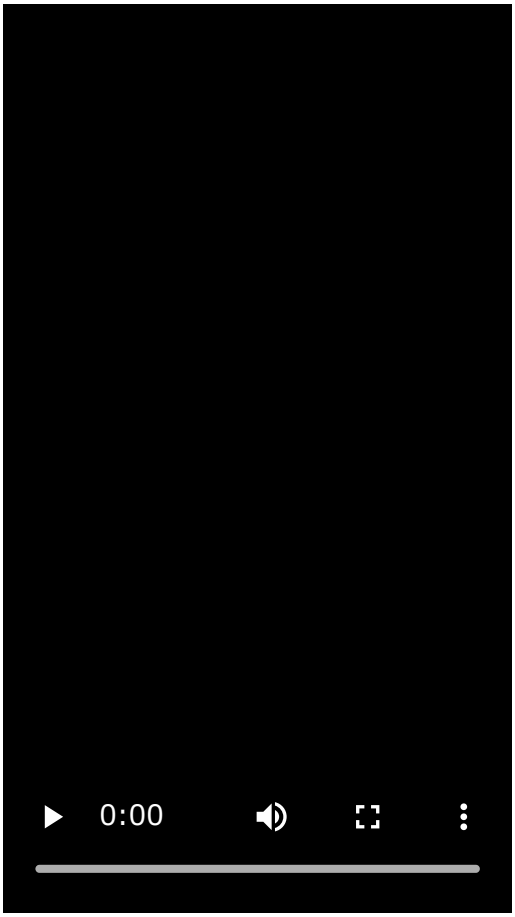


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.

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

3 Pair the headset using the computer.

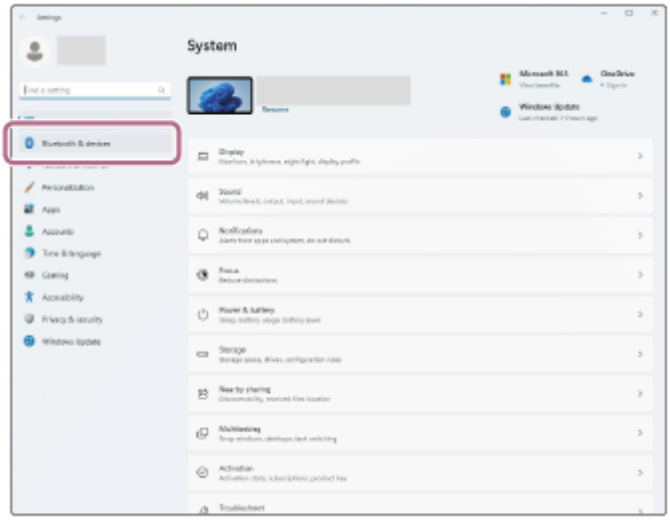
To connect using the Swift Pair function

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

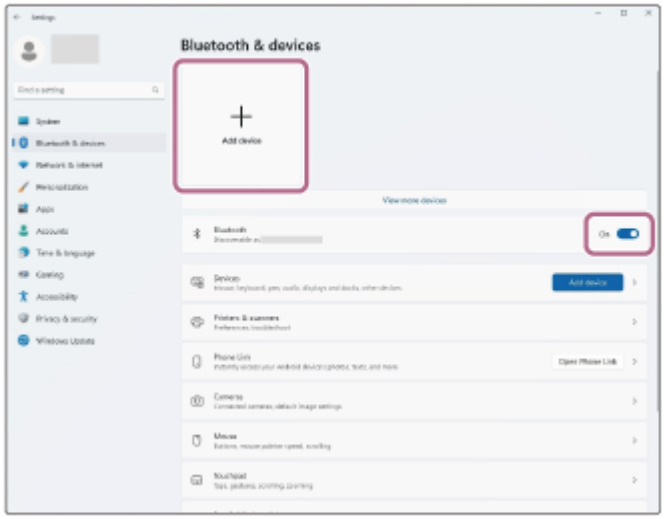


To connect without using the Swift Pair function

1. Click the [Start] button, then [Settings].
2. Click [Bluetooth & devices].



3. Click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add device].



4. Click [Bluetooth].



5. Click [WF-C700N].



If Passkey* input is required, input “0000”.
The headset and computer are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When the headset is being removed from the charging case, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
If they are not connected, see “Connecting to a paired computer (Windows 11)”.
If [WF-C700N] does not appear on your computer screen, try again from “To connect without using the Swift Pair function” of step 3 .

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of 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 connected device and then pair them again.

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

Related Topic

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Windows 11)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

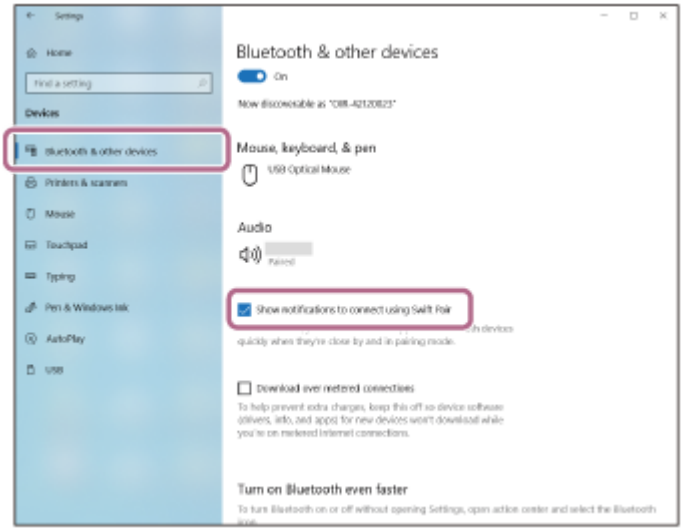
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Wireless Noise Canceling Stereo Headset
WF-C700N

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:

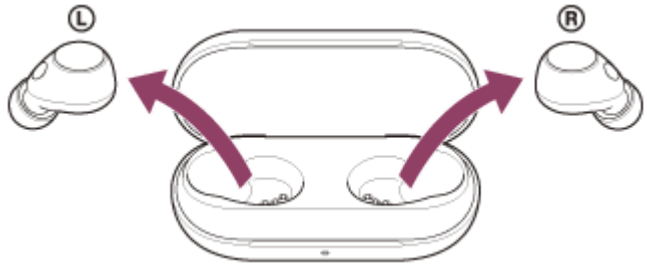
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in 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.
- If your OS version is Windows 10 version 1803 or later, the Swift Pair function can be used to make pairing easier. To use the Swift Pair function, click the [Start] button - [Settings] - [Devices] - [Bluetooth & other devices], and check the [Show notifications to connect using Swift Pair] checkbox.



1 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 (when there is no pairing information on the headset)

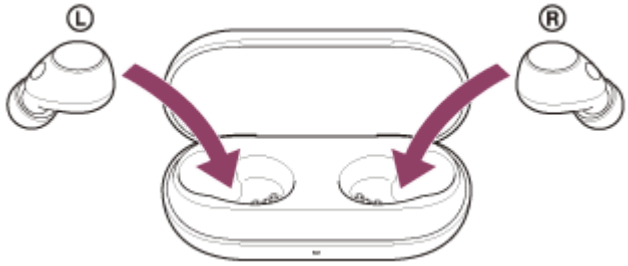
1. Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
You will hear a notification sound and the voice guidance say “Pairing” from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

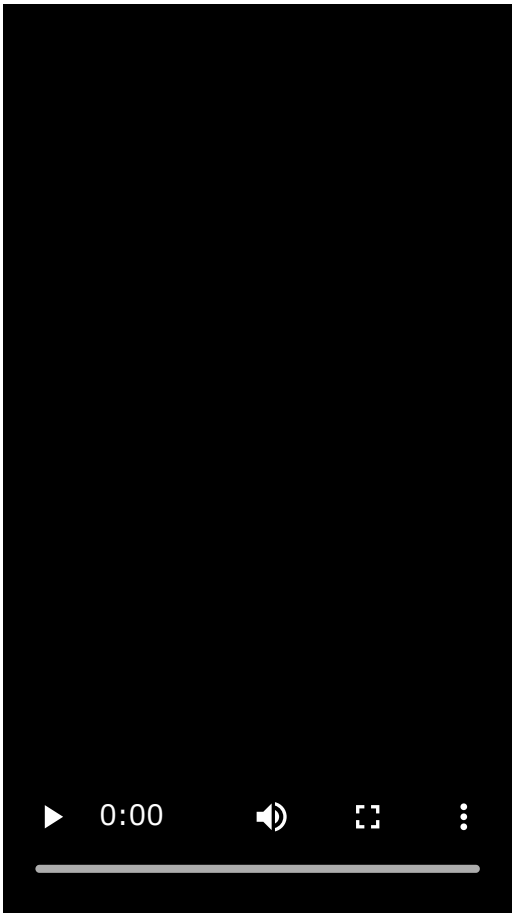


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



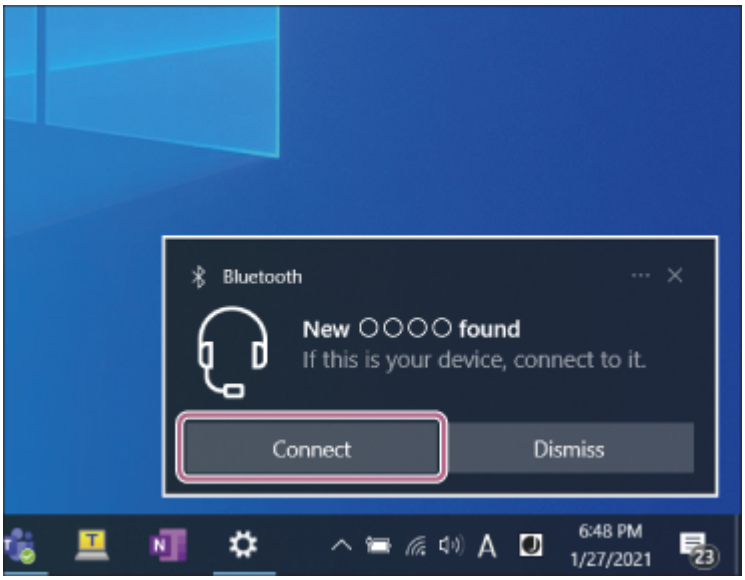
The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.

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

3 **Pair the headset using the computer.**

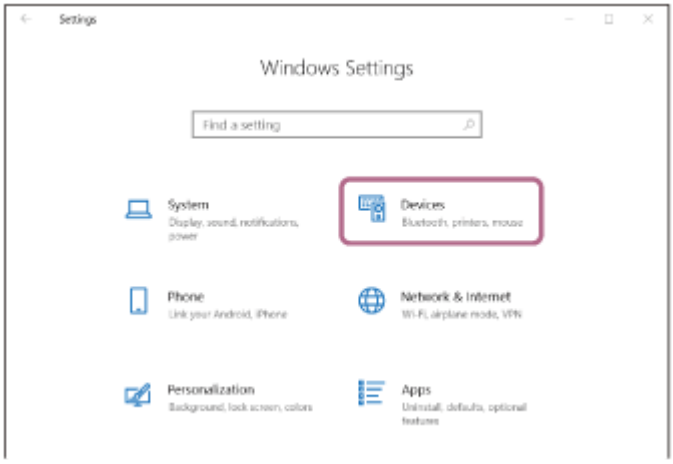
To connect using the Swift Pair function

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

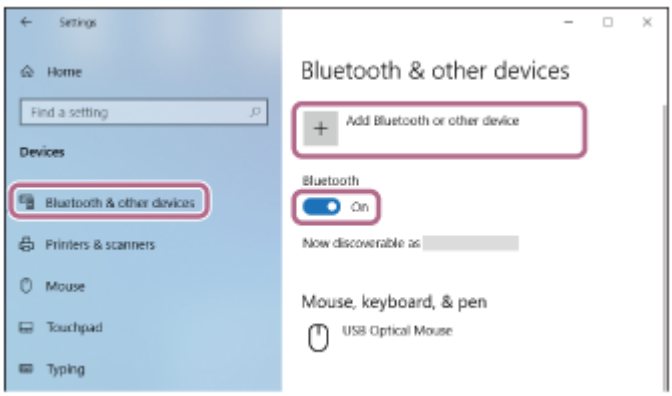


To connect without using the Swift Pair function

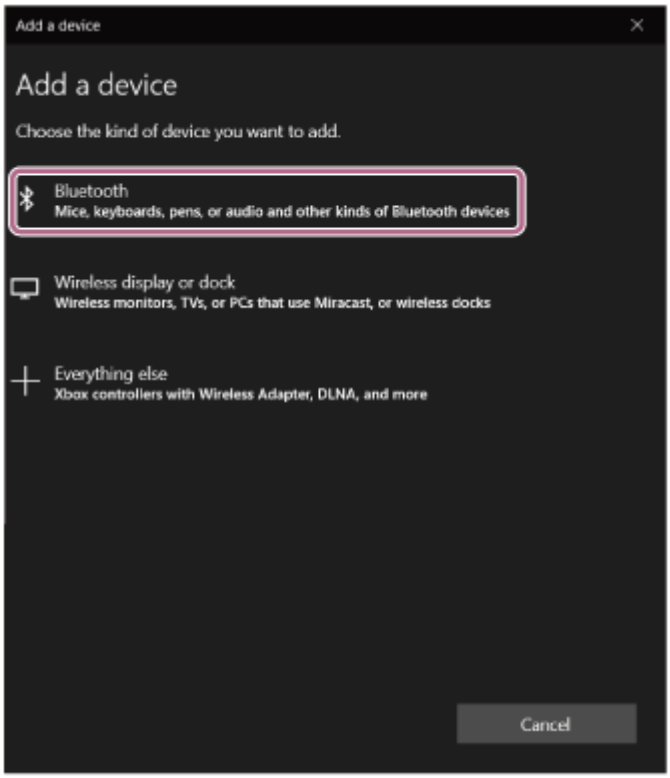
1. Click the [Start] button, then [Settings].
2. Click [Devices].



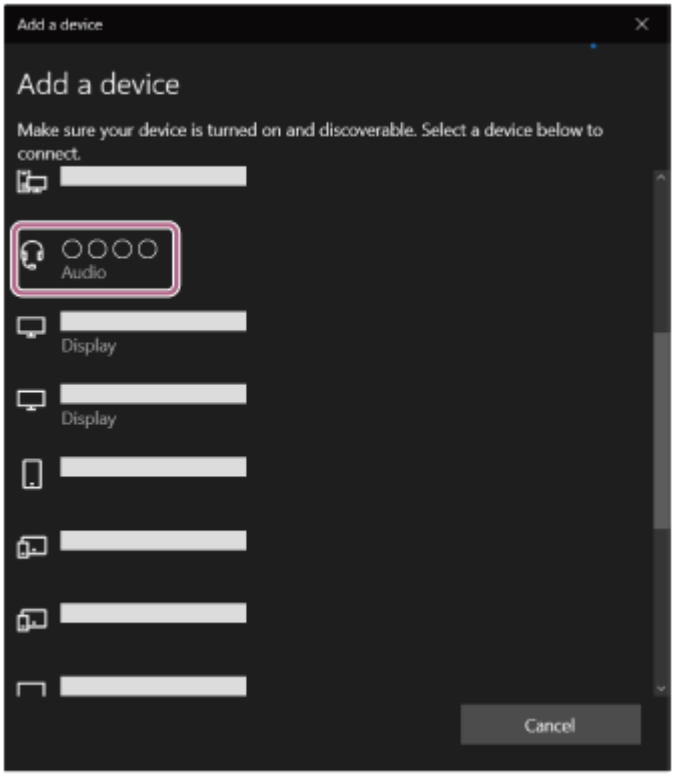
3. Click the [Bluetooth & other devices] tab, click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add Bluetooth or other device].



4. Click [Bluetooth].



5. Click [WF-C700N].



If Passkey* input is required, input “0000”.
The headset and computer are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When the headset is being removed from the charging case, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
If they are not connected, see “Connecting to a paired computer (Windows 10)”.
If [WF-C700N] does not appear on your computer screen, try again from “To connect without using the Swift Pair function” of step 3 .

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of 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 connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

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Wireless Noise Canceling Stereo Headset
WF-C700N

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 11 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 (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for 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 can be heard from the headset.

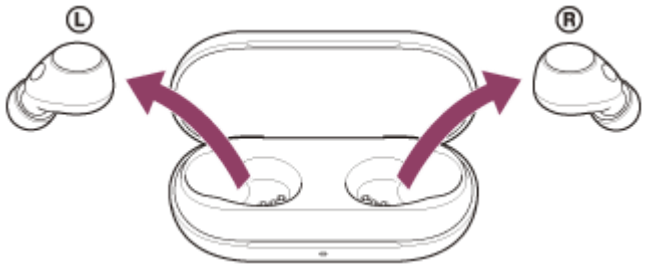
  Computer speaker in the ON mode



1 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 (when there is no pairing information on the headset)

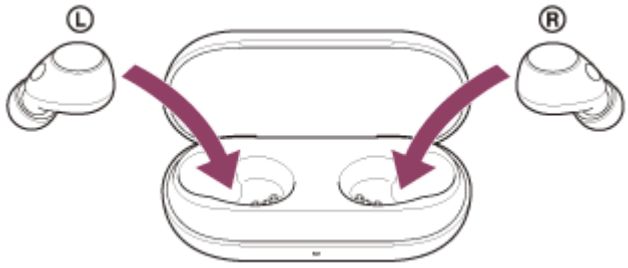
1. Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
You will hear a notification sound and the voice guidance say “Pairing” from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

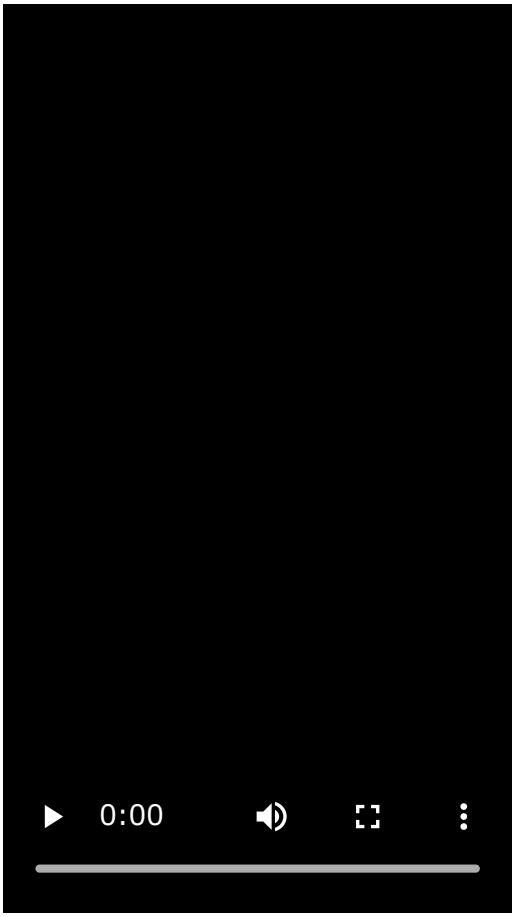


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.

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

3 Pair the headset using the computer.

1. Select [(System Preferences)] - [Bluetooth] from the Dock at the bottom of the screen.



2. Select [WF-C700N] 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 placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When the headset is being removed from the charging case, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
If they are not connected, see “Connecting to a paired computer (Mac)”.
If [WF-C700N] does not appear on your computer screen, start the operation again from the beginning of step 3 .

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of 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 connected device and then pair them again.

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

Related Topic

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

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Wireless Noise Canceling Stereo Headset
WF-C700N

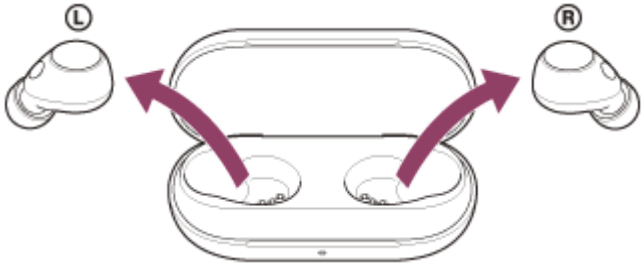
Connecting to a paired computer (Windows 11)

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.

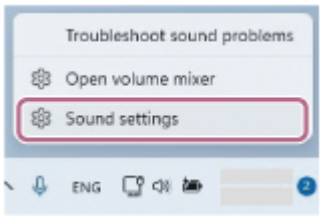
2 Remove the headset from the charging case.



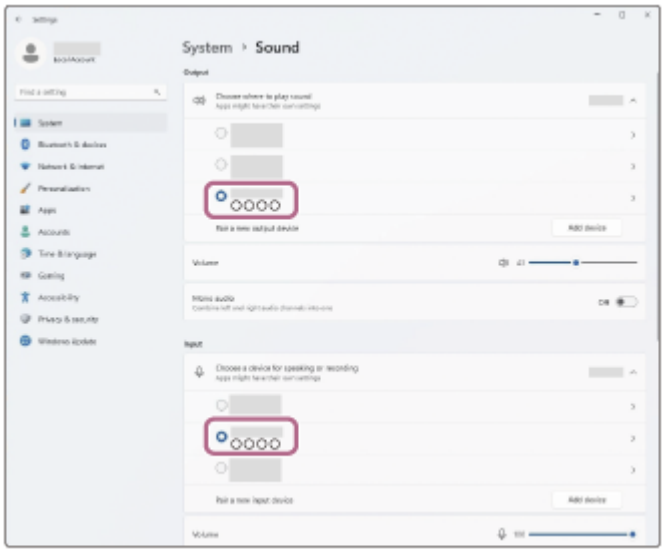
The headset turns on automatically.
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
Check the connection status on the computer. If it is not connected, proceed to step 3 .

3 Select the headset using the computer.

1. Right-click the speaker icon on the toolbar, then select [Sound settings].

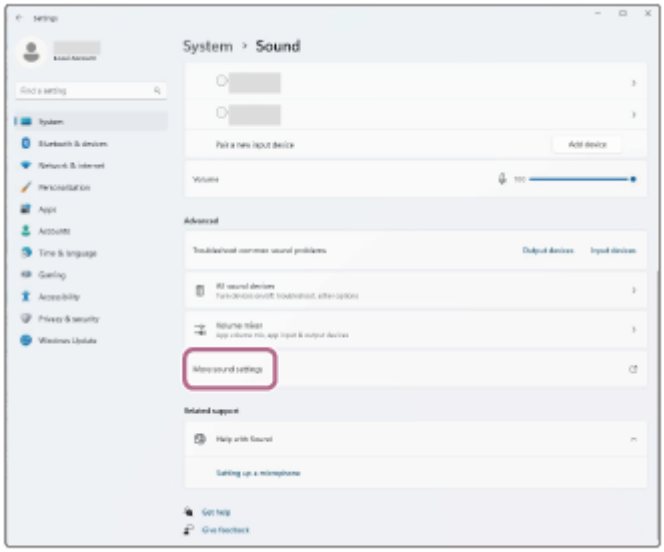


2. On the [Sound] screen, select [WF-C700N] for [Output] and [Input].

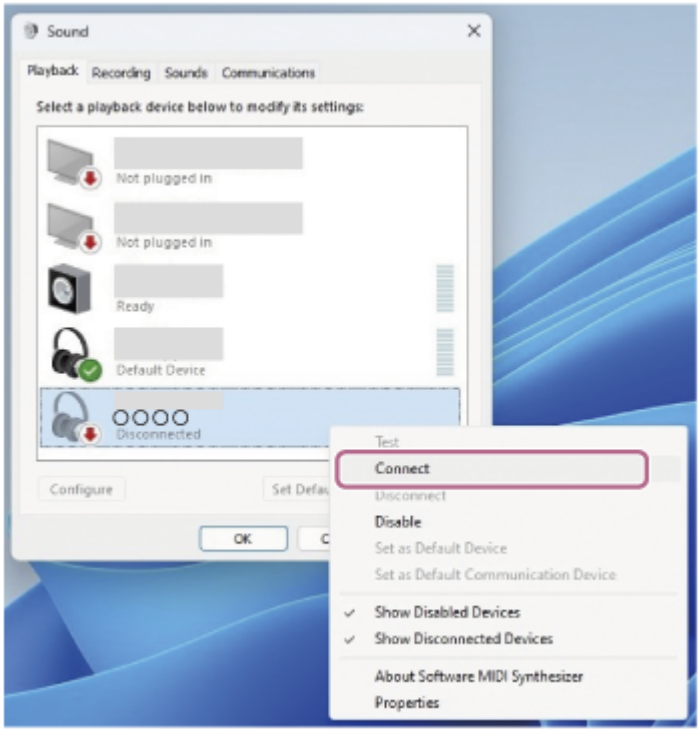


If [WF-C700N] is not displayed for [Output] and [Input], proceed to step 3.

3. Click [More sound settings].

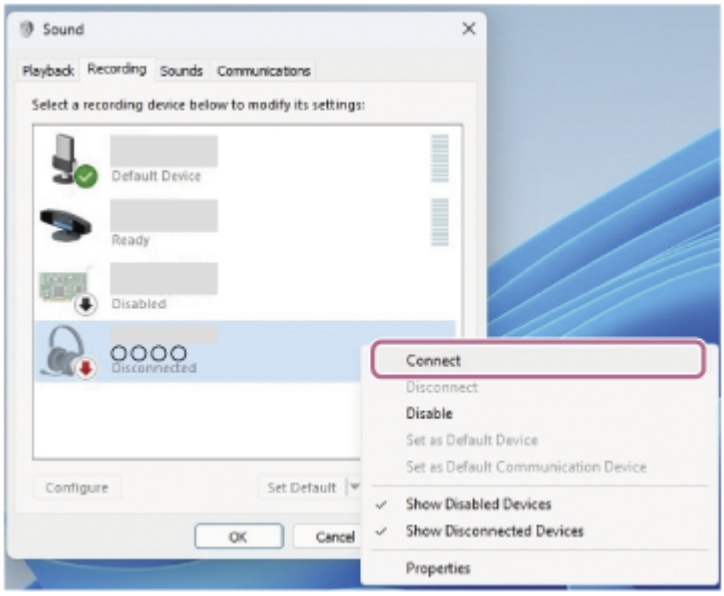


4. On the [Playback] tab on the [Sound] screen, select [WF-C700N], right-click it, and select [Connect] from the displayed menu.



You will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.

5. On the [Recording] tab, select [WF-C700N], right-click it, and select [Connect] from the displayed menu.



Hint

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

Note

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

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows® 11)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Making a video call on your computer

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Wireless Noise Canceling Stereo Headset
WF-C700N

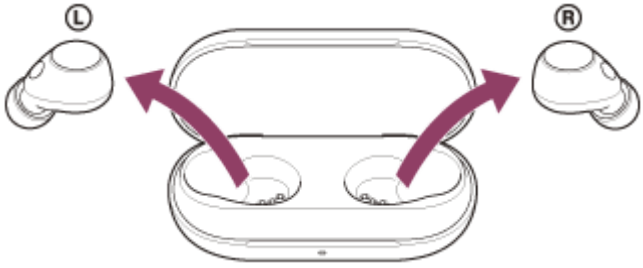
Connecting to a paired computer (Windows 10)

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.

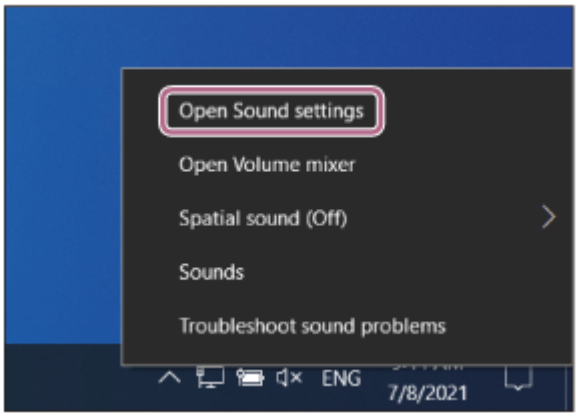
2 Remove the headset from the charging case.



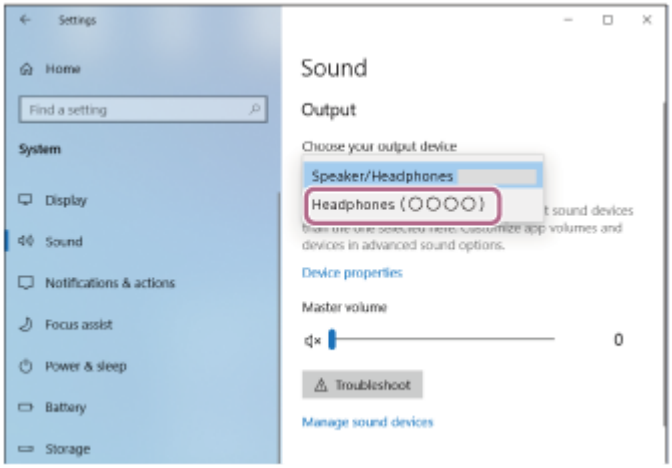
The headset turns on automatically.
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
Check the connection status on the computer. If it is not connected, proceed to step 3 .

3 Select the headset using the computer.

1. Right-click the speaker icon on the toolbar, then select [Open Sound settings].

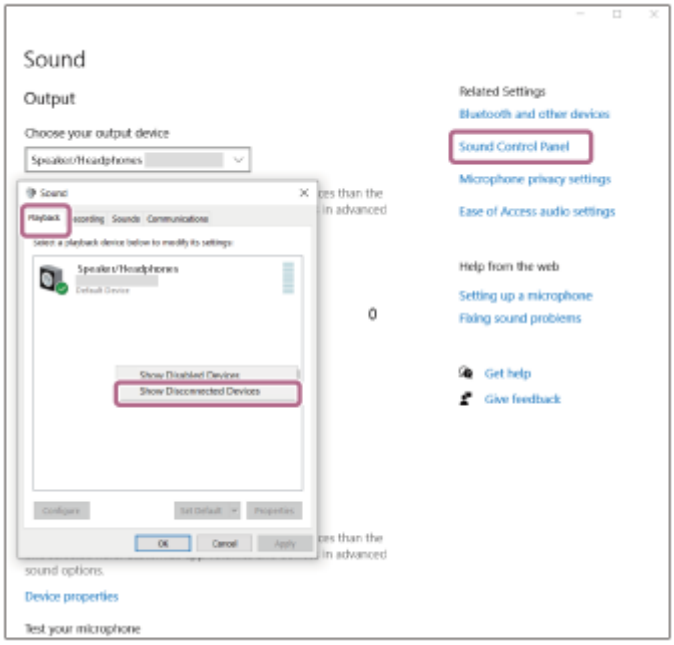


2. From the [Choose your output device] drop-down menu, select [Headphones (WF-C700N Stereo)].

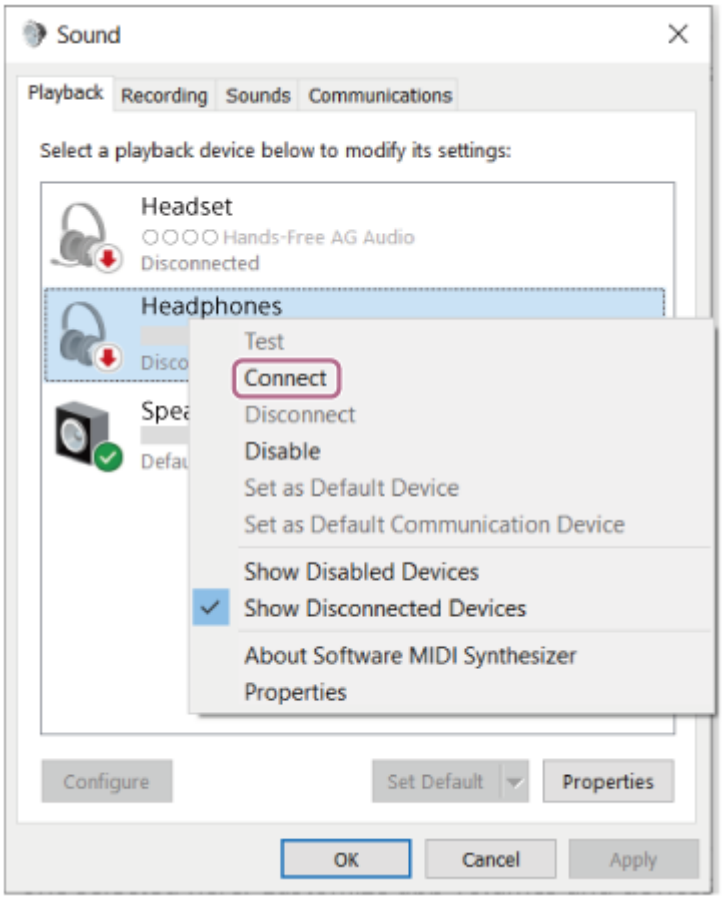


If [Headphones (WF-C700N Stereo)] is not displayed on the drop-down menu, proceed to step 3.

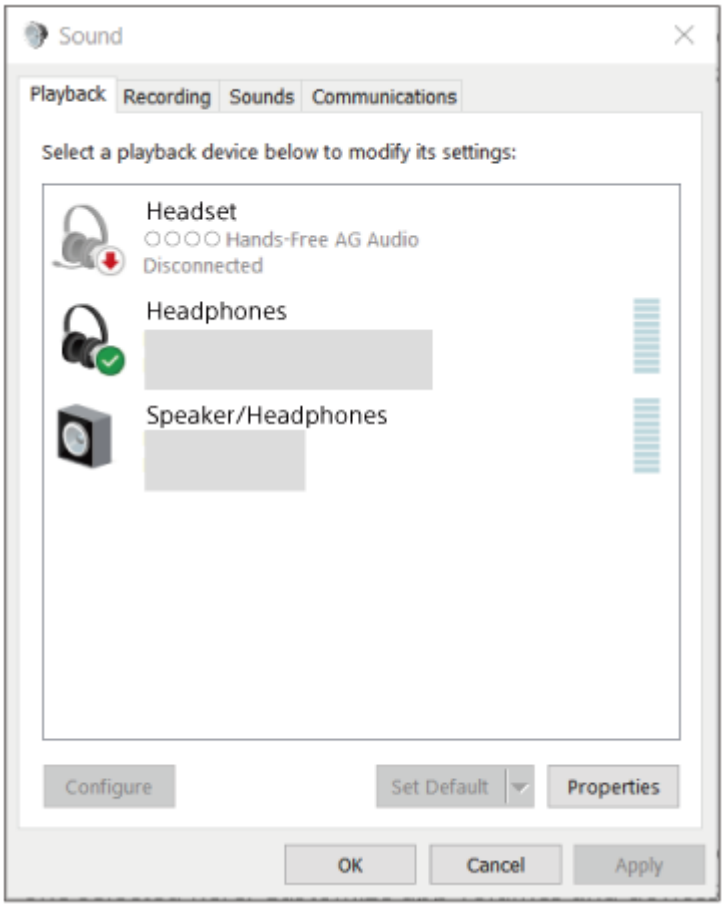
3. Click [Sound Control Panel], right-click on the [Playback] tab on the [Sound] screen, and check the [Show Disconnected Devices] checkbox.



4. Select [Connect] from the displayed menu.



You will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.



Hint

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

Note

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

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows 10)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Making a video call on your computer

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Wireless Noise Canceling Stereo Headset
WF-C700N

Connecting to a paired computer (Mac)

Compatible OS

macOS (version 11 or later)
Before starting the operation, make sure of the following:

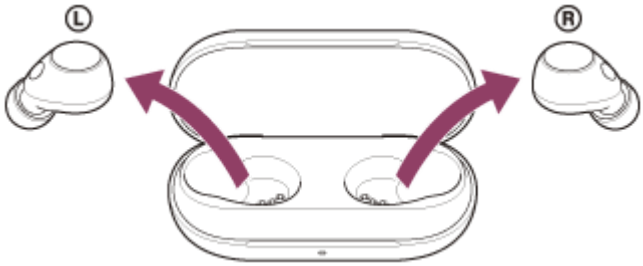
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.
  If the computer speaker is set to the “OFF” mode, no sound can be 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.
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
Check the connection status on the computer. If it is not connected, proceed to step 3 .

3 Select the headset using the computer.

1. Select [(System Preferences)] - [Bluetooth] from the Dock at the bottom of the screen.



2. Click [WF-C700N] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop-up menu.



You will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.

Hint

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

Note

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

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Mac)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Making a video call on your computer

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Wireless Noise Canceling Stereo Headset
WF-C700N

Pairing and connecting with a Bluetooth device

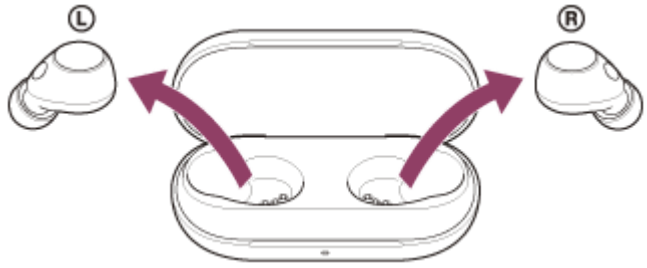
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

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

1 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 (when there is no pairing information on the headset)

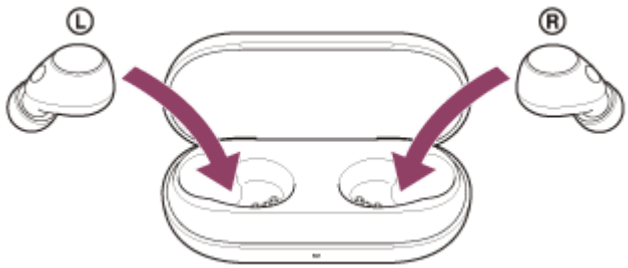
1. Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
You will hear a notification sound and the voice guidance say “Pairing” from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

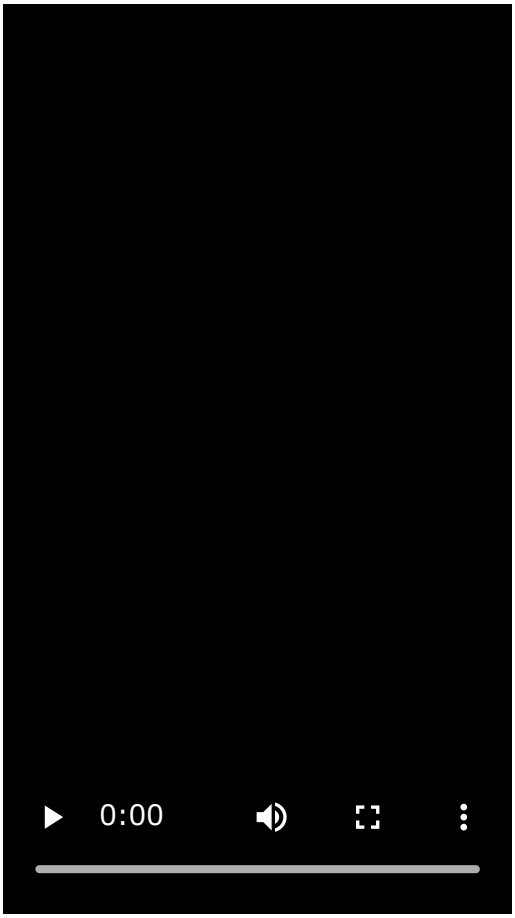


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.

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

[WF-C700N] will be displayed on the list of detected devices on the screen of the Bluetooth device.
If it is not displayed, start the operation again from the beginning of step 1 .

3 Select [WF-C700N] displayed on the screen of the Bluetooth device for pairing.

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

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

4 Make the Bluetooth connection from the Bluetooth device.

The headset and Bluetooth device are connected to each other.
Some devices automatically connect with the headset when pairing is complete.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When the headset is being removed from the charging case, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
If they are not connected, see “Connecting to a paired Bluetooth device”.

Hint

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

- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of 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 connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

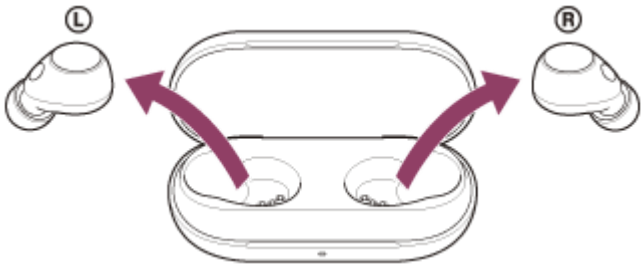
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired Bluetooth device
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WF-C700N

Connecting to a paired Bluetooth device

1 Remove the headset from the charging case.



The headset turns on automatically.
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
Check the connection status on the Bluetooth device. If it is not connected, proceed to step 2 .

2 Make the Bluetooth connection from the Bluetooth device.

As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.
You will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.

Hint

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

Note

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

Related Topic

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

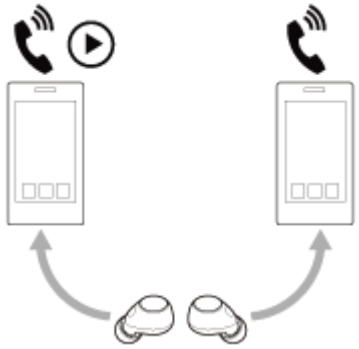
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Wireless Noise Canceling Stereo Headset
WF-C700N

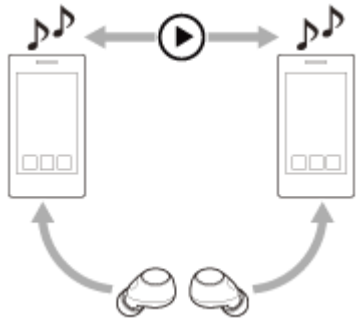
Connecting the headset to 2 devices simultaneously (multipoint connection)

When [Connect to 2 devices simultaneously] is turned on with the “Sony | Headphones Connect” app, the headset can connect to 2 devices via Bluetooth connections simultaneously, allowing you to do the following.

- Waiting for an incoming call for 2 smartphones
  You can listen to music played on one smartphone with the headset, wait for an incoming call for both smartphones, and talk if an incoming call arrives.



- Switching music playback between 2 devices
  You can switch the music playback from one device to the other without performing a Bluetooth reconnection.



Connecting the headset to 2 devices via Bluetooth connections simultaneously

Before connecting, make sure that the “Sony | Headphones Connect” app is installed on one of the 2 devices.

1. **Pair the headset with 2 devices, respectively.**
2. **Operate the device on which the “Sony | Headphones Connect” app is installed to establish a Bluetooth connection with the headset.**
3. **Turn on [Connect to 2 devices simultaneously] with the “Sony | Headphones Connect” app.**
4. **Operate the second device to establish a Bluetooth connection with the headset.**

When attempting to connect a paired third device to a headset via a Bluetooth connection while 2 devices are already connected via Bluetooth connections, the Bluetooth connection with the device that was last playing music will be maintained, and the Bluetooth connection with the other device will be disconnected. Then a Bluetooth connection between the third device and the headset is established.

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

- When playing music by operating the headset, the music is played from the device that played last.
- If you want to play music from the other device, stop playback on the device that is playing the music, and start playback by operating the other device.
  Even if you start playback by operating the second device while playing music on the first device, the music from the first device will continue to be heard via the headset. In this state, if you stop playback on the first device, you can listen to music from the second device via the headset.

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

- When the headset is connected to 2 smartphones via Bluetooth connections simultaneously, both devices will be in standby mode.
- When an incoming call arrives to the first device, a ring tone is heard via the headset. When an incoming call arrives to the second device while talking on the headset, a ring tone is heard via the second device.
  If you finish the call on the first device, the ring tone from the second device will be heard via the headset.

Related Topic

- What you can do with the “Sony | Headphones Connect” app
- How to make a wireless connection to Bluetooth devices
- Listening to music from a device via a Bluetooth connection
- Controlling the audio device (Bluetooth connection)
- Receiving a call
- Functions for a phone call

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Wireless Noise Canceling Stereo Headset
WF-C700N

Listening to music from a device via a Bluetooth connection

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

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

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

1. **Put the headset units into your ears.**

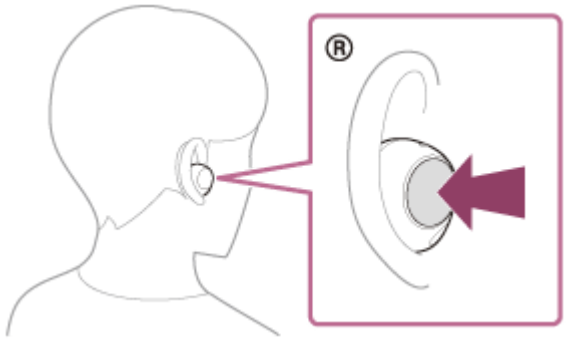
   See “Wearing the headset” to find out how to wear the headset in your ears.

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

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

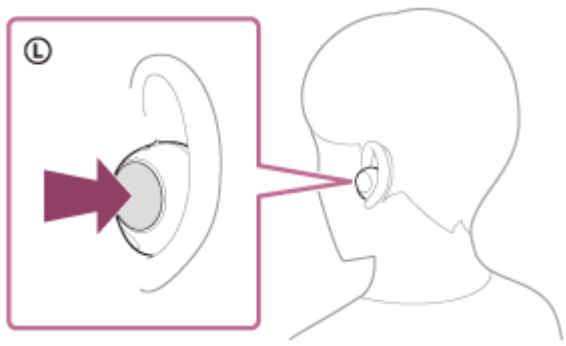
4. **Press the button on the left or right headset unit to adjust the volume.**

   - Increase the volume: Press the button on the right headset unit quickly 4 or more times during music playback.



   As you repeatedly press the button, a notification sound is emitted and the volume increases by 1 step every 0.4 seconds, regardless of the number of times you press.

   - Decrease the volume: Press the button on the left headset unit quickly 4 or more times during music playback.



As you repeatedly press the button, a notification sound is emitted and the volume decreases by 1 step every 0.4 seconds, regardless of the number of times you press.

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

Hint

- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.
- Depending on the Bluetooth device, it may be necessary to adjust the volume or set the audio output setting on the device.
- The volume can also be adjusted on the “Sony | Headphones Connect” app.
  The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during music playback, the volume of a call does not change.
- If the function of the button is changed to [Volume Control] on the “Sony | Headphones Connect” app, you can also adjust the volume with the headset.
- You can also listen to music by removing only one headset unit from the charging case and putting it into your ear.
  If only the right headset unit is worn in your ear, use the button on the right headset unit to play music.
  If only the left headset unit is worn in your ear, operate the connected device to play music.
  When you are listening to music with only one headset unit, if you put the other headset unit into the other ear, you can listen to music with both headset units.

Note

- You cannot adjust the volume with the headset when no music is playing.
- If you change the function of the button to [Volume Control] or [Not Assigned] in the “Sony | Headphones Connect” app, you will not be able to adjust the volume by pressing the button on the side where the function is assigned 4 or more times.
  - If the function of the button on the right headset unit is changed to [Volume Control] or [Not Assigned]: Pressing the button on the right headset unit 4 or more times will not increase the volume.
  - If the function of the button on the left headset unit is changed to [Volume Control] or [Not Assigned]: Pressing the button on the left headset unit 4 or more times will not decrease the volume.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

Related Topic

- Wearing the headset
- What you can do with the “Sony | Headphones Connect” app
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Controlling the audio device (Bluetooth connection)

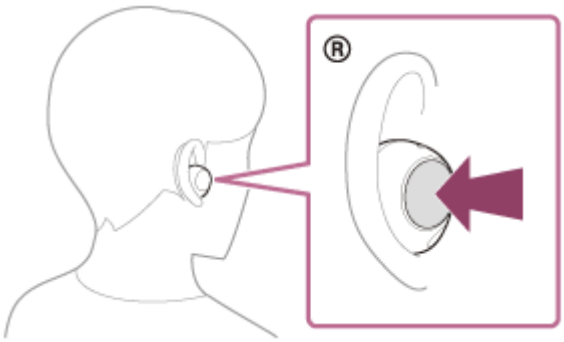
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WF-C700N

Controlling the audio device (Bluetooth connection)

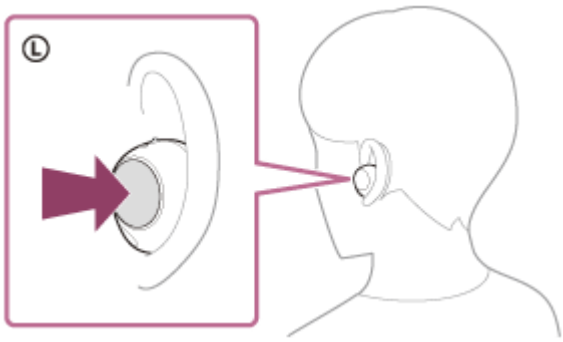
If your Bluetooth device supports the device operating function (compatible profile: AVRCP), the following operations are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.

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



- Play/Pause: Press the button once briefly.
- Skip to the beginning of the next track: Press the button twice quickly.
- Skip to the beginning of the previous track (or the current track during playback): Press the button 3 times quickly.
- Increase the volume: Press the button quickly 4 or more times during music playback.
  As you repeatedly press the button, a notification sound is emitted and the volume increases by 1 step every 0.4 seconds, regardless of the number of times you press.
  When the volume reaches the maximum, an alarm sounds.

You can use the left headset unit to perform the following operations.



- Decrease the volume: Press the button quickly 4 or more times during music playback.
  As you repeatedly press the button, a notification sound is emitted and the volume decreases by 1 step every 0.4 seconds, regardless of the number of times you press.
  When the volume reaches the minimum, an alarm sounds.

If the function of the button is changed to [Volume Control] on the “Sony | Headphones Connect” app, you can perform the following operations using the button to which the function is assigned.

- Increase the volume: Press the button once during music playback to increase the volume by 1 step.
- Decrease the volume: Press and hold the button during music playback to decrease the volume continuously.
  Release the button at the desired volume level.

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

Note

- You cannot adjust the volume with the headset when no music is playing.
- If you change the function of the button to [Volume Control] or [Not Assigned] in the “Sony | Headphones Connect” app, you will not be able to adjust the volume by pressing the button on the side where the function is assigned 4 or more times.
  - If the function of the button on the right headset unit is changed to [Volume Control] or [Not Assigned]: Pressing the button on the right headset unit 4 or more times will not increase the volume.
  - If the function of the button on the left headset unit is changed to [Volume Control] or [Not Assigned]: Pressing the button on the left headset unit 4 or more times will not decrease the volume.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.
- The available operations may vary depending on the connected device, the music software, or app used. In some cases, it may operate differently or may not work even when the operations described above are performed.
- When you use an iPhone, Siri may be activated by pressing and holding the button on the right headset unit.

Related Topic

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

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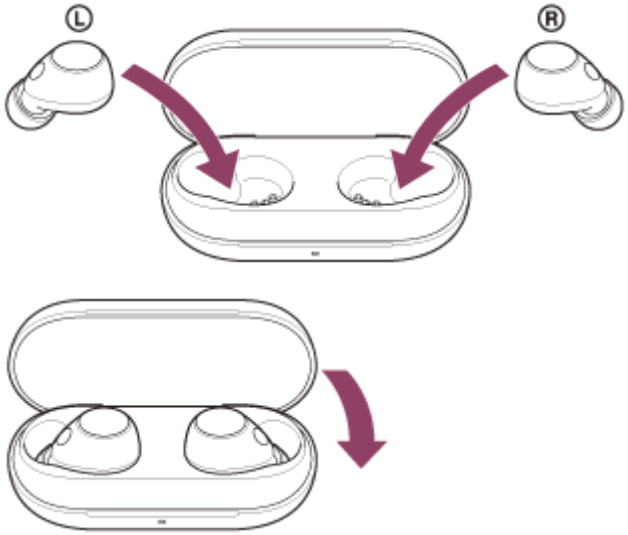
Disconnecting Bluetooth connection (after use)

1 Disconnect the Bluetooth connection by operating the Bluetooth device.

You will hear a notification sound indicating that the Bluetooth connection is disconnected from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed).

2 Set the headset units into the charging case, and close the charging case lid.

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



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

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Wireless Noise Canceling Stereo Headset
WF-C700N

About 360 Reality Audio

What is 360 Reality Audio?

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

Conditions of use

Download and use a music streaming service (charged) app that supports 360 Reality Audio on your smartphone or tablet equipped with iOS or Android.
By optimizing the sound field and the acoustic feature of headset with the “Sony | Headphones Connect” app, you can enjoy a more realistic sense of reality.

For details on 360 Reality Audio, refer to the following website:
https://www.sony.net/360RA/

Note

- Service is not available in certain countries and regions.

Related Topic

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

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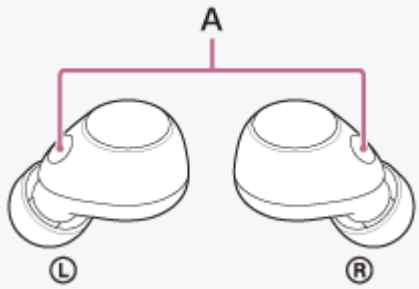
Wireless Noise Canceling Stereo Headset
WF-C700N

What is noise canceling?

The noise canceling function generates antiphase sound against outside surrounding noises (such as noises in vehicles or noises from air conditioners indoors) to reduce the surrounding noises by canceling them out.

Note

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



A: Microphones (left, right)

Related Topic

- Using the noise canceling function

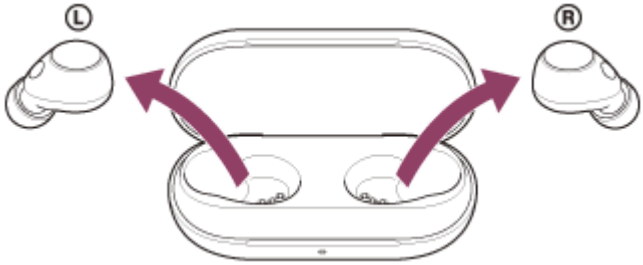
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Wireless Noise Canceling Stereo Headset
WF-C700N

Using the noise canceling function

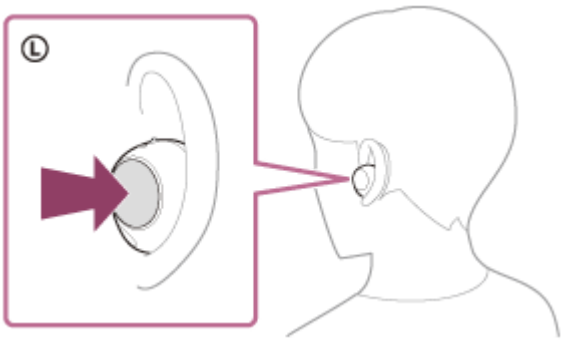
If you use the noise canceling function, you can enjoy music without being disturbed by ambient noise.

1 Remove the headset from the charging case.



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

2 Press the button on the left headset unit to change the settings of the noise canceling function.



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

Ambient Sound Mode: ON
You will hear a notification sound from both headset units at the same time.



Noise canceling function: ON
You will hear a notification sound from both headset units at the same time.

About the instruction manual video

Watch the video to find out how to use the noise canceling function.
https://rd1.sony.net/help/mdr/mov0053/h_zz/

Hint

- You can also turn on/off the noise canceling function and change the settings of the noise canceling function and Ambient Sound Mode with the “Sony | Headphones Connect” app.
- You can select one of the following on the “Sony | Headphones Connect” app to set how you want the functions to change when you press the button on the left headset unit.
  - Noise canceling function: ON ➡ Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
  - Noise canceling function: ON ➡ Ambient Sound Mode: ON
  - Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
  - Noise canceling function: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF

Note

- The headset cannot fully perform the noise canceling function unless the supplied earbud tips are used.
- If the headset is not worn properly in your ears, the noise canceling function may not work correctly. Twist the headset to put it into your ears properly.
- Do not cover the microphone part on the left or right headset unit with your hand, etc. The effect of the noise canceling function or Ambient Sound Mode may not work properly or a beeping sound (feedback) may occur. If any of this is the case, remove your hand, etc. from the left or right microphone part.

Related Topic

- 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

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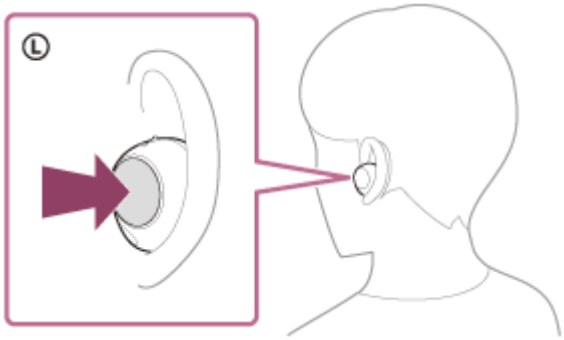
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WF-C700N

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

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

To activate the Ambient Sound Mode

Press the button on the left headset 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 a 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

Press the button on the left headset unit to turn off the Ambient Sound Mode.
Each time the button is pressed, the function switches as follows.

Noise canceling function: ON
You will hear a notification sound from both headset units at the same time.

Ambient Sound Mode: ON
You will hear a notification sound from both headset units at the same time.

About the instruction manual video

Watch the video to find out how to use the Ambient Sound Mode.
https://rd1.sony.net/help/mdr/mov0053/h_zz/

Hint

- Ambient Sound Mode settings changed with the “Sony | Headphones Connect” app are stored in the headset. Once you change the settings, you can enjoy music with the stored settings just by turning on the Ambient Sound Mode even when the headset is connected to other devices which do not have the “Sony | Headphones Connect” app installed.
- You can select one of the following on the “Sony | Headphones Connect” app to set how you want the functions to change when you press the button on the left headset unit.
  - Noise canceling function: ON ➡ Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
  - Noise canceling function: ON ➡ Ambient Sound Mode: ON

- Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
- Noise canceling function: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF

Note

- Depending on the ambient conditions and the type/volume of audio playback, ambient sounds 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.
- Depending on the surrounding environment, wind noise may increase when the Ambient Sound Mode is turned on. In this case, set the Ambient Sound Mode to OFF.
- If the headset is not worn properly in your ears, the Ambient Sound Mode may not work correctly. Twist the headset to put it into your ears properly.
- Do not cover the microphone part on the left or right headset unit with your hand, etc. The effect of the noise canceling function or Ambient Sound Mode may not work properly or a beeping sound (feedback) may occur. If any of this is the case, remove your hand, etc. from the left or right microphone part.
- If the Ambient Sound Mode is enabled in a rather noisy environment, a noise may be heard. This is not a malfunction. In this case, set the noise canceling function to ON or set the noise canceling function and the Ambient Sound Mode to OFF.

Related Topic

- Wearing the headset
- Using the noise canceling function
- What you can do with the “Sony | Headphones Connect” app

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WF-C700N

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: Prioritizes the sound quality.
Priority on stable connection: Prioritizes the stable connection (default).

- When you want to prioritize the sound quality, select “Priority on sound quality”.
- If the connection is unstable, such as when producing only intermittent sound, select “Priority on stable connection”.

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 “Priority on stable connection” is selected.

Related Topic

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

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Supported codecs

A codec is an “audio coding algorithm” used when transmitting sound wirelessly via a Bluetooth connection.
The headset supports the following 2 codecs for music playback via an A2DP connection: SBC and AAC.

- SBC
  This is an abbreviation for Subband Codec.
  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

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About the DSEE function

The DSEE function complements the high-range sound, which is often lost from compressed sound sources, in the headset to the equivalent of CD sound quality.
Sound sources compressed by streaming playback, MP3, Bluetooth transmission codec, etc. are played with natural and expansive sound.
The DSEE function can be set up on the “Sony | Headphones Connect” app, and is only available when connected to the headset via a Bluetooth connection.

Related Topic

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

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Receiving a call

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

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

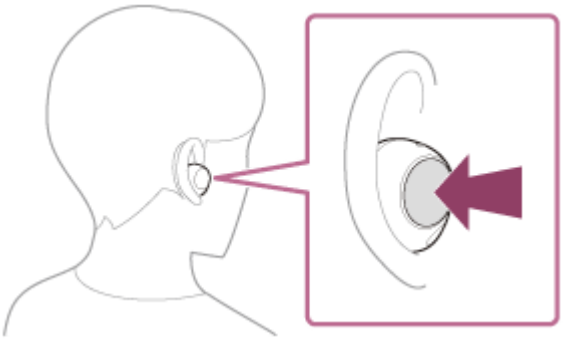
Ring tone

When you receive an incoming call, a ring tone will be heard from the headset.
You will hear either of following ring tones, depending on your smartphone or mobile phone.

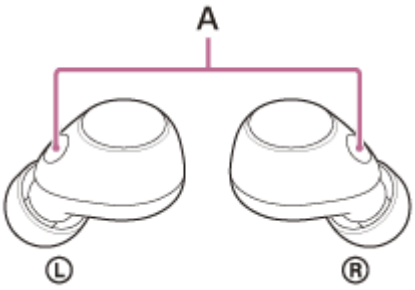
- Ring tone set on the headset
- Ring tone set on the smartphone or mobile phone
- Ring tone only for a Bluetooth connection set on the smartphone or mobile phone

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

2. **When you hear a ring tone, press the button twice quickly on the left or right headset unit to receive the call.**



A voice will be heard from the headset.
When you receive an incoming call while listening to music, playback pauses automatically and a ring tone will be heard from the headset.
If playback is not paused, operate the headset to pause playback.
You can talk using the microphones on the left and right headset units.



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.

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

4 **When you have finished your call, press the button twice quickly on the left or right headset unit 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 on a smartphone or mobile phone, some smartphones or mobile phones may receive a call on the phone instead of the headset. When using HFP connection, transfer the call to the headset by using your smartphone or mobile phone.
- The volume can also be adjusted on the “Sony | Headphones Connect” 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 hands-free calls even when you are using only one headset unit. When you receive an incoming call, answer the call with the headset unit you are using. If you remove the other headset unit from the charging case while you are talking with only one headset unit, you can talk with both headset units.

Note

- Depending on the connected device or playback application you are using, playback may not pause even when you receive an incoming call while playing back music. When you receive an incoming call while playing back 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.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sony | Headphones Connect” app.
- When you are using only one headset unit, be sure to set the other headset unit into the charging case.
- Depending on the caller’s voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.

Related Topic

- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Making a call
- Functions for a phone call
- What you can do with the “Sony | Headphones Connect” app

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Making a call

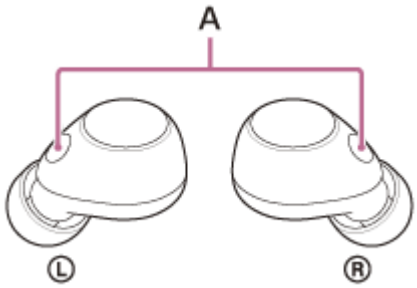
You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via a Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

1 Connect the headset to a smartphone or mobile phone via a 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 listening to music, playback pauses automatically.
If playback is not paused, operate the headset to pause playback.
You can talk using the microphones on the left and right headset units.



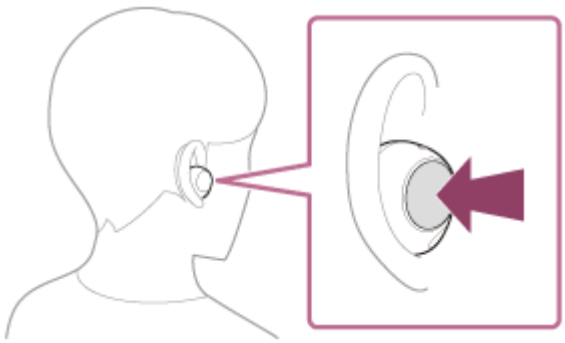
A: Microphones (left, right)

If no dial tone is heard via the headset

Use your smartphone or mobile phone to transfer the call to the headset.

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

4 When you have finished your call, press the button twice quickly on the left or right headset unit to end the call.



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

Hint

- The volume can also be adjusted on the “Sony | Headphones Connect” 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 hands-free calls even when you are using only one headset unit. If you remove the other headset unit from the charging case while you are talking with only one headset unit, you can talk with both headset units.

Note

- Depending on the connected device or playback application you are using, when you make a call during music playback, playback may not resume automatically even after you finish the call.
- Use a smartphone 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.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sony | Headphones Connect” app.
- When you are using only one headset unit, be sure to set the other headset unit into the charging case.
- Depending on the caller’s voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.

Related Topic

- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Receiving a call
- Functions for a phone call
- What you can do with the “Sony | Headphones Connect” app

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Functions for a phone call

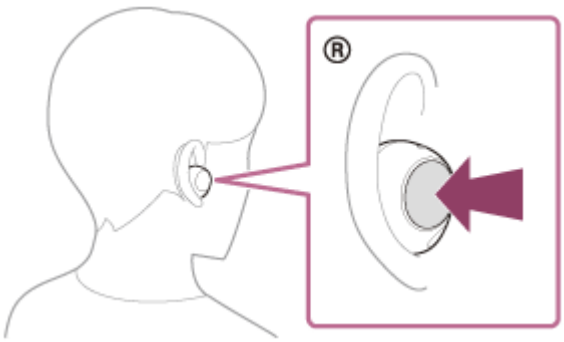
The functions available during a call may vary depending on the profile supported by your smartphone or mobile phone. In addition, even if the profile is the same, the available functions may vary depending on the smartphone or mobile phone.
Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.
Refer to the operating instructions supplied with the smartphone or mobile phone.

Supported profile: HFP (Hands-free Profile)

During standby/music playback

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

- 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: Press and hold the button for about 2 seconds or more.



Outgoing call

You can use either the left or right headset unit to perform the following operations.
When using only one headset unit, operate the headset unit you are using.

- Cancel an outgoing call: Press the button twice quickly.

Incoming call

You can use either the left or right headset unit to perform the following operations.
When using only one headset unit, operate the headset unit you are using.

- Receive a call: Press the button twice quickly.
- Reject a call: Press and hold the button for about 2 seconds or more.

During call

You can use either the left or right headset unit to perform the following operations.
When using only one headset unit, operate the headset unit you are using.

- End a call: Press the button twice quickly.

Supported profile: HSP (Headset Profile)

You can use either the left or right headset unit to perform the following operations.
When using only one headset unit, operate the headset unit you are using.

Outgoing call

- Cancel an outgoing call: Press the button twice quickly.

Incoming call

- Receive a call: Press the button twice quickly.

During call

- End a call: Press the button twice quickly.

Note

- When you are using only one headset unit, be sure to set the other headset unit into the charging case.

Related Topic

- Using only one headset unit
- Receiving a call
- Making a call

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Wireless Noise Canceling Stereo Headset
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Making a video call on your computer

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

1. **Connect the headset to your computer via a Bluetooth connection.**

2. **Launch the video calling application on your computer.**

3. **Check the settings* of the video calling application.**

   - When you make a video call on your computer, select calling connections (HFP/HSP) and not music playback connections (A2DP). If you select music playback connections, a video call may not be available.
   - On the speaker settings, select calling connections [Headset (WF-C700N Hands-Free)]**. ([Headphones (WF-C700N Stereo)]** is for music playback connections.)
   - On the microphone settings, select calling connections [Headset (WF-C700N Hands-Free)]**.
   - Depending on the video calling application you are using, calling connections [Headset (WF-C700N Hands-Free)]** or music playback connections [Headphones (WF-C700N Stereo)]** may not be selectable on the speaker or microphone settings, and only [WF-C700N] may be displayed. If this is the case, select [WF-C700N].
   - As for frequently asked questions and answers, refer to the customer support website.

* Depending on the video calling application you are using, this function may not be available.
** Names may vary according to the computer or the video calling application you are using.

Hint

- When the settings of the video calling application cannot be checked or calling connections [Headset (WF-C700N Hands-Free)] cannot be selected, select [Headset (WF-C700N Hands-Free)] on the settings of your computer to make connections. See “Connecting to a paired computer (Windows 11)”, “Connecting to a paired computer (Windows 10)” or “Connecting to a paired computer (Mac)”.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows® 11)
- Pairing and connecting with a computer (Windows 10)
- Pairing and connecting with a computer (Mac)
- Connecting to a paired computer (Windows 11)
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Mac)
- Disconnecting Bluetooth connection (after use)
- Customer support websites

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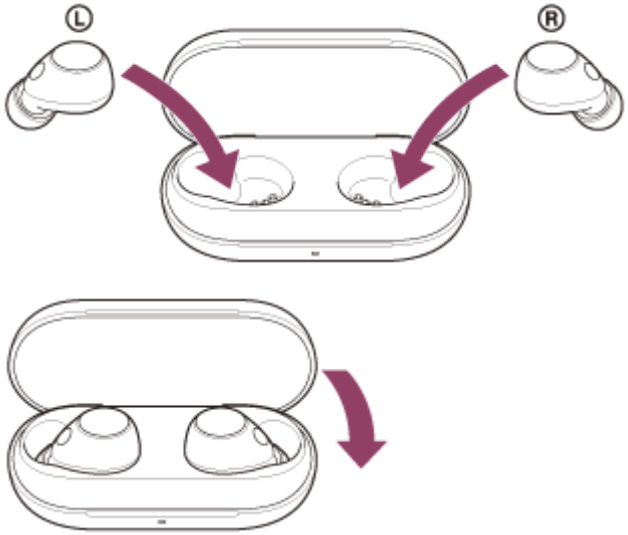
Disconnecting Bluetooth connection (after use)

1 Disconnect the Bluetooth connection by operating the Bluetooth device.

You will hear a notification sound indicating that the Bluetooth connection is disconnected from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed).

2 Set the headset units into the charging case, and close the charging case lid.

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



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

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Using the voice assist function (Google app)

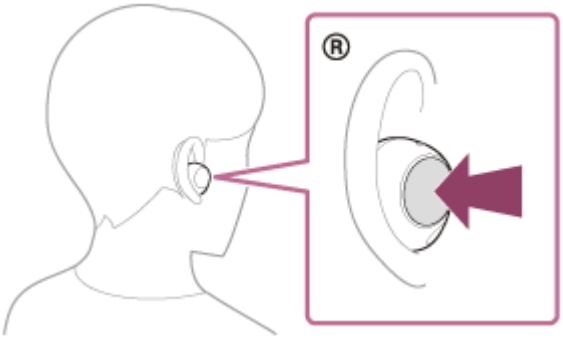
By using the Google app that comes with the Android smartphone, you can speak to the headset's microphones to operate the Android smartphone.

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 for 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.

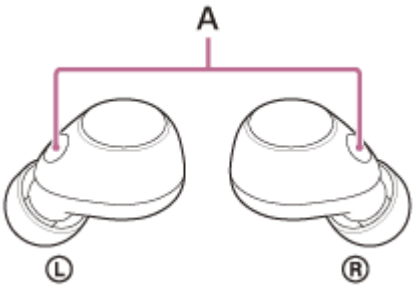
2. **Put the headset units into your ears and connect the headset to the Android smartphone via a Bluetooth connection.**

3. **When the Android smartphone is in standby or playing music, press and hold the button on the right headset unit for about 2 seconds or more.**



   The Google app is activated.

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



   A: Microphones (left, right)

   For details on the apps which work with the Google app, refer to the operating instructions for the Android smartphone.
   After activating the Google app, the voice command is canceled when a certain time has passed without requests.

Note

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

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Wireless Noise Canceling Stereo Headset
WF-C700N

Using the voice assist function (Siri)

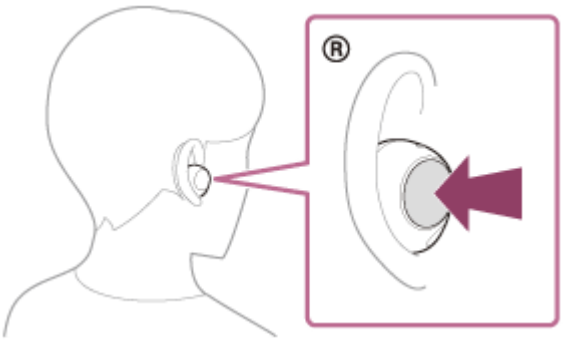
By using Siri that comes with iPhone, you can speak to the headset's microphone to operate the iPhone.

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

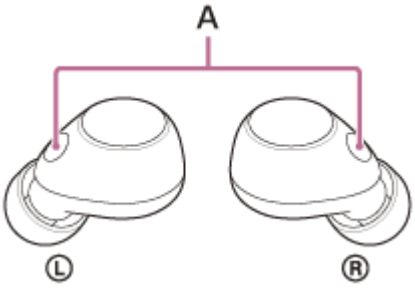
2. **Put the headset units into your ears and connect the headset to the iPhone via a Bluetooth connection.**

3. **When the iPhone is in standby or playing music, press and hold the button on the right headset unit until Siri is activated.**



   Siri is activated.

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



   A: Microphones (left, right)

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

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 microphones (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.

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Wireless Noise Canceling Stereo Headset
WF-C700N

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 a Bluetooth connection, you can do the following.

- Update the headset software
- Switch the voice guidance language
- Turn the notification sound and voice guidance on/off
- Change the function of the button
- Set the Bluetooth connection mode (sound quality mode)
- Turn off the headset
- Set the automatic power off function
- Switch the multipoint connection (Connect the headset to 2 devices simultaneously) on/off setting
- Change the device connected in a multipoint connection
- Check the headset software version
- Display the Bluetooth connection status between the left or right headset units and the smartphone
- Display the Bluetooth connection codec
- Display the DSEE function setting status
- Set the DSEE function
- Display the remaining battery charge of the headset
- Display the remaining battery charge of the charging case
- Display notifications alerting you to charge the headset (when the remaining battery charge of the charging case is low)
- Select the Equalizer/CLEAR BASS setting
- Customize the Equalizer setting
- Adjust the noise canceling function and Ambient Sound Mode (ambient sound control)
- Select the switching pattern when switching the noise canceling function/Ambient Sound Mode on the headset
- Use auto adjustment of the noise canceling function by behavior recognition (Adaptive Sound Control)
- Play/pause music or skip to the beginning of the previous track (or the current track during playback)/skip to the beginning of the next track
- Adjust the volume during music playback/phone call
- Easy pairing
- Record and display information on the usage of the headset
- Set the 360 Reality Audio function

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
- About the voice guidance
- About the buttons on the headset
- About the sound quality mode

- Wearing the headset
- Supported codecs
- Checking the remaining battery charge
- About the DSEE function
- Using the noise canceling function
- Listening to ambient sound during music playback (Ambient Sound Mode)
- Connecting the headset to 2 devices simultaneously (multipoint connection)
- About 360 Reality Audio

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Wireless Noise Canceling Stereo Headset
WF-C700N

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/



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

Related Topic

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

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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.**

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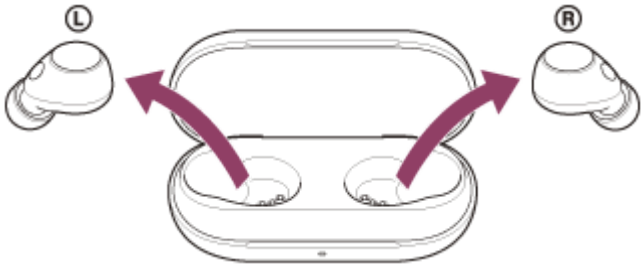
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How to keep the software up-to-date (for comfortable use of the headset)

If the latest software for your headset comes out, a notification will appear on the screen of the “Sony | Headphones Connect” app. Update the headset software following the on-screen instructions.
Install the latest headset software 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.

You can update the headset software in the following way.

1. **Remove the headset from the charging case.**



The headset turns on automatically.

2. **Launch the “Sony | Headphones Connect” app on a mobile device such as a smartphone.**

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

Note

- When the mobile device used for the update has any other Bluetooth devices connected to it, turn off all the Bluetooth devices until the update is complete.
  Software may not be updated when the mobile device is connected with other devices compatible with Bluetooth Low Energy (such as wearable devices, smart watches, etc.).
- Note the following if the update cannot be completed.
  - Close all the apps installed on the mobile device except the “Sony | Headphones Connect” app.
  - Fully charge the headset and the mobile device.
  - Put the headset and the mobile device being used for the update as close to each other as possible before starting the update.
  - Keep wireless LAN devices and other Bluetooth devices away from the headset when updating.
  - Turn off the power saving mode* of your mobile device before updating the software.
    Depending on the OS version of your mobile device, the update may not be completed under the power saving mode.

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

Related Topic

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

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Precautions

On Bluetooth communications

- Bluetooth wireless technology operates within a range of about 10 m (32.8 ft). 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 the headset and other Bluetooth devices in the following locations, as it may cause an accident:
  - in hospitals, near priority seating in trains, locations where inflammable gas is present, near automatic doors, or near fire alarms.
- 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 the headset may be delayed from that on the transmitting device, due to the characteristics of Bluetooth wireless technology. As a result, the sound may not be in sync with the image when viewing movies or playing games.
- The headset supports security functions that comply with the Bluetooth standard as a means of ensuring security during communication using Bluetooth wireless technology. However, depending on the configured settings and other factors, this security may not be sufficient. Be careful when communicating using Bluetooth wireless technology.
- Sony shall assume no responsibility for any damages or loss resulting from information leaks that occur when using Bluetooth communications.
- Bluetooth connections with all Bluetooth devices cannot be guaranteed.
  - Bluetooth devices connected with the headset must comply with the Bluetooth standard prescribed by Bluetooth SIG, Inc., and must be certified as compliant.
  - Even 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 headset to perform hands-free talking on the phone, noise may occur depending on the connected device or the communication environment.
- Depending on the device to be connected, it may require some time to start communications.

Note on temperature rise

- While charging the headset units or charging case, or when using the headset for a long time, the temperature of the headset units or charging case may rise, but this is not a malfunction.

Note on static electricity

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

Notes on wearing the headset

- After use, remove the headset from your ears slowly.
- Because the headset achieves a tight seal over the ears, forcibly pressing it against your ears or quickly pulling it off can result in eardrum damage. When wearing the headset, the speaker diaphragm may produce a click sound. This is not a malfunction.
- The long-term use of the headset may cause symptoms such as itching and irritation in the ears.
  If you experience any of the above symptoms while using the headset, stop using it immediately and consult a doctor or your nearest Sony dealer.

- For long-term use, it is recommended that you remove the headset from your ears on a regular basis.

Other notes

- Do not subject the headset to excessive shock as it is a precision device.
- 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 headset, stop using it immediately.
- The earbud tips may be damaged or deteriorate with long-term use and storage.
- If the earbud tips become dirty, remove them from the headset and gently wash them by hand using a neutral detergent. After cleaning, thoroughly wipe off any moisture.
- If water or foreign matter enters the headset, it may result in fire or electric shock. If water or foreign matter enters the headset, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
  - When using the headset near a sink or liquid container
    Be careful that the headset does not fall into a sink or container filled with water.
  - When using the headset in the rain or snow, or in humid locations

Cleaning the headset

- When the headset exterior is dirty, wipe it clean with a soft dry cloth. If the headset is particularly dirty, soak a cloth in diluted neutral detergent, and wring it well before using it to clean the headset. Do not use solvents such as thinner, benzene, or alcohol, as they may damage the finish on the surface of the headset or cause other damages.

Do not use the headset units and charging case near medical devices

- Radio waves can affect cardiac pacemakers and medical devices. Do not use headset units and charging case in crowded places such as crowded trains or inside a medical institution.
- The headset units and charging case have magnets 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 units and charging case away from the magnetic card

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

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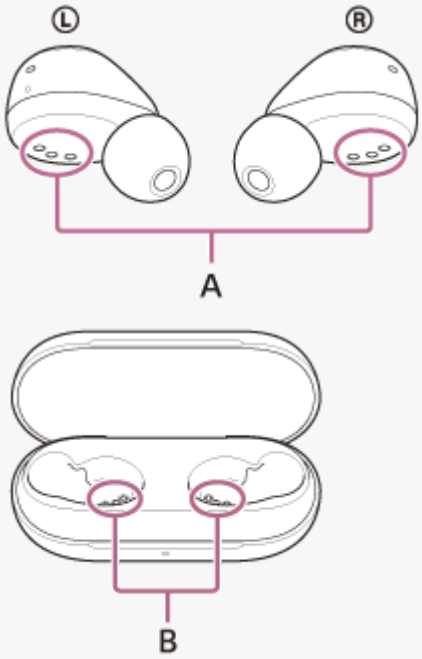
When you have finished using the headset

When you have finished using the headset, be sure to set the headset units into the charging case.
Close the charging case lid.



Note

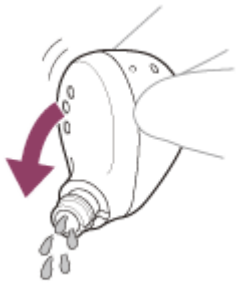
- If perspiration or water is left on the charging port, it may impair the ability to charge the headset. Immediately wipe off any perspiration or water on the charging port after use. When the charging ports of the headset units or charging case get dirty, wipe them clean with a soft dry cloth.



A: Charging ports of the headset units (left, right)
B: Charging ports of the charging case (left, right)

When the headset gets wet

1. Use a soft dry cloth to wipe off any water that gets on the headset.
2. Remove the earbud tips, turn the sound conduits (sound output tubes) downward, and shake several times to get the water out.



3. Turn the microphone part or air hole part downward and gently tap it about 5 times on a dry cloth, etc. to remove any water collected inside.





4. Leave the headset to dry in room temperature.

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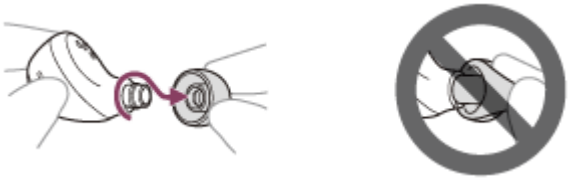
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Maintenance

Perform regular maintenance by following the procedures below.

1 Remove the earbud tip.

Hold the headset unit and twist the earbud tip while rotating it to pull it out.
Do not pinch the end of the earbud tip when removing it.



2 Clean the headset.

Cleaning the headset units

When the headset exterior is dirty, wipe it clean with a soft dry cloth. If the headset is particularly dirty, soak a cloth in diluted neutral detergent, and wring it well before using it to clean the headset. Do not use solvents such as thinner, benzene, or alcohol, as they may damage the finish on the surface of the headset or cause other damages.
Use a soft dry cloth to wipe off any water that gets on the headset units.
Do not allow the headset to remain with water droplets attached in a cold environment as the water may freeze.

Cleaning the microphone parts

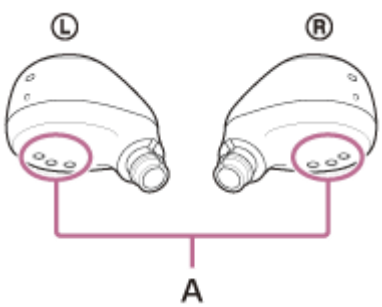
Wipe off any dirt on the mesh part of the headset unit with a cloth that has been moistened with water and wrung out tightly.
Remove the dirt so that it does not push into the mesh part of the headset unit deeply.

Cleaning the charging ports

If foreign matter or moisture, such as sweat, etc., is left on the charging ports of the headset units or charging case, charging port corrosion may occur and prevent charging.
When you have finished using the headset, make sure to gently clean the charging ports with a soft dry cloth or cotton swab.
When the headset cannot be charged, it may help to try thoroughly cleaning the charging ports.

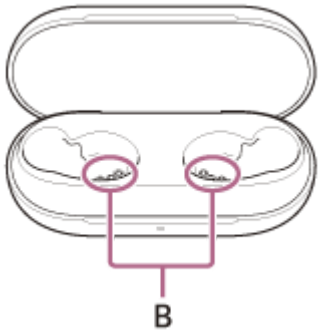
Charging ports that needs maintenance

- Headset



A: Charging ports of the headset units (left, right)

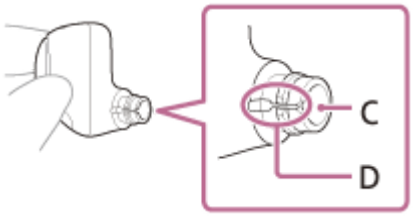
- Charging case



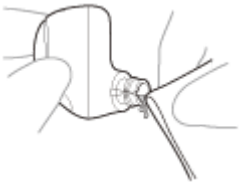
B: Charging ports of the charging case (left, right)

Cleaning of the sound output holes

Wipe off any dirt such as earwax in the sound output hole or groove of the headset unit with a cloth that has been moistened with water and wrung out tightly.
Remove the dirt so that it does not push into the headset unit deeply.

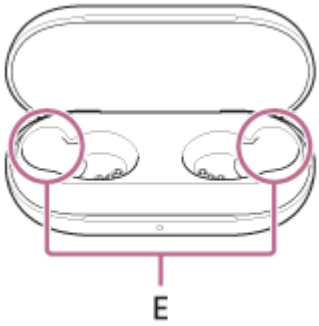


C: Sound output hole
D: Groove



Cleaning the recesses of the charging case

Clean the recesses where the earbud tips fit with a cotton swab, etc.



E: Recesses of the charging case (left, right)

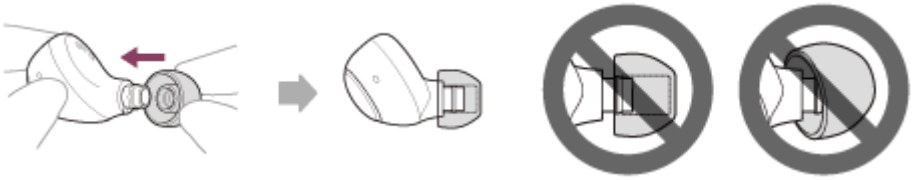
Drying the headset

After cleaning is complete, leave the headset to dry thoroughly in room temperature.



3 **Attach the earbud tip.**

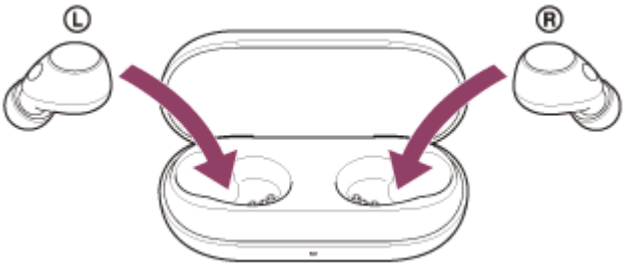
Firmly insert the earbud tip all the way. Do not attach the earbud tip in a loose or skewed manner.



If the earbud tip is not completely attached, the earbud tip may be removed from the headset and the sound quality, noise canceling effects, and wearability may be impaired.

4 **Set the headset in the charging case.**

After maintenance as well as after cleaning and drying the headset, be sure to set the headset units in the charging case.



Be sure to close the charging case lid.



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To prevent burning or malfunction due to getting wet

Be sure to clean after use

Charging with liquid such as water or sweat or foreign objects such as dust attached to the USB Type-C port of the charging case or charging port of the headset may cause an accident such as burns or serious wounds due to fire, electrocution, heat generation, smoke, or ignition. It may also cause a malfunction.

Avoid the following situations and be careful not to get moisture or dirt on the headset units or charging case.
If the headset units or charging case gets wet or dirty, see “When the headset units or charging case gets wet” and clean them as described before use.

- Touching the headset units or charging case without wiping your wet hands after doing housework in a kitchen or washing your hands in a washroom.



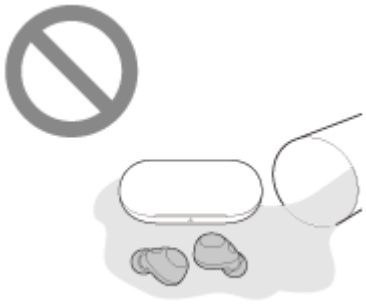
- Putting the headset units or charging case in the chest pocket of a damp article of clothing.



- Putting the headset units or charging case in a bag with a cold PET bottle.



- Spilling a drink while eating or drinking.



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When the headset units or charging case gets wet

On water resistant performance of the headset

- The charging case is not water resistant.
- The water resistant specifications of this headset are equivalent to IPX4 in IEC 60529 “Degrees of protection against ingress of water (IP Code)”, which specifies the degree of protection provided against the entry of water. The headset cannot be used in water.
  Unless the headset is used correctly, water may get into the headset and cause fire, electrocution, or malfunctions. Note the following cautions carefully and use the headset correctly.
  IPX4: Protected against water splashing from any direction.
- The sound conduits (sound output tubes), air holes, and microphone part of the headset are not completely watertight.
  If any water droplets are left in the sound conduits, air holes, or microphone part, the following issues may occur temporarily. However, they are not malfunctions.
  - Sounds become difficult to hear.
  - The noise canceling effect is weakened.
  - Unusual sounds are heard.
  - Voices during phone calls become difficult to hear.

Liquids that the water resistant performance specifications of the headset apply to

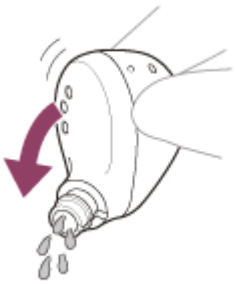
Applicable:	Fresh water, tap water, perspiration
Not applicable:	Liquids other than those above (examples: soapy water, detergent water, water with bath agents, shampoo, hot spring water, hot water, pool water, seawater, etc.)

The water resistant 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 protect the headset units and charging case from being damaged

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

- Do not splash water forcibly into the sound output parts, air holes, or microphone parts of the headset units.
- 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.
- Do not place the headset in water or use it in a humid place such as a bathroom.
- Do not drop the headset or expose it to mechanical shock. Doing so may deform or damage the headset, resulting in deterioration of water resistance performance.
- If the headset gets wet,
  1. Use a soft dry cloth to wipe off any water that gets on the headset.
  2. Remove the earbud tips, turn the sound conduits (sound output tubes) downward, and shake several times to get the water out.



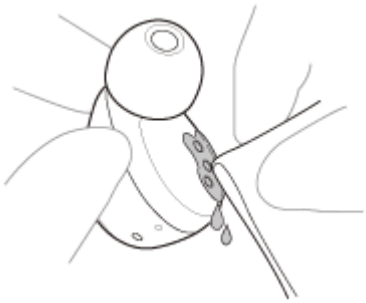
3. Turn the microphone part or air hole part downward and gently tap it about 5 times on a dry cloth, etc. to remove any water collected inside.

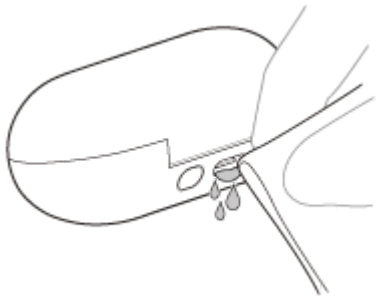




4. Leave the headset to dry in room temperature.

- If the headset units and charging case are charged while they are wet with sweat, etc., the charging ports will corrode. Before charging, wipe off any moisture with a soft dry cloth and leave to dry in room temperature. Repairs in case of a malfunction without care are not covered by the free warranty.





- When the charging ports of the headset units or charging case get dirty, wipe them clean with a soft dry cloth.
- Do not wash pants or shirts with the headset units left in the pockets.



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

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- Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.
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  https://rd1.sony.net/help/mdr/sl/23/
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Customer support websites

For customers in the USA, Canada, and Latin America:
https://www.sony.com/am/support
For customers in European countries:
https://www.sony.eu/support
For customers in China:
https://service.sony.com.cn
For customers in other countries/regions:
https://www.sony-asia.com/support

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What can I do to solve a problem?

Before asking for repair, check the following items again.

- Find the symptoms of the issue in this Help Guide, and try any corrective actions listed.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Charge the headset.
  You may be able to resolve some issues by charging the headset battery.
- Restart the device that is being connected to the headset.
  You may be able to resolve some issues by restarting the device being connected such as your computer or smartphone.
- 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

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Unable to turn on the headset.

- Make sure the battery is fully charged.
- You cannot turn on the headset when the headset is stored and being charged in the charging case. Remove the headset from the charging case to turn on.
- Charge the charging case.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- Charging
- Checking the remaining battery charge
- Turning on the headset
- Resetting the headset
- Initializing the headset to restore factory settings

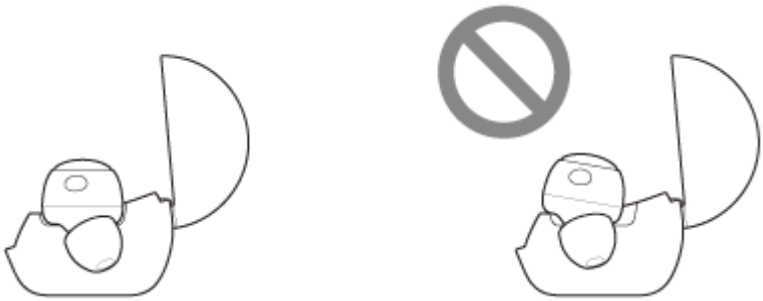
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Charging cannot be done.

Common

- Make sure the headset units are stored securely in the supplied charging case. If the headset units are floating in the charging case, the headset units may not be charged.



- Be sure to use the supplied USB Type-C cable and check that the cable is firmly connected to the charging case.
- If the earbud tips are not properly attached to the headset units, the headset units may not be charged with the charging case. Check that the earbud tips are attached properly when you set the headset units into the charging case.
- If earbud tips by other manufacturers are used, the headset units may not be charged with the charging case. Be sure to use the supplied earbud tips when charging.
- When the charging ports of the headset units or the charging case get dirty, the headset units may not be charged. Clean the charging ports with a soft dry cloth.
- 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.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

When charging with a USB AC adaptor

- Make sure that the USB AC adaptor is firmly connected to the AC outlet.
- When using a commercially available USB AC adaptor, use one capable of supplying an output current of 0.5 A (500 mA) or more.

When charging with a computer

- Check that the USB Type-C cable is firmly connected to the computer.
- Check that the computer is turned on. Wake the computer up if the computer is in standby (sleep) or hibernation mode.
- Check that the charging case and the computer are directly connected and 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.
- Update the OS of the computer.

Related Topic

- Charging
- Replacing the earbud tips
- Resetting the headset
- Initializing the headset to restore factory settings

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The available operating time is short, the battery power does not last long, the battery life of the left and right headset units is different.

- If you set the following functions, the available operating time of the battery becomes short.
  - Sound quality mode during Bluetooth playback: Priority on sound quality
  - Noise canceling function/Ambient Sound Mode
  - Equalizer
  - DSEE

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

- Depending on the settings for the headset functions and usage conditions, the speed of energy consumption for the rechargeable battery may vary between the left and right headset units. However, this is not a malfunction.
- If you use both headset units immediately after using only one headset unit, there may be a difference in the remaining battery charge. This is not a malfunction because the remaining battery charge on one side is consumed.
- When you have finished using the headset, be sure to set the headset units into the charging case, and close the charging case lid. When the headset is left removed, the headset will not turn off until 15 minutes have passed after disconnecting the Bluetooth connection.
- The available battery operating time is shorter when talking on the phone than when listening to music.

Related Topic

- Available operating time

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Charging time is too long.

- When charging with a computer, check that the charging case and the computer are directly connected and not via a USB hub. Also, this may be improved by restarting the computer and trying the USB connection again.
- Check that you are using the supplied USB Type-C cable.
- Depending on the settings for the headset functions and usage conditions, the speed of energy consumption for the rechargeable battery may vary between the left and right headset units.
  As a result, the charging time of the rechargeable batteries for the left and right headset units may differ. However, this is not a malfunction.
- 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.
- When using a commercially available USB AC adaptor, use one capable of supplying an output current of 0.5 A (500 mA) or more.

Related Topic

- Charging

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No sound, no sound from one side

Common

- Pair the headset and the Bluetooth device again.
- When playing music, check that the headset and the transmitting Bluetooth device are connected via an A2DP Bluetooth connection.
- Charge the charging case.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Restart the smartphone or the computer you use.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.
- When the headset is simultaneously connected to 2 devices via multipoint connection, depending on the connected device, the device may keep sending the silent signal even if the playback of the music or video is stopped. In this case, the headset remains connected with the device, and the connection may not be changed to another device. If the sound from the second device cannot be heard after the playback is stopped on the first device, operate in the following order and check whether the situation has improved.
  - Check with the “Sony | Headphones Connect” app that the setting of [Connect to 2 devices simultaneously] is on.
  - Stop the playback of the application on the first device.
  - Shut down the application on the first device.
  - Select the device you want to play from [Manage Connected Device] of [Device Currently Being Connected] on the “Sony | Headphones Connect” app, and then start playback.

When connecting to a computer

- If you are connecting a computer to the headset, make sure the audio output on the computer is set for a Bluetooth device.
- Restart the music app or video app.
- When using a video calling application on a computer, check that the headset and the computer are connected via an HFP or HSP Bluetooth connection.
  Depending on the video calling application you are using, microphone settings may not be available.

When there is no sound on only one side

- Depending on the smartphone app or computer application (which requires HFP (Hands-free Profile)/HSP (Headset Profile)), you may hear a voice from only one headset unit.

Related Topic

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

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Wireless Noise Canceling Stereo Headset
WF-C700N

Low sound level

- If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, you may not obtain the correct sound qualities or volume.
  If any of this is the case, try the following.
  - Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
  - Check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.

- Adjust the volume on the connected device.
  The volume during music playback can be adjusted with the headset.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device.
- Connect the Bluetooth device to the headset once again.
- The sound conduits (sound output tubes), air holes, and microphone part of the headset are not completely watertight. If any water droplets are left in the sound conduits, air holes, or microphone parts, the sound level becomes low temporarily. However, this is not a malfunction. See “When you have finished using the headset” and dry the headset as described before use.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Note

- Depending on the connected device, the volume of the device and the headset may or may not be synced. If the volume on a device is not synced to the volume on the headset, it will not be possible to use the device to turn up the volume on the headset once the volume is turned down on the headset.
  In that case, turn up the volume of both the headset and the connected device.
  If the sound is still low even after adjusting the volume on the connected device, adjust the volume with the “Sony | Headphones Connect” app.

Related Topic

- Wearing the headset
- Resetting the headset
- Initializing the headset to restore factory settings

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Low sound quality, or noise or unusual sound can be heard.

- If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, you may not obtain the correct sound qualities, noise canceling effects, or call performance.
  If any of this is the case, try the following.
  - Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
  - Check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.

- If you press the button on the left or right unit when the headset is not connected via a Bluetooth connection, you will hear a notification sound indicating that the headset is turned on.
- Turn down the volume of the playback device if it is too loud.
- 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 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 (difficult to hear the singer's voice, etc.) for the first few seconds. 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.
- Some devices that emit ultrasonic sound waves designed to repel rodents may occasionally be installed at the entrances of commercial facilities or subway stations. Near such devices, the ultrasonic sound waves may cause noise or unusual sound to be heard from the headset. Leave the place where the noise or unusual sound is heard, or turn off the noise canceling function/Ambient Sound Mode from the "Sony | Headphones Connect" app.

Related Topic

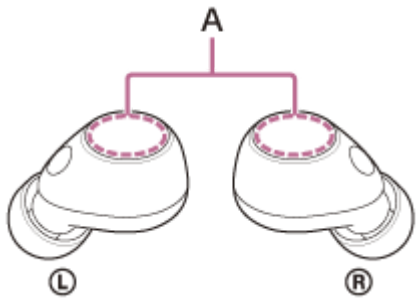
- Wearing the headset
- Replacing the earbud tips

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Wireless Noise Canceling Stereo Headset
WF-C700N

Sound skips frequently.

- Set the headset to “Priority on stable connection”. For details, see “About the sound quality mode”.
- When the headset is simultaneously connected to 2 devices via multipoint connection, it may be easier for the sound to skip.
- This issue can be improved by changing the wireless playback quality settings on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Remove any obstacles between the antenna of the connecting Bluetooth device and the antennas built into the left and right headset units. The antenna of each left or right headset unit is built into the part shown in the dotted line below.



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

- Sound may easily skip frequently depending on how the headset units are worn.
  Wearing the left and right headset units with the antenna parts facing away from the ears may improve the condition.



- 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, moving the Bluetooth device closer to the antenna of the headset may improve the Bluetooth communications.
  - When 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.
  - Where there are other wireless communication audio devices or other people nearby, such as in train station premises or on a crowded train

- If you are enjoying music with your smartphone, the situation may be improved by closing unnecessary apps or restarting your smartphone. If you are enjoying music with your computer, close unnecessary applications or windows and restart the computer.
- Connect the headset and the Bluetooth device once again.
  Set the headset units into the charging case and close the charging case lid, and then remove the headset from the charging case to connect the headset to the Bluetooth device.

- When the Adaptive Sound Control is turned on, the headset detects the wearer's actions and adjusts the noise canceling function automatically. When this setting is changed, music may pause momentarily. This is not a malfunction.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- About the sound quality mode
- Connecting the headset to 2 devices simultaneously (multipoint connection)
- Resetting the headset
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WF-C700N

Noise is heard during music playback.

- When you use the headset while you are walking or running, the sound of vibrations may be heard through your body, but this is due to the characteristics of the product and not a malfunction.
- The sound conduits (sound output tubes), air holes, and microphone part of the headset are not completely watertight. If any water droplets are left in the sound conduits, air holes, or microphone parts, a beeping sound (feedback) may be heard temporarily. This is not a malfunction. See “When you have finished using the headset” and dry the headset as described before use.
- When the Adaptive Sound Control is turned on, the headset detects the wearer's actions and adjusts the noise canceling function automatically. When this setting is changed, music may pause momentarily and a notification sound may be heard. This sound notifies you that the setting has been changed.
  If you want to deactivate this notification sound, use the “Sony | Headphones Connect” app to turn the setting off.
- If you cover the microphone part on the left or right headset unit with your hand, etc., or if you grasp the headset unit in your hand, a beeping sound (feedback) may be heard. This is not a malfunction. If any of this is the case, remove your hand, etc. from the left or right microphone part.
- If the Ambient Sound Mode is enabled in a rather noisy environment, a noise may be heard. This is not a malfunction. In this case, set the noise canceling function to ON or set the noise canceling function and the Ambient Sound Mode to OFF.
- Charge the charging case.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- Using the noise canceling function
- Listening to ambient sound during music playback (Ambient Sound Mode)
- What you can do with the “Sony | Headphones Connect” app
- When you have finished using the headset
- Resetting the headset
- Initializing the headset to restore factory settings

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The noise canceling effects are not sufficient.

- Make sure the noise canceling function is turned on.
- If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, you may not obtain the correct sound qualities, noise canceling effects, or call performance.
  If any of this is the case, try the following.
  - Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
  - Check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.
- 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.
- When the Adaptive Sound Control on the “Sony | Headphones Connect” app is turned on, the wearer's actions, like walking or running, are detected. The noise canceling function is automatically adjusted and the Ambient Sound Mode may be activated according to these actions.
  To make the most of the noise canceling function, turn off the Adaptive Sound Control, and try to turn on the noise canceling function manually when you need it.

Related Topic

- Replacing the earbud tips
- Wearing the headset
- What is noise canceling?
- Using the noise canceling function
- What you can do with the “Sony | Headphones Connect” app

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Wireless Noise Canceling Stereo Headset
WF-C700N

Pairing with a Bluetooth device cannot be done.

- Bring the headset and the Bluetooth device within 1 m (3.2 ft) 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. To pair a second or subsequent device, set the headset units into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more to enter pairing mode.
- The headset cannot go into pairing mode if the headset is not set securely in the charging case, such as when the earbud tips are not properly attached to the headset. Make sure the headset is stored securely in the charging case.
- 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 devices). In this case, delete the pairing information for the headset from the device and pair them again.
- Restart the connected device such as a smartphone or a computer you use, and pair the headset and the device again.
- Charge the charging case.
- Set the headset units into the charging case, close the charging case lid once, and then open it again.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Replacing the earbud tips
- Resetting the headset
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WF-C700N

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 a Bluetooth connection. If this is the 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.
- Charge the charging case.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Resetting the headset
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
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The headset cannot be operated.

- When you change the assignment of the functions to the buttons on the left and right headset units with the “Sony | Headphones Connect” app, confirm on the app that the correct functions are assigned to them.
- Charge the charging case.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- About the buttons on the headset
- What you can do with the “Sony | Headphones Connect” app
- Resetting the headset
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WF-C700N

Cannot hear the other person or the call volume is low during calls/The other person cannot hear you or their call volume is low during calls.

- Check that both the headset and the connected device are turned on.
- Turn up the volume of the connected device if it is too low.
- When you use the video calling application, open the settings* of the video calling application, and check that the speaker or microphone setting is specified as [Headset (WF-C700N Hands-Free)]**. When the settings of the video calling application cannot be checked or calling connections [Headset (WF-C700N Hands-Free)] cannot be selected, select [Headset (WF-C700N Hands-Free)] on the settings of your computer to make connections.
  * Depending on the video calling application you are using, this function may not be available.
  ** Names may vary according to the computer or the video calling application you are using.
- If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, you may not obtain the correct sound qualities, noise canceling effects, or call performance.
  If any of this is the case, try the following.
  - Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
  - Check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.
- Set the headset units into the charging case, and close the charging case lid. Then, take out the headset, and reconnect with the Bluetooth device.
- Restart the Bluetooth device such as your smartphone or computer, and reconnect with the headset.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Receiving a call
- Making a call
- Wearing the headset
- Replacing the earbud tips
- Resetting the headset
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
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Earbud tips are damaged or lost.

- To change the earbud tips with new ones, purchase the EP-EX11 series* (sold separately).

* May not be supported in some countries or regions.

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Wireless Noise Canceling Stereo Headset
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An earache occurs.

- If you feel the size of the earbud tips does not fit your ears, change the earbud tips. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
- Check that you are wearing the headset properly in your ears.
- If you wear the headset for a long time, your ears may start hurting. Use the headset while taking breaks periodically.

Related Topic

- Replacing the earbud tips
- Wearing the headset

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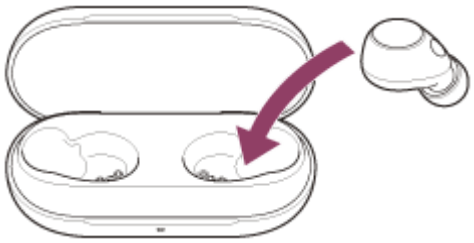
Wireless Noise Canceling Stereo Headset
WF-C700N

Resetting the headset

If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset. Reset one of the headset units at a time.

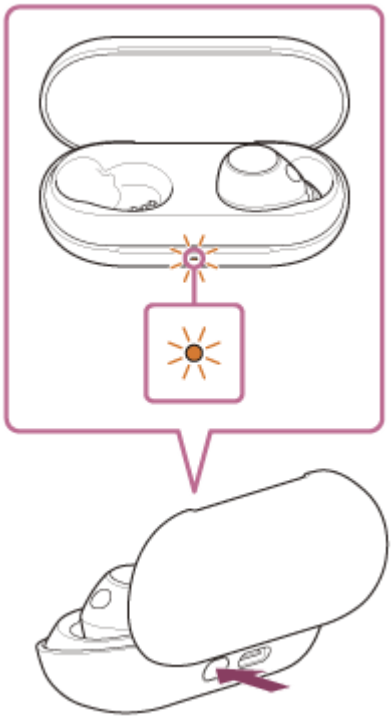
1. **Set one of the headset units into the charging case.**

   Leave the charging case lid open.



2. **Press and hold the reset button on the back of the charging case for about 20 seconds or more.**

   After about 15 seconds, the indicator (orange) on the charging case flashes for about 5 seconds.



   Then, the indicator on the charging case turns off and the headset will be reset.

3. **Check that the indicator turns off and then release your finger.**

4. **Remove the headset unit from the charging case and start the operation again from step 1 with the other headset unit.**

The pairing information and other settings are retained.

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

About the instruction manual video

Watch the video to find out how to reset.
https://rd1.sony.net/help/mdr/mov0054/h_zz/

Related Topic

- Initializing the headset to restore factory settings

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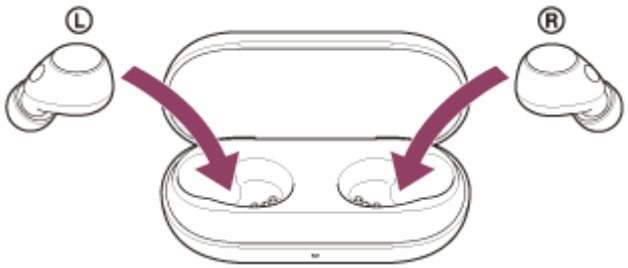
Wireless Noise Canceling Stereo Headset
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Initializing the headset to restore factory settings

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

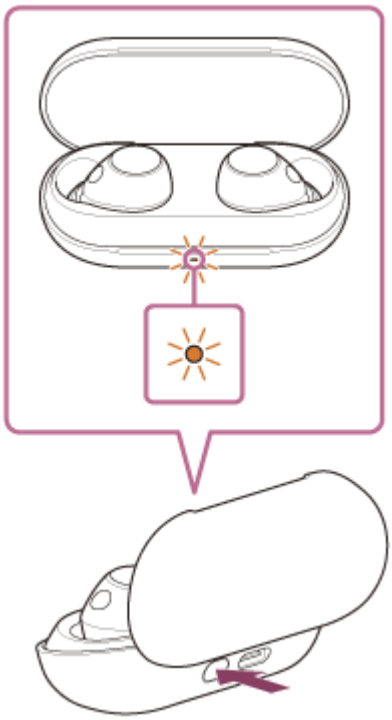
1. **Set the headset units into the charging case.**

   Leave the charging case lid open.



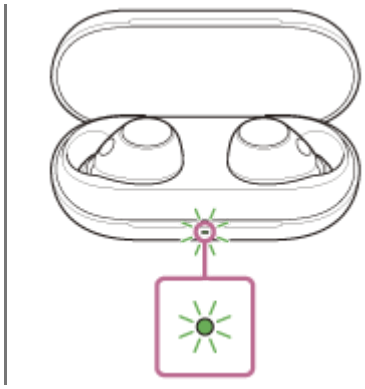
2. **Press and hold the initialize button on the back of the charging case for about 15 seconds or more.**

   The indicator (blue) on the charging case repeatedly flashes twice in a row, and then the indicator (orange) starts flashing.



3. **Release your finger within 5 seconds after the indicator (orange) on the charging case starts flashing.**

   When the initializing is complete, the indicator (green) on the charging case flashes 4 times.



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 connected device and then pair them again.
If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

About the instruction manual video

Watch the video to find out how to initialize.
https://rd1.sony.net/help/mdr/mov0055/h_zz/

Note

- When the remaining battery charge of the charging case is not sufficient, the headset will not start initializing. Charge the charging case.
- If the indicator (green) on the charging case does not flash 4 times after performing step 3 , the headset has not been initialized. Try again from step 2 .
- If you have updated the software after purchasing the headset, the software is retained updated even if you initialize the headset.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will not return to the factory settings.

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Wireless Noise Canceling Stereo Headset
WF-C700N

Specifications

Headset

Power source:

DC 3.85 V: Built-in lithium-ion rechargeable battery
DC 5 V: When charged using USB

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Charging time:

Approx. 1.5 hours (Headset)
Approx. 3 hours (Charging case)

Note

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

Charging temperature:

5 °C to 35 °C (41 °F to 95 °F)

Mass:

Approx. 4.6 g × 2 (0.17 oz × 2) (Headset (including earbud tips (M)))
Approx. 31 g (1.1 oz) (Charging case)

Communication specification

Communication system:

Bluetooth Specification version 5.2

Output:

Bluetooth Specification Power Class 1

Maximum communication range:

Line of sight approx. 10 m (32.8 ft) [1)]

Frequency band:

2.4 GHz band (2.400 0 GHz - 2.483 5 GHz)

Compatible Bluetooth profiles [2)]:

A2DP
AVRCP
HFP
HSP

Supported Codec [3)]:

SBC
AAC

Transmission range (A2DP):

20 Hz - 20 000 Hz (Sampling frequency 44.1 kHz)

1) The actual range will vary depending on factors such as obstacles between devices, magnetic fields around a microwave oven, static electricity, reception sensitivity, antenna's performance, operating system, software application, etc.
2) Bluetooth standard profiles indicate the purpose of Bluetooth communications between devices.
3) Codec: Audio signal compression and conversion format

Design and specifications are subject to change without notice.

Compatible iPhone/iPod models

iPhone SE (3rd generation)
iPhone 13 Pro Max
iPhone 13 Pro
iPhone 13
iPhone 13 mini
iPhone 12 Pro Max
iPhone 12 Pro
iPhone 12
iPhone 12 mini
iPhone SE (2nd generation)
iPhone 11 Pro Max
iPhone 11 Pro
iPhone 11
iPhone XS Max
iPhone XS
iPhone XR
iPhone X
iPhone 8 Plus
iPhone 8
iPhone 7 Plus
iPhone 7
iPhone SE
iPhone 6s Plus
iPhone 6s
iPod touch (7th generation)
(As of January 2023)

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