Wireless Noise Canceling Stereo Headset
WF-C710N





Model: YY2986

Quick Start Guide

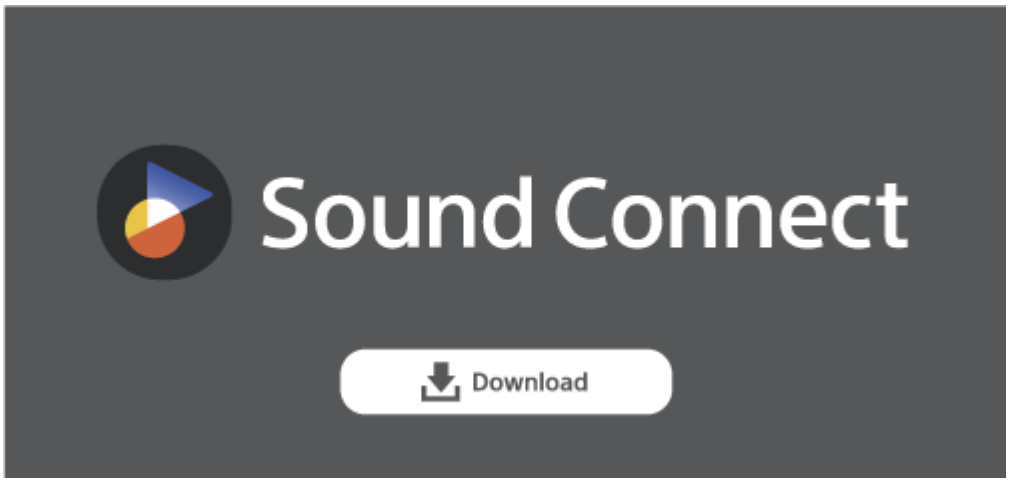
Find your fit

Wearing the headset

⚠ To prevent burning or malfunction due to getting wet

Connect to the app for even more fun and convenience

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



Let’s start to use



Wearing the headset

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



Establishing a BLUETOOTH® connection

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



Operating the headset

Tap the touch sensor.
Left
● Tap once: You can switch between the noise canceling function and Ambient Sound Mode.
●●●●...Tap 4 or more times: You can lower the volume.
▬ Hold your finger: You can use the Quick Attention mode.
Right
● Tap once: You can play or pause music.
●● Tap twice: You can skip to the beginning of the next track.
●●● Tap 3 times: You can skip to the beginning of the previous track or the current track during playback.
●●●●...Tap 4 or more times: You can increase the volume.
▬ Hold your finger: You can use or cancel the voice assist function (Google™ app or 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

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- Included items
- 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

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- Using Quick Access

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- Charging
- Available operating time
- Checking the remaining battery charge
- Turning on the headset
- Turning off the headset

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How to make a wireless connection to Bluetooth devices

Easy setup with app

- Connecting with the “Sound Connect” app

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- Connecting to a paired Android smartphone

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- Connecting to a paired iPhone

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

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- Controlling the audio device (Bluetooth connection)
- About 360 Reality Audio

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- What is noise canceling?
- Using the noise canceling function

Listening to ambient sound

- Listening to ambient sound during music playback (Ambient Sound Mode)
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- About the sound quality mode
- Supported codecs
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Troubleshooting
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Specifications

Specifications

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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 devices such as a smartphone or music player.



Talking on the phone

You can talk on the phone hands-free, while leaving your smartphone in your bag or pocket.



Related Topic

- How to make a wireless connection to Bluetooth devices

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About the voice guidance

You will hear the following voice guidances depending on the operating procedure performed and the headset status.
In the factory settings, when you put the headset units into your ears, you will hear the voice guidance in either English or Chinese.
You can use the “Sound Connect” app to change the following voice guidance settings.

- Language setting
- Switching between enable and disable
- Volume setting

“Pairing”

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

“Low battery”

- When the remaining battery charge of the headset is low

“Battery is empty”

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

“Voice guidance test”

- When setting the voice guidance volume

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

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

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

- When you use Quick Access while the app is not launched

Note

- Changing the language of the voice guidance takes up to 10 minutes.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will not return to the factory settings.
- If the voice guidance is not heard, 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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Included items

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

Wireless Noise Canceling Stereo Headset (1)

USB Type-C® cable (USB-A to USB-C®) (1)



Hybrid silicone rubber earbud tips (XS (2), M (2), XL (2)) (*)

(*) XS was previously listed as the SS size, and XL was previously listed as the LL size.

- 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.



XS size: 1 line
M size: 3 lines
XL size: 5 lines

Charging case (1)



Documents (1 set)

Note

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

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

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Replacing the earbud tips

M-sized earbud tips come attached to the left and right headset units at the time of purchase.
If the earbud tip sizes do not match or the headset is not worn correctly, taps may not work properly.
You may also not obtain the correct sound qualities, volume, 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 fits best.

Hybrid silicone rubber earbud tips

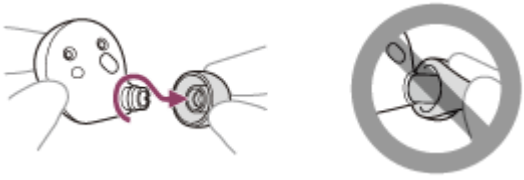
The size of the earbud tips can be determined based on the number of dotted lines inside the bottom of the earbud tips.



XS size: 1 line
M size: 3 lines
XL size: 5 lines

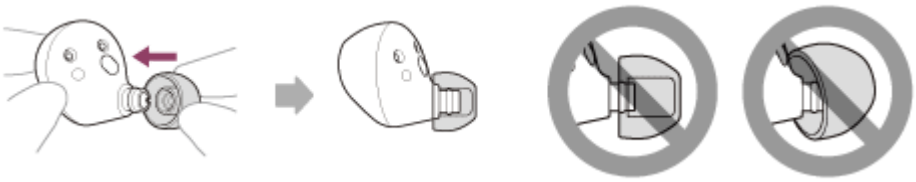
1 **Remove the earbud tip.**

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.**

Push the earbud tip firmly onto the sound conduit (sound output tube) on the headset so that the earbud tip covers the inner end of the sound conduit. 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.

Related Topic

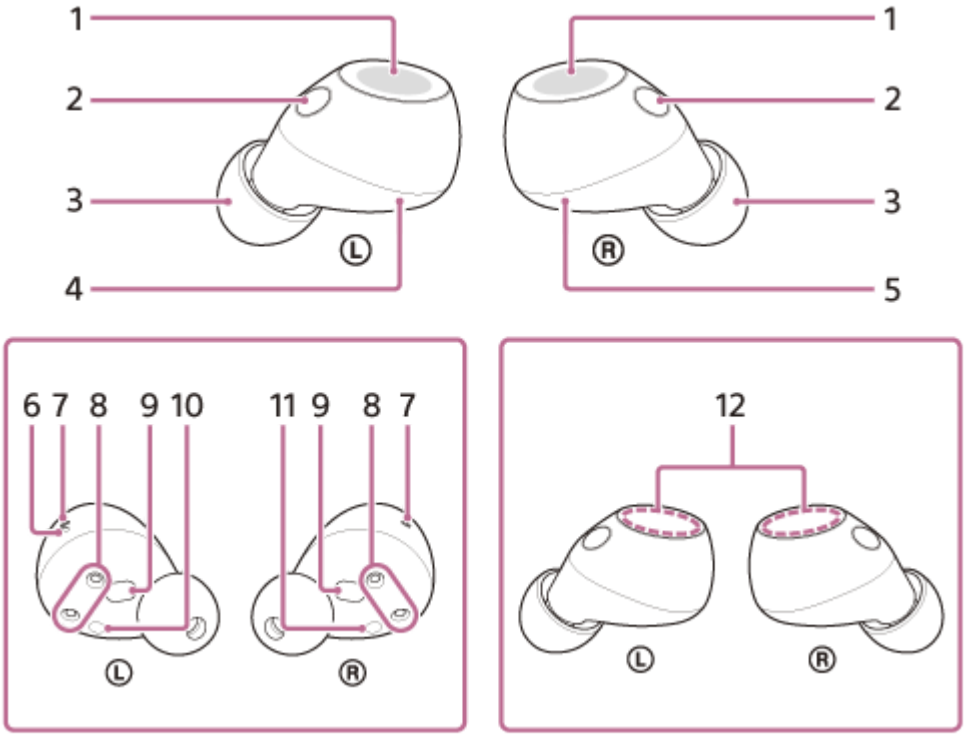
- Wearing the headset

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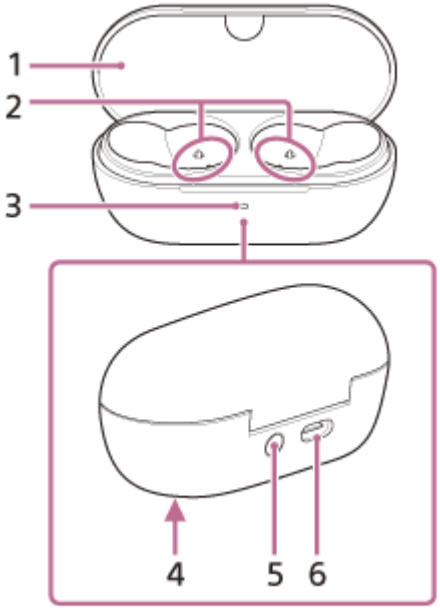
Location and function of parts

Headset



1. Touch sensors (left, right)
2. Microphones (left, right)
   Pick up the sound of your voice during a phone call and pick up ambient sounds when the noise canceling function or Ambient Sound Mode is being used.
3. Earbud tips (left, right)
4. Left unit of the headset
5. Right unit of the headset
6. Tactile dot
   There is a tactile dot on the left headset unit.
7. Air holes (left, right)
8. Charging ports (left, right)
9. IR sensors (left, right)
10. Ⓛ (left) mark
11. Ⓡ (right) mark
12. Built-in antennas (left, right)
    A Bluetooth antenna is built into each left or right unit of the headset.

Charging case



1. Lid
2. Charging ports (left, right)
3. Indicator (green/orange/blue)
   Indicates the remaining battery hours of the headset units and charging case, the charging status, or the status of the pairing mode.
4. Serial number
   Located on the bottom of the charging case.
5. Pairing/reset/initialize button
   Used when entering pairing mode, resetting or initializing the headset.
6. 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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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, the indicator displays the battery level of the headset unit that has the lower remaining battery charge between the left and right units.
When either the left or right headset unit is stored in the charging case, the indicator displays the remaining battery charge of the headset unit stored in the charging case.
When both headset units are removed from the charging case, the indicator 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.

The indicator 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 91% 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

The indicator 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 between 90% 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 6%

The indicator turns off.

- 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 5%

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

The indicator 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 91% 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

The indicator 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 between 90% 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 6%

The indicator turns off.

- - - - - - -

- 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 5%

Charging status

The indicator lights up in orange.



- When charging the headset
- When charging the charging case

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



- When the battery is fully charged when charging starts on the headset units/charging case

The indicator turns off.

- - - - - - -

- When the battery becomes fully charged and charging is complete

The indicator lights up in orange while charging. The indicator turns off for about 0.5 seconds, and then lights up in orange again.



- During charging, when the lid of the charging case is opened or closed
- When the headset is set to or removed from the charging case

The indicator repeatedly flashes twice in orange at about 1-second intervals.



- When the charging temperature is abnormal

The indicator repeatedly flashes slowly in orange at an interval of about 0.5 seconds.



- When an error occurs while charging and charging cannot be performed

The indicator repeatedly flashes 3 times in orange at an interval of about 1.3 seconds.



- When the left and right headset units are paired incorrectly

Bluetooth connection status

The indicator repeatedly flashes twice in blue.



- When in pairing mode

The indicator flashes 10 times in blue.



- When the connection process is completed:
  It indicates when one or both headset units are stored in the charging case.

Other

The indicator repeatedly flashes in orange for up to about 5 seconds at an interval of about 0.7 seconds.



- When the headset is ready to begin the reset process
- When the headset is ready to begin the initialization process

For details, see “Resetting the headset” or “Initializing the headset to restore factory settings”.

The indicator flashes 4 times in green at an interval of about 0.3 seconds.



- When the initialization process is completed

For details, see “Initializing the headset to restore factory settings”.

Hint

- When the headset is worn, you can check various statuses of the headset by the notification sound or voice guidance.

Related Topic

- Charging
- Checking the remaining battery charge
- What you can do with the “Sound Connect” app
- How to keep the software up-to-date (for comfortable use of the headset)
- Resetting the headset
- Initializing the headset to restore factory settings
- About the voice guidance

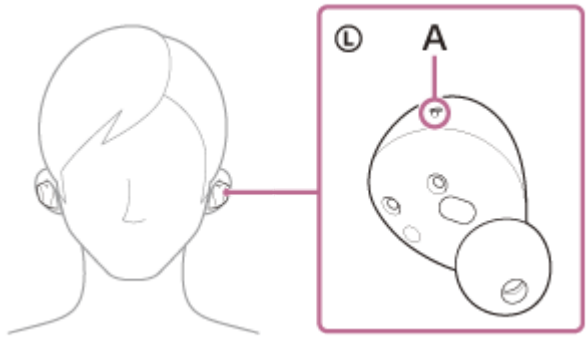
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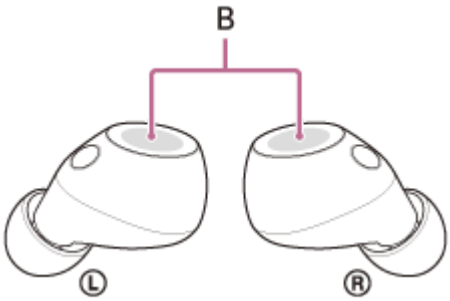
Wearing the headset

1 Put the headset units into your ears.

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

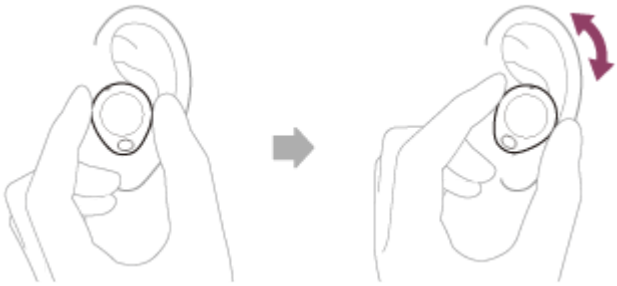


Be careful not to touch with the touch sensor (B) when you put the headset units into your ears.



2 Adjust the fit of the headset units 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, volume, noise canceling function, and call sound quality to be effective

If the earbud tip sizes do not match or the headset is not worn correctly, taps may not work properly. You may also not obtain the correct sound qualities, volume, 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.
- Referring to step 2, check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip fits best.

When attaching and removing the headset

In the factory settings, the built-in IR sensors is enabled to detect if the headset units are inserted or removed from your ears. As a result, music may unintentionally play, pause, or resume, and the touch sensor actions and voice guidance may be controlled.

When the headset is worn

- You can use the touch sensors to perform actions such as playing music and making or receiving calls.
- You will hear a notification or voice guidance that corresponds to the operating procedure and status.

When the headset is removed

- When you listen to music while wearing both headset units in your ears, the headset will pause music playback if one or both headset units are removed. When the headset is worn again, the headset resumes music playback.
- When the headset units are not worn for about 15 minutes after being removed from the charging case, the headset turns off automatically to save battery. Turn the headset on by tapping the touch sensor or by putting the headset units into your ears.
- To prevent unintended actions, the touch sensors of the headset units do not respond to taps when they are removed from your ears.

Hint

- You can play music as well as make and receive calls even when you are wearing only one headset in your ear.
- You can use the “Sound Connect” app to change the settings that automatically pause and resume the music playback, or automatically turn off the headset.

Related Topic

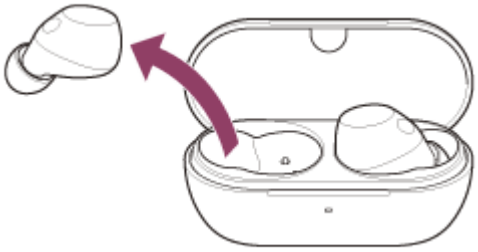
- Replacing the earbud tips
- Using only one headset unit

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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 put on the other headset unit

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 touch sensors

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 touch sensors using the “Sound Connect” app.

Hint

- In the factory settings, the music playback function is assigned to the right headset unit.
  If only the right headset unit is worn in your ear, tap the touch sensor 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 listen with only one headset unit, you will hear a monaural sound with the left and right channels mixed.
- You can also talk hands-free even when you are wearing only one headset unit. When you receive an incoming call, answer the call using the headset unit you are wearing. If you put the other headset unit into the other ear 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 units.

Related Topic

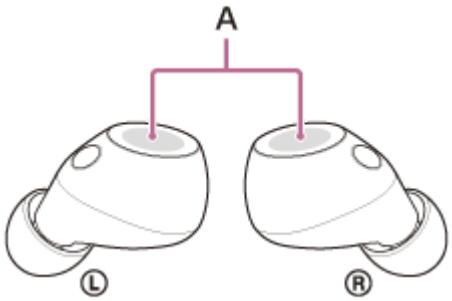
- Controlling the audio device (Bluetooth connection)
- Functions for a phone call
- What you can do with the “Sound Connect” app

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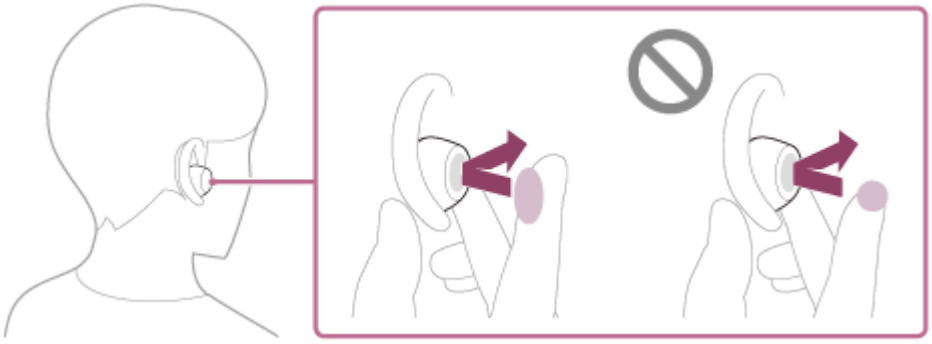
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About the touch sensor

Tap the touch sensor (A) to perform actions such as music playback, phone calls, or changing the setting of the noise canceling function.



To operate the touch sensor, tap the center of the touch sensor with the pad of your index finger.



Main actions

	Left	Right
Tap	To switch between the noise canceling function and Ambient Sound Mode	To play or pause music
Tap twice	To receive or end a call To use Quick Access (settings on the “Sound Connect” app are required)	To skip to the beginning of the next track To receive or end a call
Tap 3 times	To use Quick Access (settings on the “Sound Connect” app are required)	To skip to the beginning of the previous track or the current track during playback
Tap 4 or more times	To lower the volume	To increase the volume
Hold your finger to the touch sensor	To use the Quick Attention Mode	To use or cancel the voice assist function (Google app/Siri)

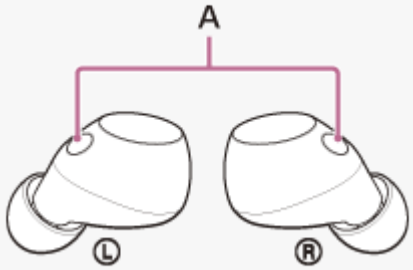
Hint

- When tapping the touch sensor multiple times, tap it quickly with an interval of about 0.3 seconds between taps.

- You can change the function assignments to the touch sensors of the left and right headset units using the “Sound Connect” app. For example, the music playback function that is assigned to the touch sensor of the right unit in the factory settings can be changed to the touch sensor of the left unit.
  You can also change the settings that do not assign the music playback function, noise canceling function, Ambient Sound Mode and playback volume adjustment function, etc.

Note

- You cannot operate the touch sensors when not wearing the headset. If you disable the wearing detection automatic power off function with the “Sound Connect” app, the touch sensors can be operated even when the headset is not being worn.
- When tapping the headset units, do not tap the microphone part (A). Noise or an unusual sound may be emitted from the headset if the microphone part is tapped.



Related Topic

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

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Using Quick Access

Quick Access is a feature that allows you to play content in the corresponding app by simply tapping the touch sensor of the headset. In the factory setting, you can use the touch sensor of the left unit to perform the following operating procedures.

1. **Put the headset units into your ears and connect the headset to the smartphone via Bluetooth connection.**
2. **Launch the “Sound Connect” app, and assign the services you want to link to Quick Access.**

   You can assign the different services to [Double Tap] and [Triple Tap].
3. **Launch the app of the service assigned for Quick Access.**
4. **Tap the touch sensor on the left unit to use Quick Access.**

   Double-tap or triple-tap to run the corresponding service assigned in step 2.

Hint

- Quick Access can be used on the headset unit with the touch sensor that has the noise canceling function and Ambient Sound Mode switching function assigned. In the factory settings, this function is assigned to the left unit. You can change the function assignments to the touch sensors of the left and right headset units using the “Sound Connect” app.
- To use Quick Access, you need to install the corresponding smartphone app and connect to the Internet. Some apps will require you to sign in.
- For details on the latest specifications of Quick Access, refer to the “Sound Connect” app.
- You can also assign the same service to dual and triple Quick Access listening.
- If the corresponding app is not launched even when tapping the touch sensor of the headset to which Quick Access is set up, the voice guidance “App assigned to the Quick Access is not launched on the mobile device” is heard from both headset units. When you are wearing only one unit of the headset, you will hear the voice guidance from the headset unit you are wearing.

Note

- The services that can be assigned to Quick Access differ depending on the countries and regions.

Related Topic

- What you can do with the “Sound Connect” app
- What you can do with partner services

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



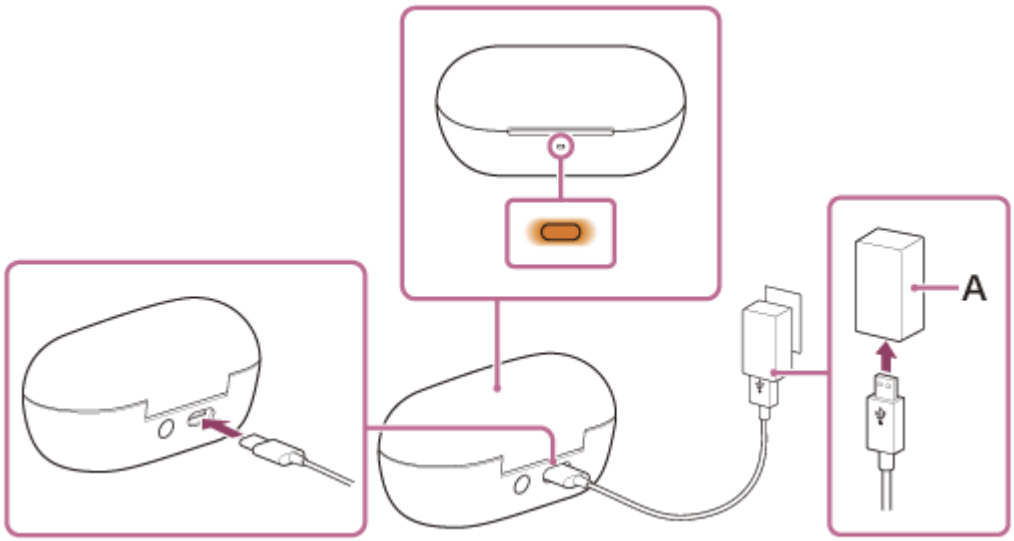
When the rechargeable battery of the charging case still has power, the indicator on the charging case lights up in orange or green for about 3 seconds.
The charging starts on the headset. Close the charging case lid.



If the headset units are not properly connected to the charging case, they may not charge.
Make sure the headset is stored securely in the charging case.

2 Connect the charging case to an AC outlet.

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



Charging starts on the headset and charging case. The indicator on the charging case lights up in orange.
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 3.5 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 that the operating procedures will work on all computers.
  - The operating procedures on a self-made 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.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, start charging once again after changing the computer settings.
- When the left and right headset units are removed from the charging case, check the status of the indicator on the charging case. If the indicator on the charging case lights up in orange for about 3 seconds and then turns off, 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 hours will improve after several charge and discharge cycles. 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.
- While charging, be sure to keep the charging case lid closed to prevent the battery of the charging case from being wasted.
- If there is a problem with the rechargeable battery of the headset or the charging case during charging, the indicator on the charging case flashes in orange.
  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 the Sony support contact or your nearest Sony dealer.
- If the headset is not used for a long time, the indicator on the charging case may not immediately light up in orange when charging. Wait a moment until the indicator lights up in orange.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult the Sony support contact or 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.
- If you shake the charging case forcefully, you will hear a rattling sound. This sound is caused by the headset units moving inside the charging case and is not a malfunction.

Related Topic

- About the indicator
- Checking the remaining battery charge

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WF-C710N

Available operating time

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

Bluetooth connection

Codec	Noise canceling function/Ambient Sound Mode	Available operating time
AAC	Noise canceling function: Enabled	Maximum 8.5 hours
AAC	Ambient Sound Mode: Enabled	Maximum 8 hours
AAC	Inactive	Maximum 12 hours
SBC	Noise canceling function: Enabled	Maximum 8 hours
SBC	Ambient Sound Mode: Enabled	Maximum 7.5 hours
SBC	Inactive	Maximum 12 hours

- About 1 hour of music playback is possible after 5 minutes of charging.
- If you make the following settings on the “Sound Connect” app, the available operating time of the battery becomes shorter than the ones described above.
  - Equalizer
  - DSEE™
  - Service Link

  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: Enabled	Maximum 4.5 hours
Ambient Sound Mode: Enabled	Maximum 4.5 hours
Inactive	Maximum 4.5 hours

Hint

- By using the “Sound 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.
- While charging, be sure to keep the charging case lid closed to prevent the battery of the charging case from being wasted.

Related Topic

- Supported codecs
- About DSEE
- What you can do with the “Sound Connect” app

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Checking the remaining battery charge

You can check the remaining battery charge of the headset and the charging case by the following operating procedures.

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

When the headset is connected to an iPhone via an HFP (Hands-free Profile), you can check the remaining battery charge of the headset on an iPhone. For details, refer to the operating instructions supplied with the iPhone.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. This is a rough estimate.

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

When the headset is connected to an Android smartphone via an HFP, you can check the remaining battery charge of the headset on the smartphone. For more details, refer to the operating instructions supplied with the Android smartphone.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. This is a rough estimate.

Checking the remaining battery charge of the charging case

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, you can check the remaining battery charge of the charging case.

- The indicator on the charging case light up in orange.
  The remaining battery charge of the charging case is about 20% to 5%. The headset cannot be charged sufficiently with the charging case in this case.
- The indicator on the charging case does not light up.
  The remaining battery charge of the charging case is less than 5%. The headset cannot be charged with the charging case in this case.

Notification with voice guidance

If the remaining battery charge of the headset becomes low, an alarm sounds when you put the headset into your ears or while using the headset. When you hear the voice guidance say, “Low battery”, charge the headset as soon as possible. When the battery becomes completely empty, an alarm sounds. The voice guidance says, “Battery is empty”, and the headset automatically turns off.

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 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 “Sound Connect” app.
  Android smartphones and iPhone both support this app.

Note

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

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Turning on the headset

When the headset is stored in the charging case

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



The headset turns on automatically. The connection between the left and right units is established.
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

When the headset is not being worn in your ears for about 15 minutes after being removed from the charging case, the headset turns off automatically. In this case, turn the headset on by tapping the touch sensor of the headset or by putting the headset into your ears. The headset units will also turn on when they are set in the charging case and then removed from the charging case.
You can use the “Sound Connect” app to change the setting of the headset so that it will not be turned off automatically.

When the headset is turned on

When turning on the headset for the first time after purchase or just after initializing the headset, the headset goes into Bluetooth pairing mode.
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 you put the headset units into your ears.
If the noise canceling settings were changed previously, the settings are retained.
If you tap the touch sensor when the headset is not connected via a Bluetooth connection, you will hear a notification sound indicating that the headset is turned on.

Related Topic

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

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Wireless Noise Canceling Stereo Headset
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Turning off the headset

1 Set the headset units into the charging case.

Put the left headset unit back into the left hole of the charging case, and put the right headset unit back into the right hole of the charging case. The left headset unit has the tactile dot. 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 on the charging case lights up in orange or green 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

When the headset is not being worn in your ears for about 15 minutes after being removed from the charging case, 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.
Be sure to close the charging case lid to prevent the battery of the charging case from being consumed.
You can use the “Sound Connect” app to change the setting of the headset so that it will not be turned off automatically.

Hint

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

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Wireless Noise Canceling Stereo Headset
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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, you must register both devices that will connect with each other in advance. This process of registration is called “pairing”.
Pair the headset and the device manually.

Connecting to a paired device

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

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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WF-C710N

Connecting with the “Sound Connect” app

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





Hint

- To pair a second or subsequent device, the headset can be entered into pairing mode on the “Sound Connect” app.

Note

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

Related Topic

- 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 “Sound Connect” app
- Installing the “Sound Connect” app

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Wireless Noise Canceling Stereo Headset
WF-C710N

Pairing and connecting with an Android smartphone

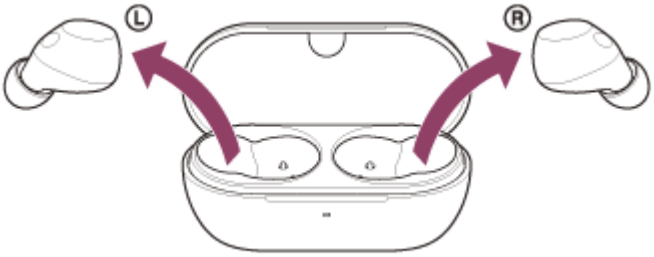
The operating procedure to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operating procedure, check the following.

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

1 Check the status of the headset.

If you are pairing the headset with a device for the first time after purchase, or after initializing the headset and clearing all pairing information, proceed to step 2.
When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

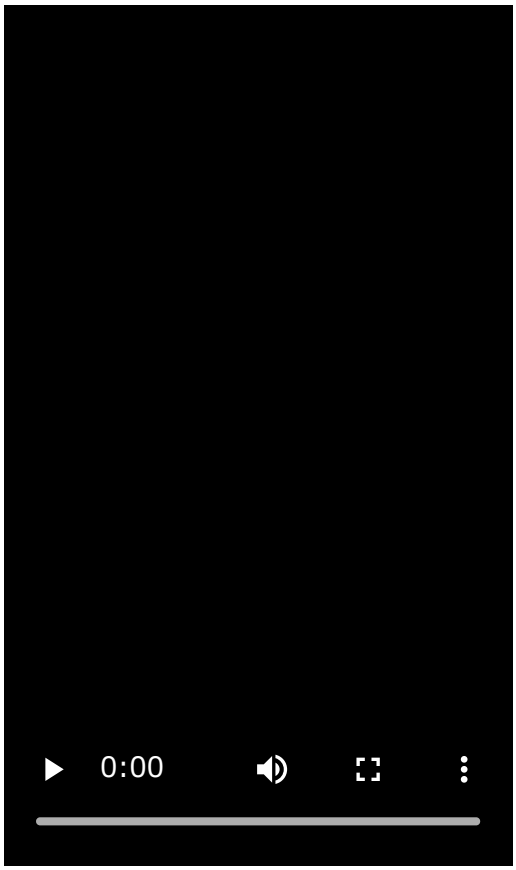
2 Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.
Proceed to step 4.

3 Set the headset units into the charging case. 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.





Hint

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

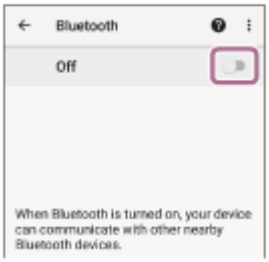
The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

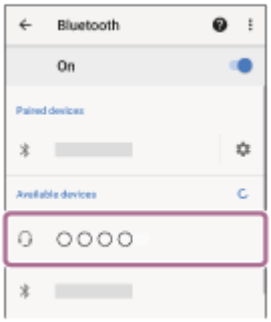
5 **On your Android smartphone screen, select the following items.**
[Settings] - [Device connection] - [Bluetooth]



6 **Touch the switch to turn on the Bluetooth function.**



7 **Touch [WF-C710N].**



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 on the charging case flashes in blue 10 times.
When you are wearing both headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired Android smartphone”.
If [WF-C710N] does not appear on your Android smartphone screen, try again from step 5.

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

About the instruction manual video

Watch the video for how to perform pairing for the first time.
No audio explanation is available.
Models for countries and regions excluding Chinese mainland:
https://rd1.sony.net/help/mdr/mov0092/h_zz/
Models for Chinese mainland:
https://rd1.sony.net/help/mdr/mov0092/zh-cn/

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - If pairing information is deleted, such as after a repair
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If 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 connected Bluetooth device
  - When the headset is initialized
    All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected

device and then pair them again.

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

Related Topic

- Wearing the headset
- Using only one headset unit
- 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

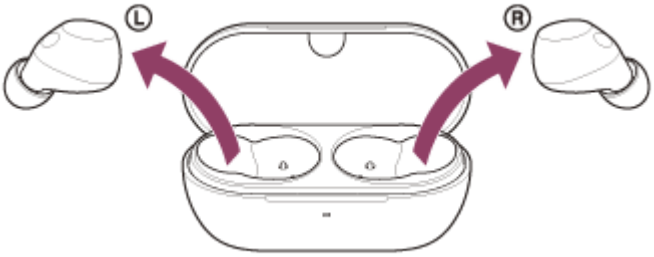
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Wireless Noise Canceling Stereo Headset
WF-C710N

Connecting to a paired Android smartphone

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

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



The headset turns on automatically.

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

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 at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the Android smartphone. If it is not connected, proceed to step 4.

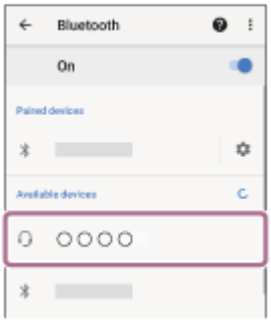
4 **On your Android smartphone screen, select the following items.**
[Settings] - [Device connection] - [Bluetooth]



5 **Touch the switch to turn on the Bluetooth function.**



6 **Touch [WF-C710N].**



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

Hint

- The above operating procedure 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 Android smartphone to the headset, delete the headset pairing information on your Android smartphone. Then, pair them again. For the operating procedures on your Android smartphone, refer to the operating instructions supplied with the Android smartphone.

Related Topic

- Wearing the headset
- Using only one headset unit
- 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-C710N

Pairing and connecting with an iPhone

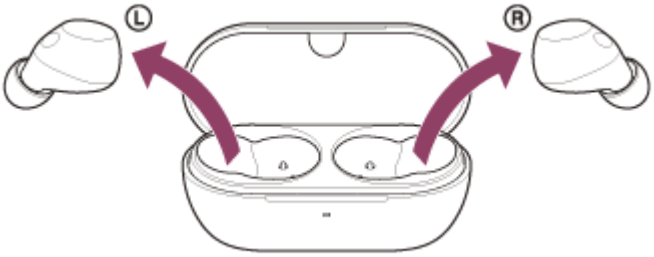
The operating procedure to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operating procedure, check the following.

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

1 Check the status of the headset.

If you are pairing the headset with a device for the first time after purchase, or after initializing the headset and clearing all pairing information, proceed to step 2.
When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

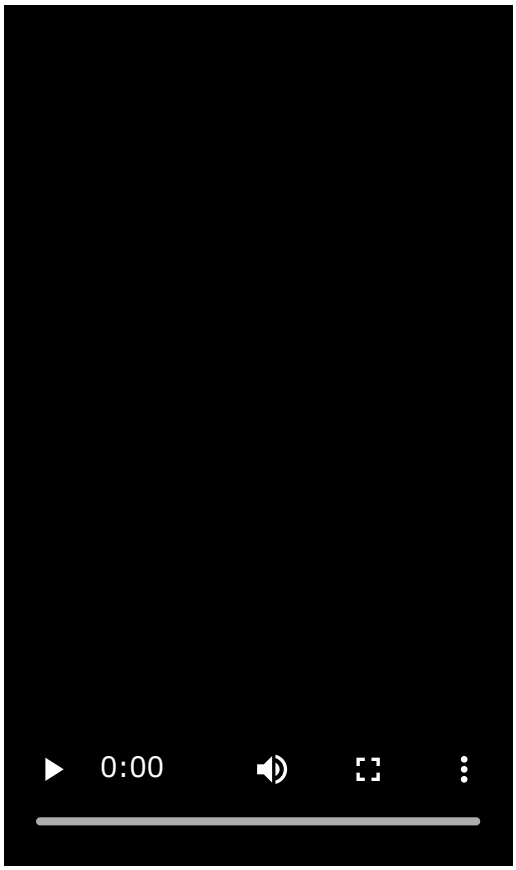
2 Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.
Proceed to step 4.

3 Set the headset units into the charging case. 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.





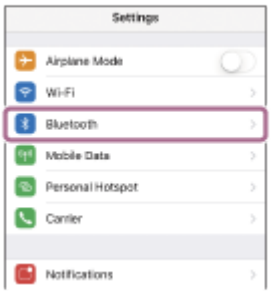
Hint

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

The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

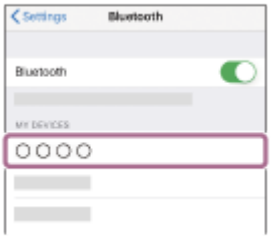
5 On your iPhone screen, go to [Settings] and touch [Bluetooth].



6 Touch the switch to turn on the Bluetooth function.



7 **Touch [WF-C710N].**



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 on the charging case flashes in blue 10 times.
When you are wearing both headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired iPhone”.
If [WF-C710N] does not appear on the display of the iPhone, try again from step 5.

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

About the instruction manual video

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Models for Chinese mainland:
https://rd1.sony.net/help/mdr/mov0092/zh-cn/

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - If pairing information is deleted, such as after a repair
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If 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 connected Bluetooth device
  - When the headset is initialized
    All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

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

Related Topic

- Wearing the headset
- Using only one headset unit
- 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

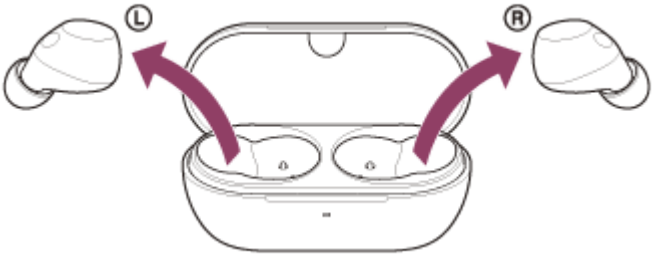
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Wireless Noise Canceling Stereo Headset
WF-C710N

Connecting to a paired iPhone

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

2 Remove the headset units from the charging case.

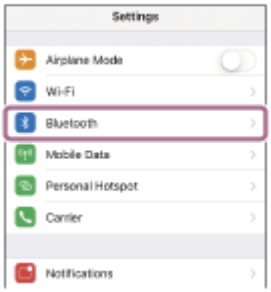


The headset turns on automatically.

3 Put the headset units into your ears.

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 at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the iPhone. If it is not connected, proceed to step 4.

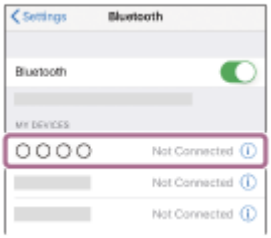
4 On your iPhone screen, go to [Settings] and touch [Bluetooth].



5 Touch the switch to turn on the Bluetooth function.



6 Touch [WF-C710N].



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

Hint

- The above operating procedure 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. Then, pair them again. For the operating procedures on your iPhone, refer to the operating instructions supplied with the iPhone.

Related Topic

- Wearing the headset
- Using only one headset unit
- 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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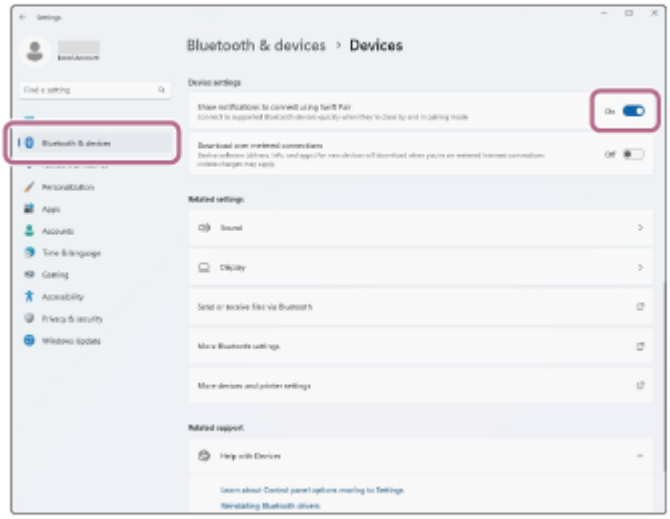
Wireless Noise Canceling Stereo Headset
WF-C710N

Pairing and connecting with a computer (Windows® 11)

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

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- 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. In the following cases, refer to the operating instructions supplied with your computer.
  - You do not know how to turn on the Bluetooth adaptor.
  - You want to know if your computer has a built-in Bluetooth adaptor.

- To use the Swift Pair function, click the following button, items, and switch in order to turn on the Swift Pair function.
  [Start] button - [Settings] - [Bluetooth & devices] - [Devices] - [Show notifications to connect using Swift Pair]



1 Check the status of the headset.

If you are pairing the headset with a device for the first time after purchase, or after initializing the headset and clearing all pairing information, proceed to step 2.
When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

2 Remove both headset units from the charging case.

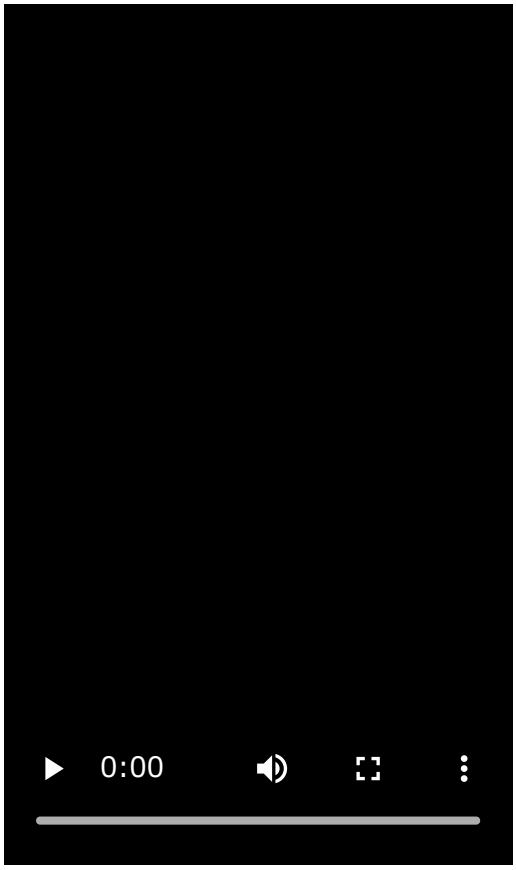


The headset turns on automatically.

The headset enters pairing mode automatically.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.
Proceed to step 4.

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





Hint

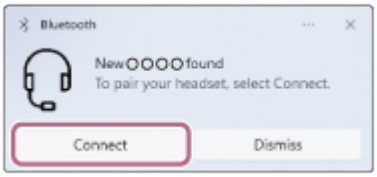
- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

To use the Swift Pair function, proceed to step 5.
To connect without using the Swift Pair function, proceed to step 6.

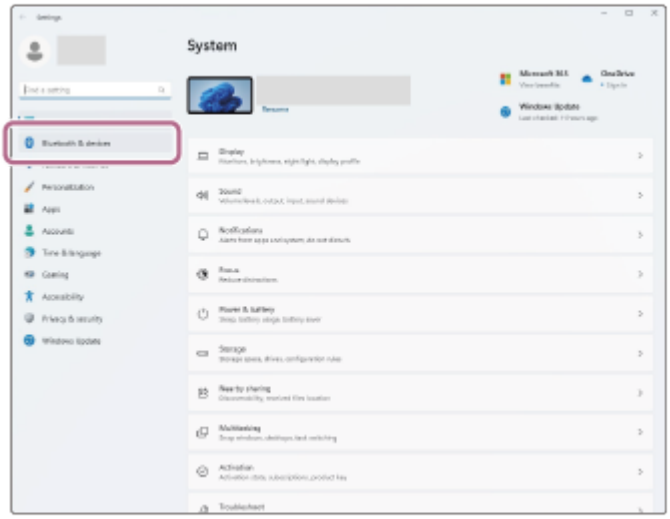
5 **Select [Connect] from the pop-up menu displayed on your computer screen.**



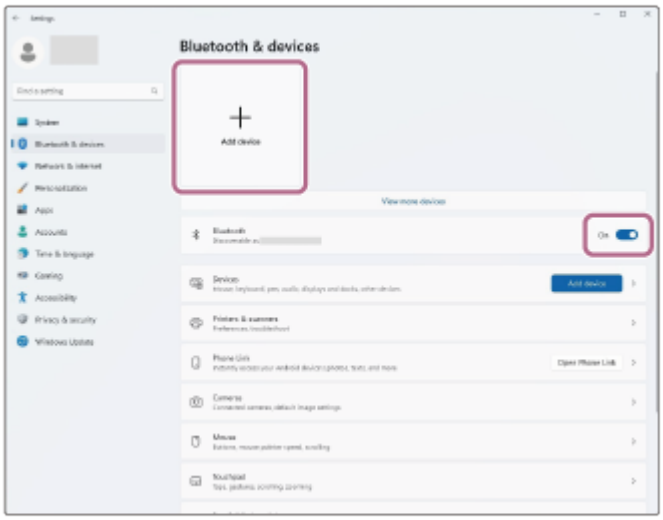
The headset and computer are paired and connected with each other.
When you are wearing both headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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

7 **Click [Bluetooth & devices].**



8 **Click the [Bluetooth] switch to turn on the Bluetooth function. Click [Add device].**



9 **Click [Bluetooth].**



10 **Click [WF-C710N].**



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 on the charging case flashes in blue 10 times.
When you are wearing both headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired computer (Windows 11)”.
If [WF-C710N] does not appear on your computer screen, try again from step 6.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  — If pairing information is deleted, such as after a repair

- When a 9th device is paired
  The headset can be paired with up to 8 devices. If 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 connected Bluetooth device
- When the headset is initialized
  All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

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

Related Topic

- Wearing the headset
- Using only one headset unit
- 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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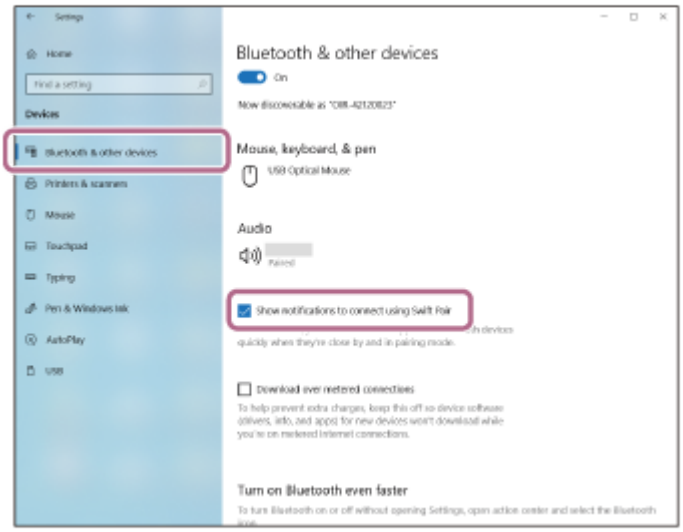
Wireless Noise Canceling Stereo Headset
WF-C710N

Pairing and connecting with a computer (Windows 10)

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

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- 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. In the following cases, refer to the operating instructions supplied with your computer.
  - You do not know how to turn on the Bluetooth adaptor.
  - You want to know if your computer has a built-in Bluetooth adaptor.

- 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 following button, items, and switch in order to turn on the Swift Pair function.
  [Start] button - [Settings] - [Devices] - [Bluetooth & other devices] - [Show notifications to connect using Swift Pair]



1 Check the status of the headset.

If you are pairing the headset with a device for the first time after purchase, or after initializing the headset and clearing all pairing information, proceed to step 2.
When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

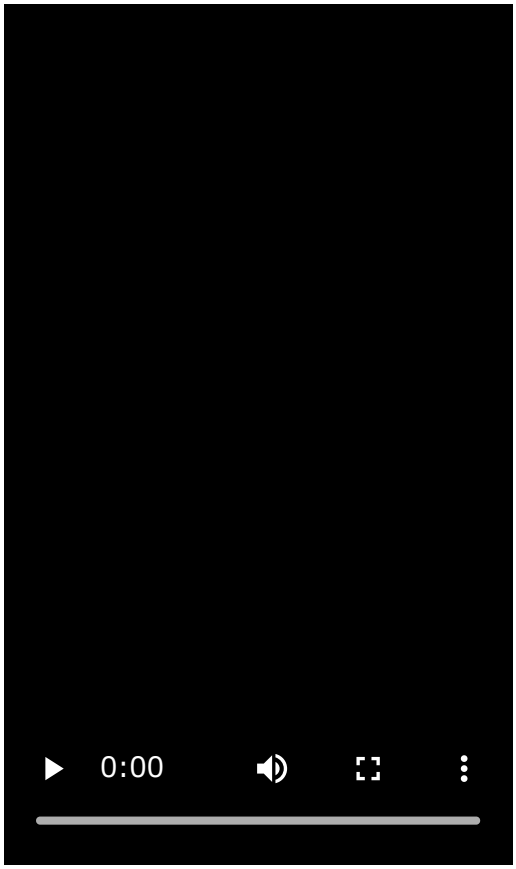
2 Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.
Proceed to step 4.

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





Hint

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

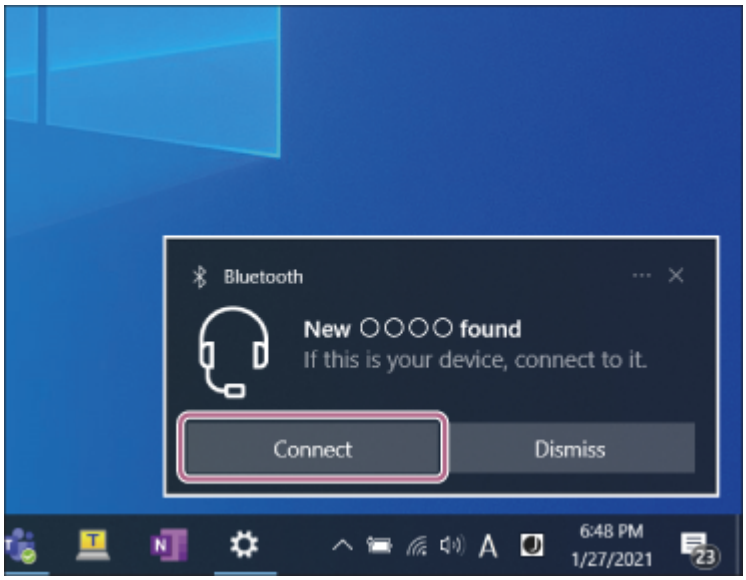
The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

To use the Swift Pair function, proceed to step 5.

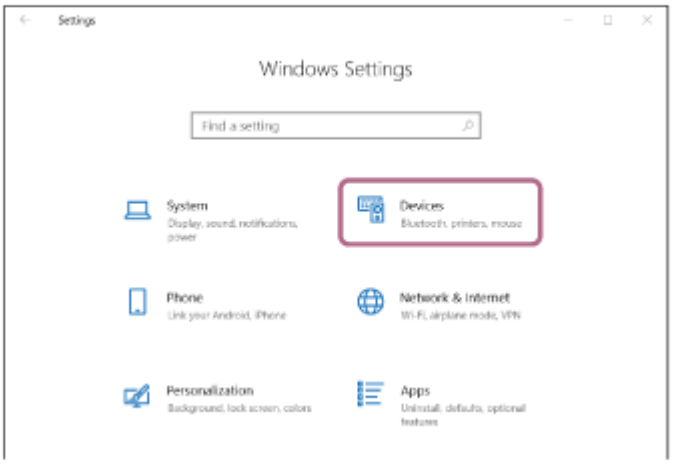
To connect without using the Swift Pair function, proceed to step 6.

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

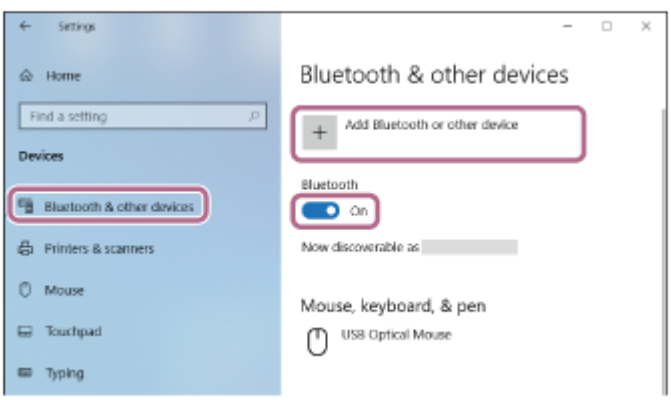


The headset and computer are paired and connected with each other.
When you are wearing both headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

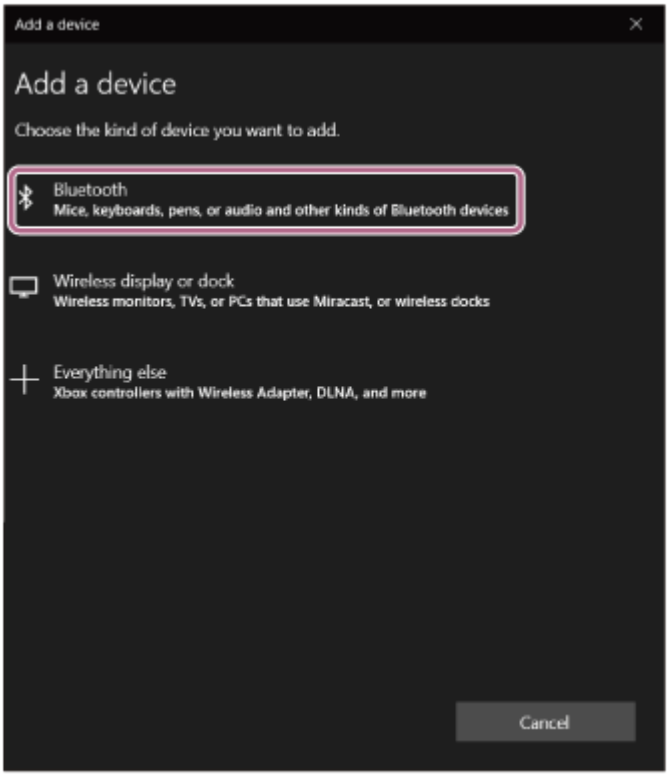
6 On your computer screen, click the following button and items.
[Start] button - [Settings] - [Devices]



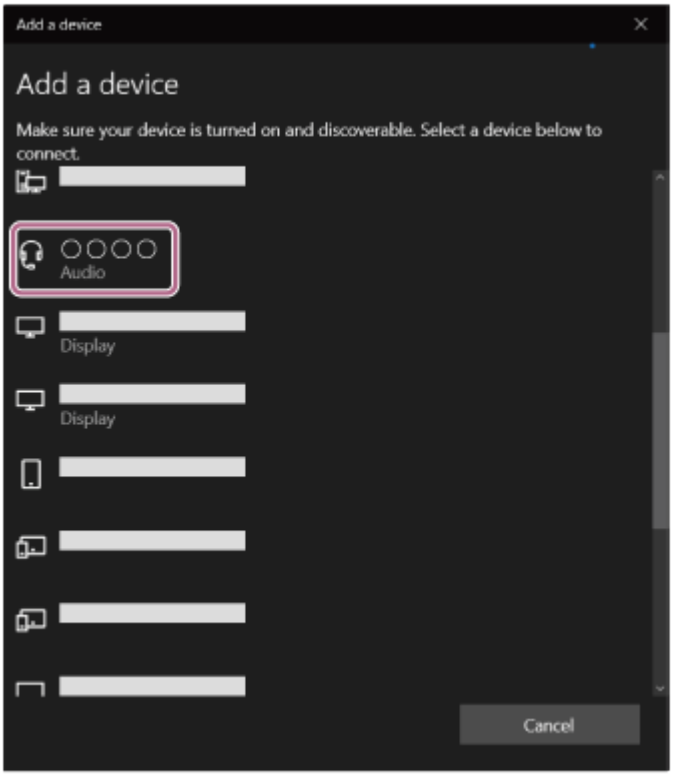
7 Click the [Bluetooth & other devices] tab, click the [Bluetooth] switch to turn on the Bluetooth function. Click [Add Bluetooth or other device].



8 **Click [Bluetooth].**



9 **Click [WF-C710N].**



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 on the charging case flashes in blue 10 times.
When you are wearing both headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired computer (Windows 10)”.
If [WF-C710N] does not appear on your computer screen, try again from step 6.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - If pairing information is deleted, such as after a repair
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If 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 connected Bluetooth device
  - When the headset is initialized
    All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- Wearing the headset
- Using only one headset unit
- 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-C710N

Pairing and connecting with a computer (Mac)

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

Compatible OS

macOS (version 12 or later)
Before starting the operating procedure, check the following:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- 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. In the following cases, refer to the operating instructions supplied with your computer.
  - You do not know how to turn on the Bluetooth adaptor.
  - You want to know if your computer has a built-in Bluetooth adaptor.

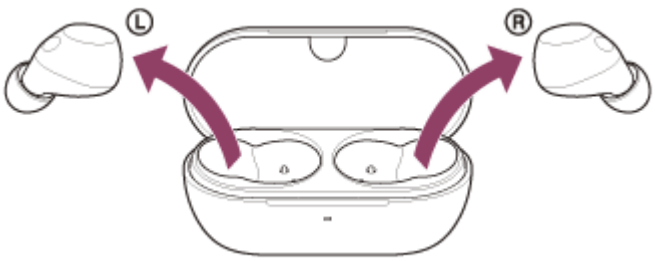
- Set the computer speaker to on.
  If the computer speaker is turned off, no sound can be heard from the headset.
  : the icon showing the speaker is off
  The icon below shows the computer speaker is turned on.



1 Check the status of the headset.

If you are pairing the headset with a device for the first time after purchase, or after initializing the headset and clearing all pairing information, proceed to step 2.
When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

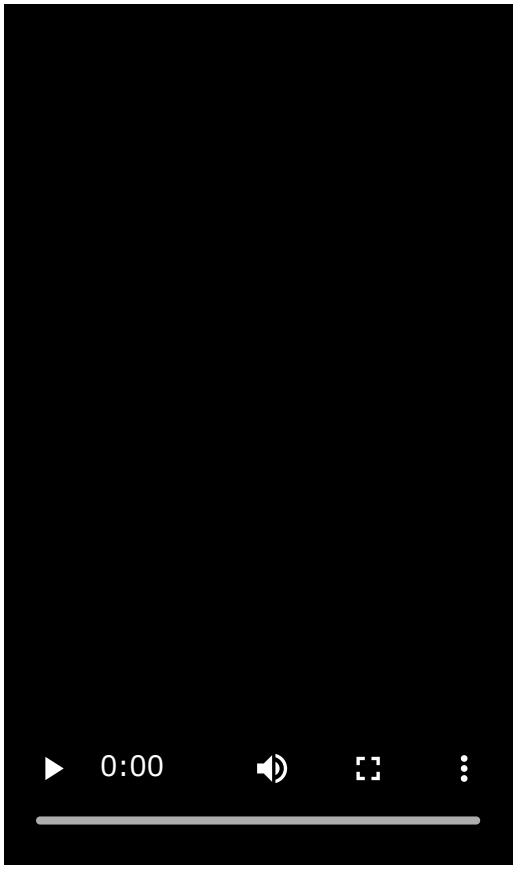
2 Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.
Proceed to step 4.

3 Set the headset units into the charging case. 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.





Hint

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

The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

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

: the system preferences icon



6 On the [Bluetooth] screen, select [WF-C710N], then 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 on the charging case flashes in blue 10 times.
When you are wearing both headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired computer (Mac)”.
If [WF-C710N] does not appear on your computer screen, try again from step 5.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - If pairing information is deleted, such as after a repair
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If 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 connected Bluetooth device
  - When the headset is initialized
    All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

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

Related Topic

- Wearing the headset
- Using only one headset unit
- 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-C710N

Connecting to a paired computer (Windows 11)

Before starting the operating procedure, check the following.

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

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

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

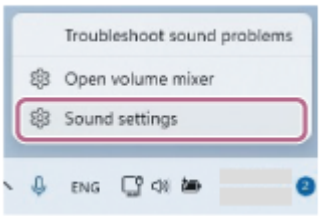


The headset turns on automatically.

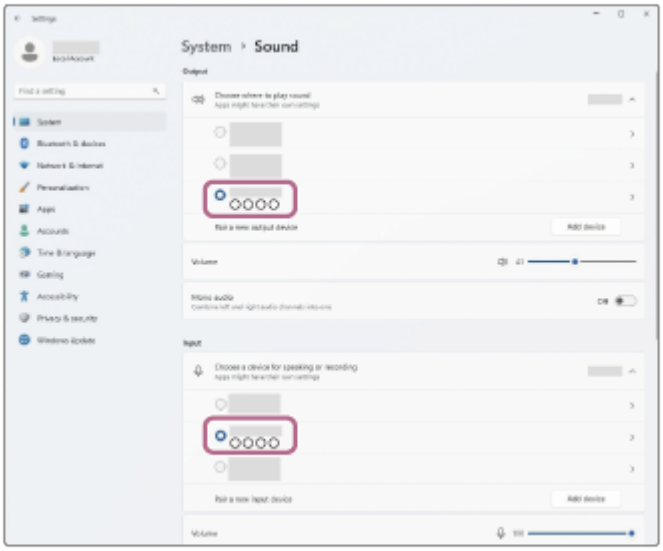
3. **Put the headset units into your ears.**

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 at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the computer. If it is not connected, proceed to step 4.

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

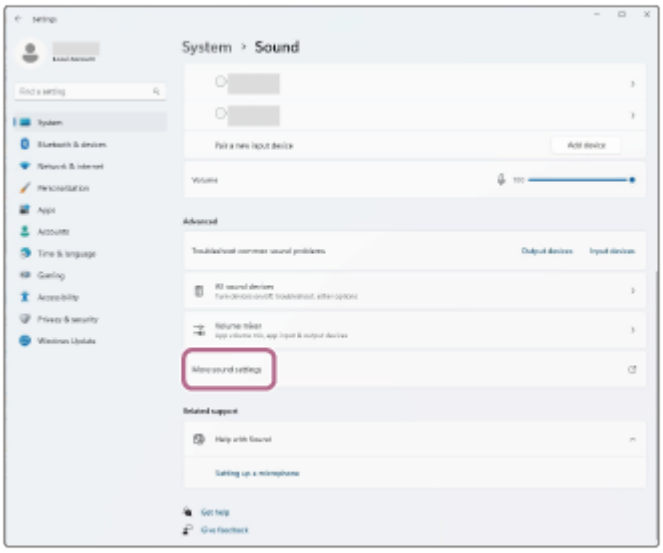


5. **On the [Sound] screen, select [WF-C710N] for [Output] and [Input].**

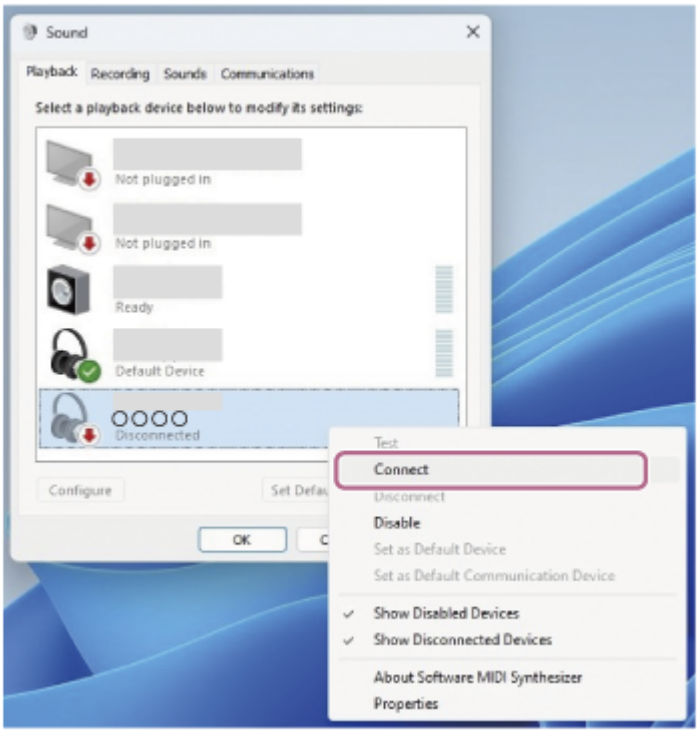


If [WF-C710N] is not displayed for [Output] and [Input], proceed to step 6.

6 Click [More sound settings].

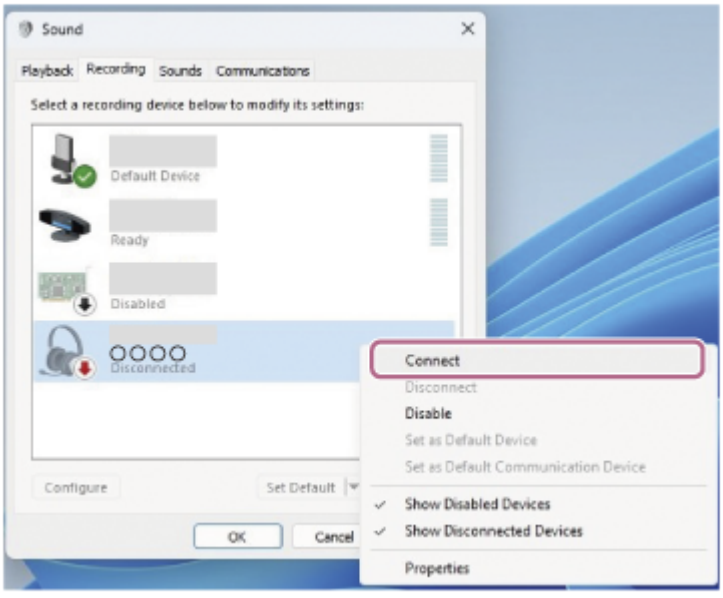


7 On the [Playback] tab on the [Sound] screen, select [WF-C710N] and right-click it. Select [Connect] from the displayed menu.



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

8 On the [Recording] tab, select [WF-C710N], right-click it, and select [Connect] from the displayed menu.



Hint

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

Note

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

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

Related Topic

- Wearing the headset
- Using only one headset unit
- 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-C710N

Connecting to a paired computer (Windows 10)

Before starting the operating procedure, check the following.

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

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

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

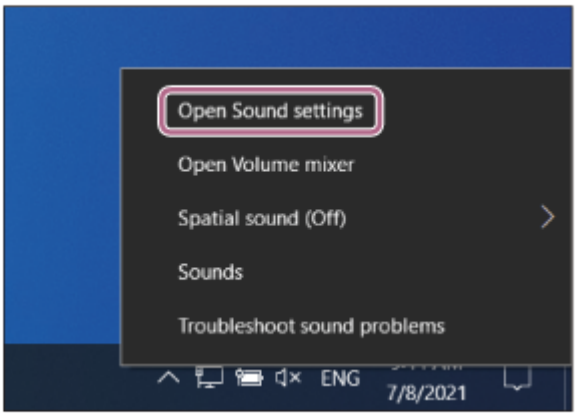


The headset turns on automatically.

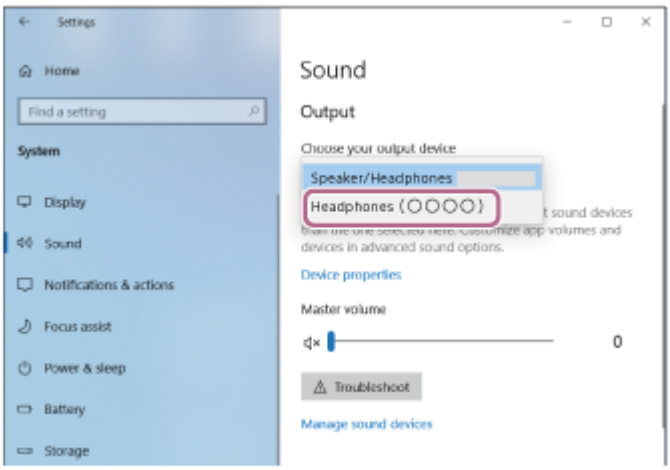
3. **Put the headset units into your ears.**

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 at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the computer. If it is not connected, proceed to step 4.

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

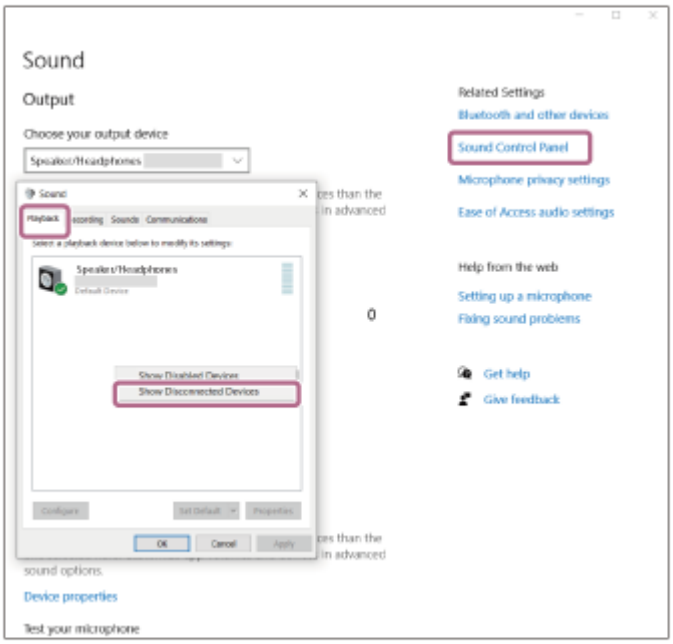


5. **Select [Headphones (WF-C710N Stereo)] from the [Choose your output device] drop-down menu.**

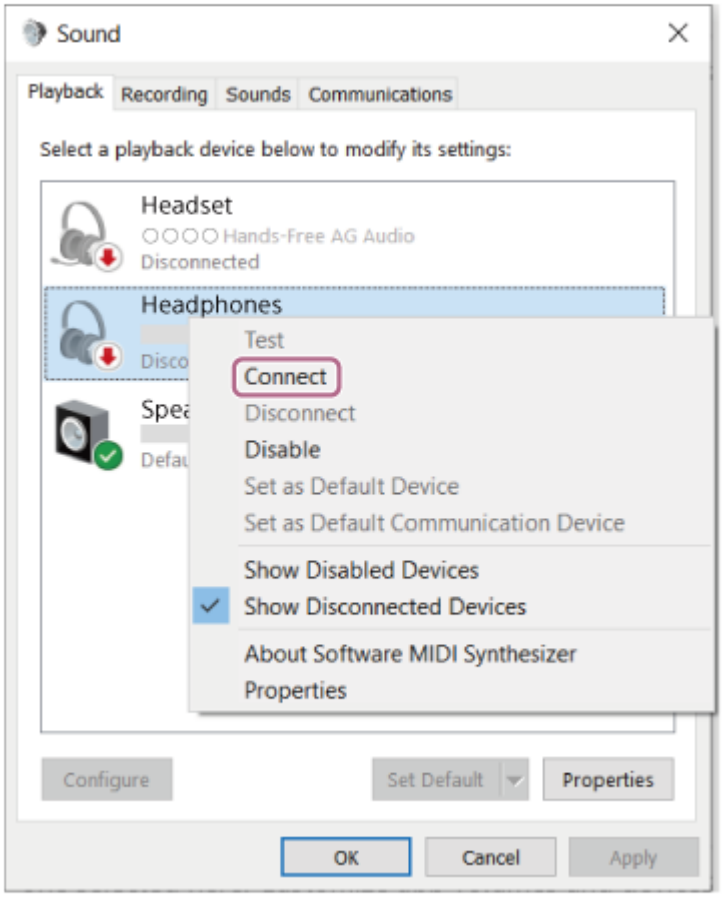


If [Headphones (WF-C710N Stereo)] is not displayed on the drop-down menu, proceed to step 6.

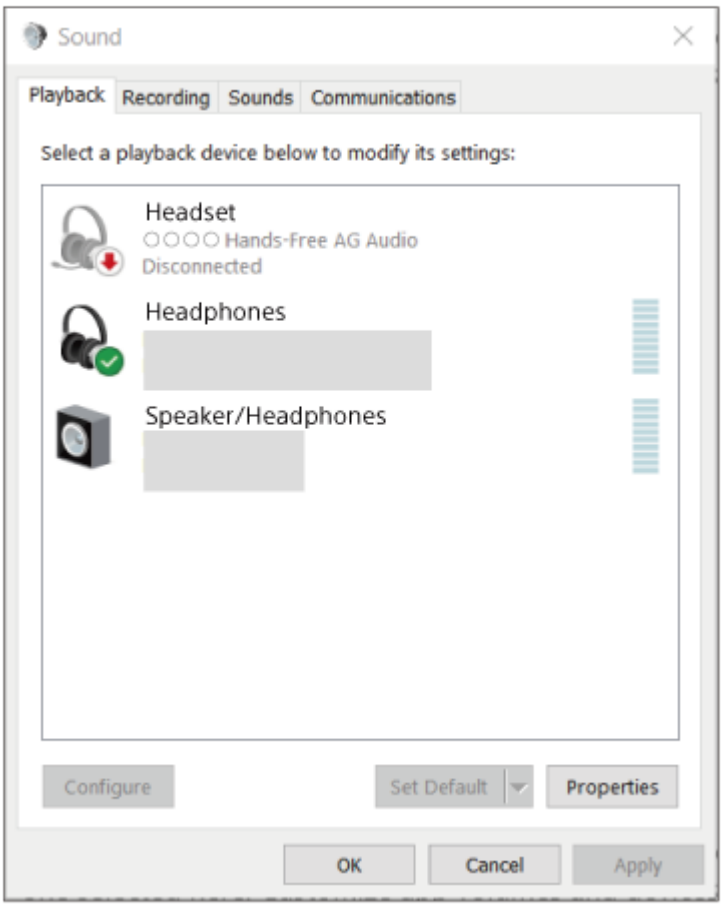
6 Click [Sound Control Panel] and right-click on the [Playback] tab of [Sound]. Check the [Show Disconnected Devices] checkbox.



7 Select [Connect] from the displayed menu.



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.



Hint

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

Note

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

Related Topic

- Wearing the headset
- Using only one headset unit
- 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-C710N

Connecting to a paired computer (Mac)

Compatible OS

macOS (version 12 or later)
Before starting the operating procedure, check the following.

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

- Set the computer speaker to on.
  If the computer speaker is turned off, no sound can be heard from the headset.
  : the icon showing the speaker is off
  The icon below shows the computer speaker is turned on.



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

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



The headset turns on automatically.

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

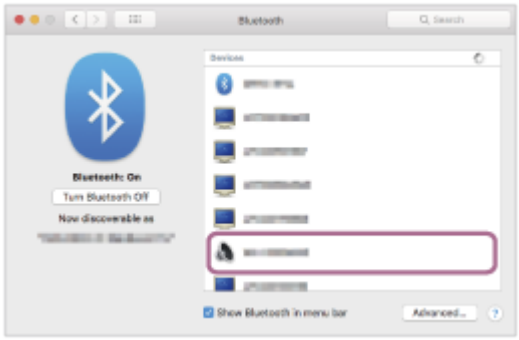
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the computer. If it is not connected, proceed to step 4.

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

: the system preferences icon



5 **Click [WF-C710N] 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 at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

Hint

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

Note

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

Related Topic

- Wearing the headset
- Using only one headset unit
- 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-C710N

Pairing and connecting with a Bluetooth device

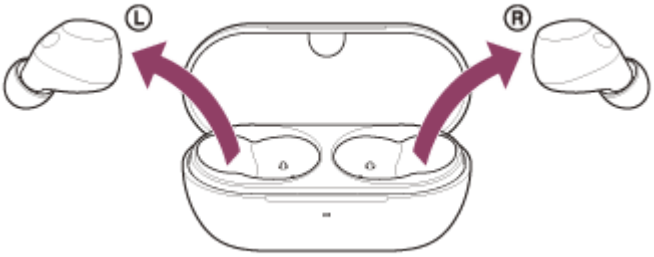
The operating procedure to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operating procedure, check the following.

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

1 Check the status of the headset.

If you are pairing the headset with a device for the first time after purchase, or after initializing the headset and clearing all pairing information, proceed to step 2.
When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

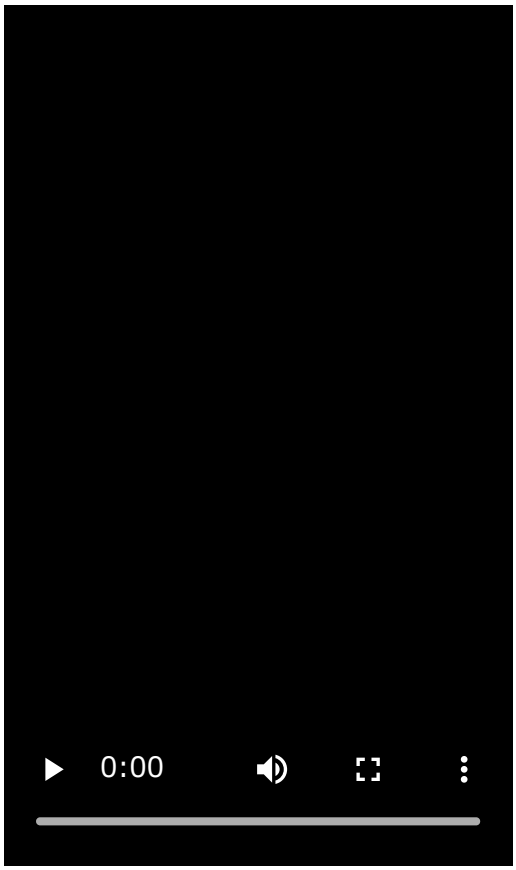
2 Remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.
Proceed to step 4.

3 Set the headset units into the charging case. 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.





Hint

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

The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

[WF-C710N] will be displayed on the list of detected devices on the screen of the Bluetooth device.
If [WF-C710N] is not displayed, try again from step 2 or step 3.

5 Select [WF-C710N] 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”.

6 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 on the charging case flashes in blue 10 times.
When you are wearing both headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired Bluetooth device”.

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - If pairing information is deleted, such as after a repair
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If 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 connected Bluetooth device
  - When the headset is initialized
    All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- Wearing the headset
- Using only one headset unit
- 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-C710N

Connecting to a paired Bluetooth device

1 Remove the headset units from the charging case.



The headset turns on automatically.

2 Put the headset units into your ears.

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 at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the Bluetooth device. If it is not connected, proceed to step 3.

3 Make the Bluetooth connection from the Bluetooth device.

For the operating procedures 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 at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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. Then, pair them again. For the operating procedures on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

Related Topic

- Wearing the headset
- Using only one headset unit
- 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)

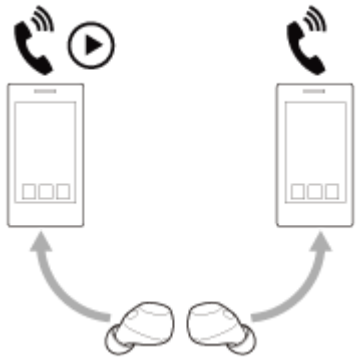
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Wireless Noise Canceling Stereo Headset
WF-C710N

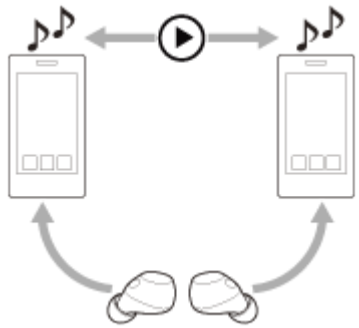
Connecting the headset to 2 devices simultaneously (multipoint connection)

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

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



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



Connecting the headset to 2 devices simultaneously via Bluetooth connections

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

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

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

- When playing music by operating the headset, the music is played from the device that played last.

- If you 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.

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 “Sound 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-C710N

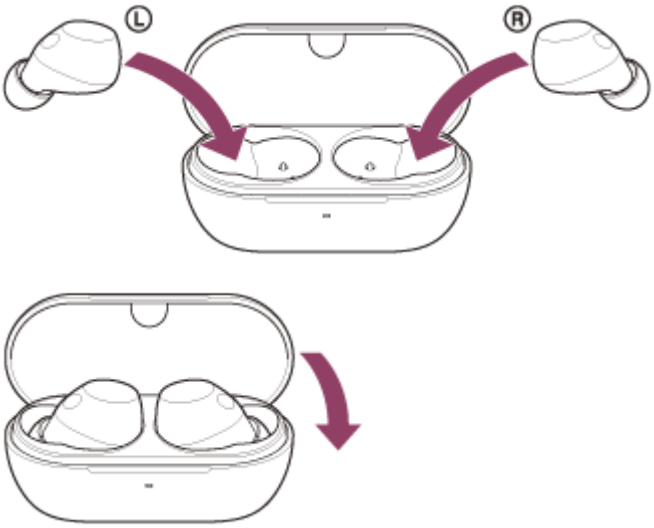
Disconnecting Bluetooth connection (after use)

1 Disconnect the Bluetooth connection by operating the Bluetooth device.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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

Put the left headset unit marked 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-C710N

Listening to music from a device via a Bluetooth connection

You can enjoy listening to music and control the device from your headset via a Bluetooth connection. Check if your Bluetooth device supports the following profiles.

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

The operating procedure 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.**

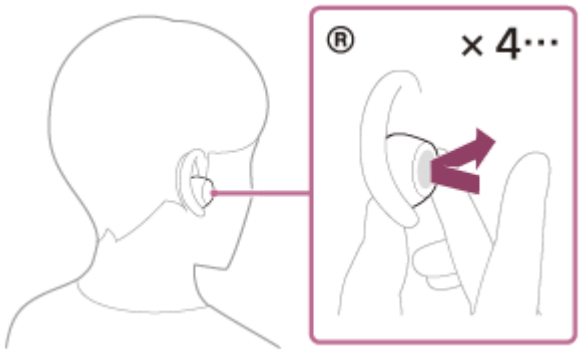
   See “Wearing the headset” for how to put the headset units into your ears.

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

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

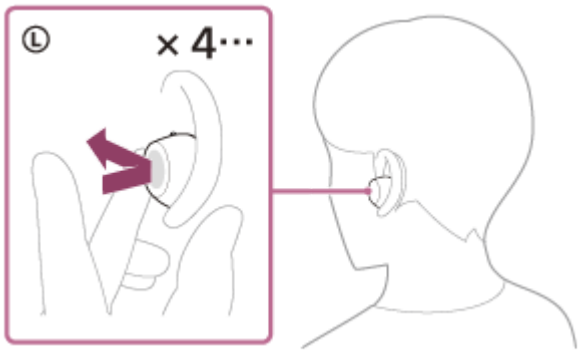
4. **Tap the touch sensor on the left or right headset unit to adjust the volume.**

   - Increase the volume: Tap the touch sensor on the right unit 4 or more times quickly, with an interval of about 0.4 seconds or less between taps during music playback.



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

   - Lower the volume: Tap the touch sensor on the left unit 4 or more times quickly with an interval of about 0.4 seconds or less between taps during music playback.



As you repeatedly tap the touch sensor, a notification sound is emitted and the volume lowers by 1 step every 0.4 seconds, regardless of the number of times you tap.

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

Hint

- In the factory settings, when you are listening to music while wearing both headset units, the headset will pause music playback if one or both headset units are removed. When you put the removed headset unit into your ear again, the headset will resume music playback.
- 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 “Sound 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.
- 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 touch sensor 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 the communication condition is poor, the Bluetooth device may malfunction in response to the operating procedure on the headset.

Related Topic

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

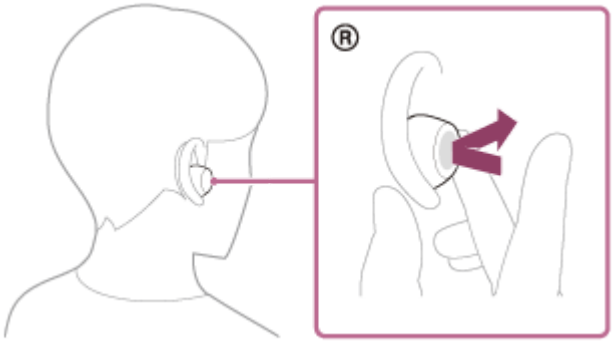
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WF-C710N

Controlling the audio device (Bluetooth connection)

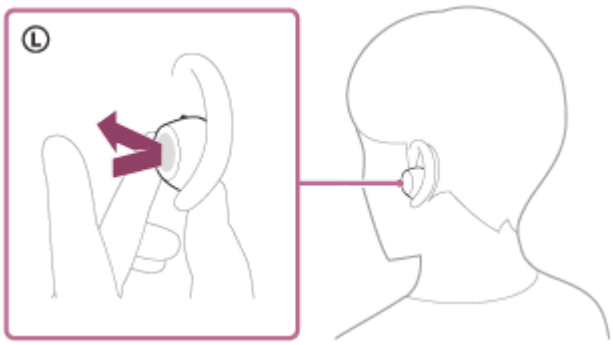
If your Bluetooth device supports the AVRCP profile's operating function, the following operating procedures are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.

You can use the right headset unit to perform the following operating procedures.



- Play/Pause: Tap the touch sensor.
- Skip to the beginning of the next track: Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps.
- Skip to the beginning of the previous track (or the current track during playback): Tap the touch sensor 3 times quickly with an interval of about 0.3 seconds between taps.
- Increase the volume: Tap the touch sensor 4 or more times quickly with an interval of about 0.4 seconds or less between taps during music playback.
  As you repeatedly tap the touch sensor, a notification sound is emitted and the volume increases by 1 step every 0.4 seconds, regardless of the number of times you tap.
  When the volume reaches the maximum, an alarm sounds.

You can use the left headset unit to perform the following operating procedures.



- Lower the volume: Tap the touch sensor 4 or more times quickly with an interval of about 0.4 seconds or less between taps during music playback.
  As you repeatedly tap the touch sensor, a notification sound is emitted and the volume lowers by 1 step every 0.4 seconds, regardless of the number of times you tap.
  When the volume reaches the minimum, an alarm sounds.

Note

- You cannot adjust the volume with the headset when no music is playing.

- If the communication condition is poor, the Bluetooth device may malfunction in response to the operating procedure on the headset.
- The available operating procedures may vary depending on the connected device, the music software, or the app being used. In some cases, the device may function differently or may not work even if the above operating procedures described are performed.
- When you use an iPhone, Siri may be activated by holding your finger to the touch sensor on the right headset unit.

Related Topic

- What you can do with the “Sound Connect” app

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Wireless Noise Canceling Stereo Headset
WF-C710N

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 app that supports 360 Reality Audio on your smartphone or tablet equipped with iOS or Android. The app may require a fee.
By optimizing the sound field and the acoustic feature of headset with the “Sound Connect” app, you can enjoy a more realistic sense of reality.

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

Note

- Service is not available in certain countries and regions.

Related Topic

- What you can do with the “Sound Connect” app

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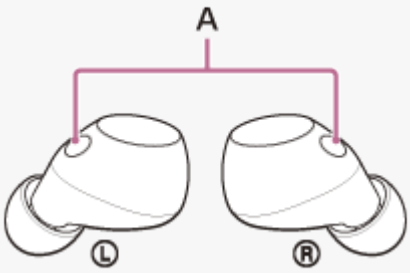
Wireless Noise Canceling Stereo Headset
WF-C710N

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.
- Smartphones may cause interference and noise. Should this occur, move the headset further away from the smartphone.
- Do not pinch or cover the parts of the headset near the microphones (A) on the left and right headset units with your hands. Functions such as the noise canceling function or Ambient Sound Mode may not work properly or the headset unit may make a beeping sound (feedback). If this happens, remove your hand or any other object from the left or right microphone area.



Related Topic

- Using the noise canceling function

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Wireless Noise Canceling Stereo Headset
WF-C710N

Using the noise canceling function

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

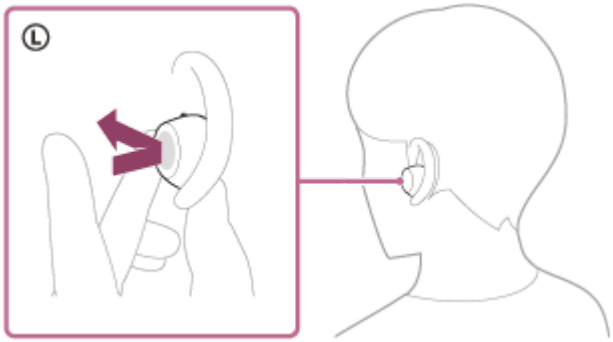
1. **Remove the headset units from the charging case.**



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 enabled automatically when the headset is turned on. Any changes made to the settings are retained from this point on.

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

3. **Tap the touch sensor on the left headset unit to change the settings of the noise canceling function.**



Each time you tap, the function switches as follows.

Ambient Sound Mode is enabled and the noise canceling function is disabled.
You will hear a notification sound from both headset units at the same time. When you are wearing only the left headset unit, you will hear the notification sound from the left headset unit.

The noise canceling function is enabled and Ambient Sound Mode is disabled.
You will hear a notification sound from both headset units at the same time. When you are wearing only the left headset unit, you will hear the notification sound from the left headset unit.

Check the notification sound

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

- When Ambient Sound Mode is enabled

0:00 / 0:01

- When the noise canceling function is enabled

0:00 / 0:01

About the instruction manual video

Watch the video for how to use the noise canceling function.
No audio explanation is available.
Models for countries and regions excluding Chinese mainland:
https://rd1.sony.net/help/mdr/mov0093/h_zz/
Models for Chinese mainland:
https://rd1.sony.net/help/mdr/mov0093/zh-cn/

Hint

- You can also enable or disable the noise canceling function, and change the settings of the noise canceling function and Ambient Sound Mode with the “Sound Connect” app.
- The “Sound Connect” app allows you to set a combination of the following three modes. If you select multiple modes, you can switch between them sequentially by tapping the touch sensor on the left side.
  - Noise canceling function enabled
  - Ambient Sound Mode enabled
  - Noise canceling function and Ambient Sound Mode disabled
- When only one headset unit is worn, Ambient Sound Mode is enabled, even if the headset was set to the noise canceling function when you used the headset last. Putting on both headset units will enable the noise canceling function.

Note

- The headset cannot fully perform the noise canceling function unless the supplied earbud tips are used.
- If the headset is not being 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 pinch or cover the parts of the headset near the microphones on the left and right headset units with your hands. Functions such as the noise canceling function or Ambient Sound Mode may not work properly or the headset unit may make a beeping sound (feedback). If this happens, remove your hand or any other object from the left or right microphone area.

Related Topic

- Turning on the headset
- Wearing the headset
- What is noise canceling?
- Listening to ambient sound during music playback (Ambient Sound Mode)
- What you can do with the “Sound Connect” app

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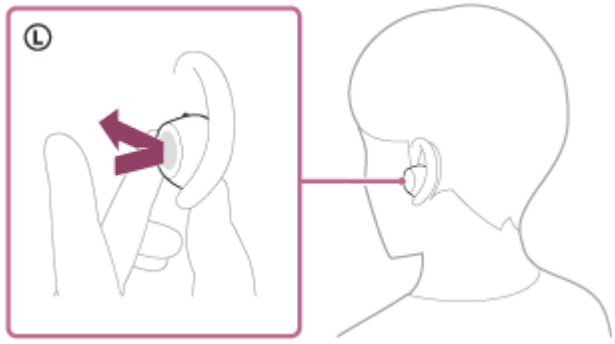
Wireless Noise Canceling Stereo Headset
WF-C710N

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 Ambient Sound Mode

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



To change the setting of Ambient Sound Mode

You can change the settings of Ambient Sound Mode of the headset with the “Sound Connect” app.
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 disable Ambient Sound Mode

Tap the touch sensor on the left headset unit to disable Ambient Sound Mode.
Each time you tap, the function switches as follows.

The noise canceling function is enabled and Ambient Sound Mode is disabled.
You will hear a notification sound from both headset units at the same time. When you are wearing only the left headset unit, you will hear the notification sound from the left headset unit.



Ambient Sound Mode is enabled and the noise canceling function is disabled.
You will hear a notification sound from both headset units at the same time. When you are wearing only the left headset unit, you will hear the notification sound from the left headset unit.

Check the notification sound

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

- When Ambient Sound Mode is enabled

0:00 / 0:01

- When the noise canceling function is enabled

0:00 / 0:01

About the instruction manual video

Watch the video for how to use Ambient Sound Mode.
No audio explanation is available.
Models for countries and regions excluding Chinese mainland:
https://rd1.sony.net/help/mdr/mov0093/h_zz/
Models for Chinese mainland:
https://rd1.sony.net/help/mdr/mov0093/zh-cn/

Hint

- Ambient Sound Mode settings changed with the “Sound Connect” app are stored in the headset. You can enjoy music with the stored settings by enabling Ambient Sound Mode even when the headset is connected to other devices which do not have the “Sound Connect” app installed.
- The “Sound Connect” app allows you to set a combination of the following three modes. If you select multiple modes, you can switch between them sequentially by tapping the touch sensor on the left side.
  - Noise canceling function enabled
  - Ambient Sound Mode enabled
  - Noise canceling function and Ambient Sound Mode disabled

Note

- Depending on the ambient conditions and the type/volume of audio playback, ambient sounds may not be heard even when using Ambient Sound Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds, such as on a road with car and bicycle traffic.
- Depending on the surrounding environment, wind noise may increase when Ambient Sound Mode is enabled. In this case, set Ambient Sound Mode to disable.
- If the headset is not being worn properly in your ears, Ambient Sound Mode may not work correctly. Twist the headset to put it into your ears properly.
- Do not pinch or cover the parts of the headset near the microphones on the left and right headset units with your hands. Functions such as the noise canceling function or Ambient Sound Mode may not work properly or the headset unit may make a beeping sound (feedback). If this happens, remove your hand or any other object from the left or right microphone area.



If a beeping sound (feedback) can be heard when using Ambient Sound Mode, lower the ambient sound volume in [Ambient Sound Control] on the “Sound Connect” app.

- This headset is equipped with the function to detect a beeping sound (feedback) and cancel the sound in a short time.
  In rare cases, the noise canceling function or Ambient Sound Mode may temporarily stop in reaction to a high note such as an alarm or an electronic sound. The noise canceling function or Ambient Sound Mode will automatically return in about a second.
- If Ambient Sound Mode is enabled in a rather noisy environment, noise may be heard. This is not a malfunction. In this case, either enable the noise canceling function, or disable both the noise canceling function and Ambient Sound Mode.

Related Topic

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

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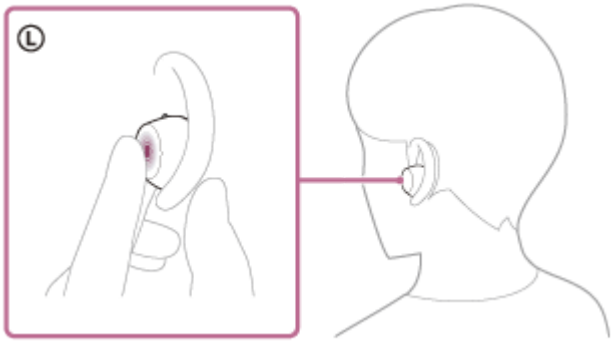
Wireless Noise Canceling Stereo Headset
WF-C710N

Listening to ambient sound quickly (Quick Attention Mode)

This function turns down music, call sounds, and the ringtone to allow ambient sound to be easily heard. The Quick Attention Mode is useful for quickly listening to train announcements, etc.

To activate the Quick Attention Mode

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



To deactivate the Quick Attention Mode

Release your finger from the touch sensor.

Note

- Depending on the ambient conditions and the type/volume of audio playback, ambient sounds may not be heard even when using the Quick Attention Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds, such as on a road with car and bicycle traffic.
- If the headset is not being worn properly in your ears, the Quick Attention Mode may not work correctly. Twist the headset to put it into your ears properly.
- Depending on the size of the earbud tips you use, the Quick Attention Mode may not be fully effective. Choose the size that allows you to hear the least ambient sounds.

Related Topic

- Replacing the earbud tips
- Wearing the headset

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About the sound quality mode

The following 2 sound quality modes during Bluetooth playback can be selected. You can change the settings and check the sound quality mode with the “Sound Connect” app.
[Priority on Sound Quality]: Prioritizes the sound quality.
[High Reliability]: Prioritizes a stable connection (default).

- When you want to prioritize the sound quality, select [Priority on Sound Quality].
- If the connection is unstable, such as when only intermittent sound is being produced, select [High Reliability].

Note

- The maximum playback time may be shorter in the [Priority on Sound Quality] mode.
- Depending on the ambient conditions in the area where you are using the headset, intermittent sound may still occur even if [High Reliability] is selected.

Related Topic

- What you can do with the “Sound Connect” app

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Supported codecs

A codec is an “audio coding algorithm” used when transmitting sound wirelessly via a Bluetooth connection.
When the headset is connected using Classic Audio A2DP for music playback, it supports 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 DSEE

The DSEE function restores high frequencies that are often lost in compressed audio sources within the headset. It improves the sound quality up to CD level.
Compressed audio sources from streaming playback, MP3, and Bluetooth audio codecs are played with a natural and wide sound.
The DSEE function can be set up on the “Sound Connect” app, and is only available when connected to the headset via a Bluetooth connection.

Related Topic

- What you can do with the “Sound Connect” app

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Receiving a call

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

- HFP (Hands-free Profile)
- HSP (Headset Profile)

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

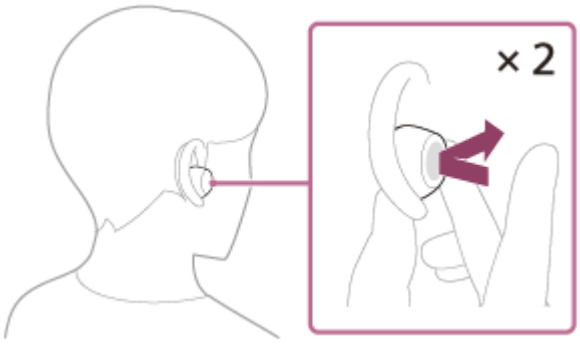
Ring tone

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.

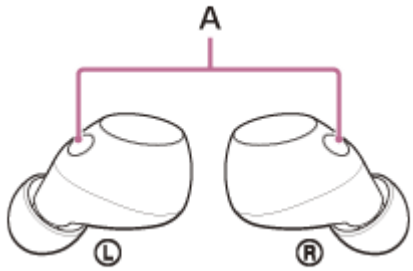
- Ring tone set on the headset
- Ring tone set on the smartphone
- Ring tone only for a Bluetooth connection set on the smartphone

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

2. **When you hear a ring tone, tap the touch sensor on the left or right headset unit twice quickly with an interval of about 0.3 seconds to receive the call.**



Sound 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 (A) on the left and right headset units.



If no ring tone is heard via the headset

The headset may not be connected with the smartphone over HFP or HSP. Check the connection status on the smartphone.

3 **Operate the smartphone to adjust the volume.**

4 **When you have finished your call, tap the touch sensor on the left or right headset unit twice quickly with an interval of about 0.3 seconds between taps 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 when using a smartphone, some smartphones 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.
- The volume can also be adjusted on the “Sound Connect” app. The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.
- You can also talk hands-free even when you are wearing only one headset unit. When you receive an incoming call, answer the call using the headset unit you are wearing. If you put the other headset unit into the other ear 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 the smartphone at least 50 cm (1.6 ft) away from the headset. Noise may result if the smartphone is too close to the headset.
- In order to make it easier for you to hear your own voice during a phone call, the microphones work to capture ambient sounds (Sidetone function). If your voice is too loud or the sounds in your surroundings are bothering you, you can change the setting with the “Sound Connect” app. Turn off [Capture Voice During a Phone Call].
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sound 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 “Sound Connect” app

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Wireless Noise Canceling Stereo Headset
WF-C710N

Making a call

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

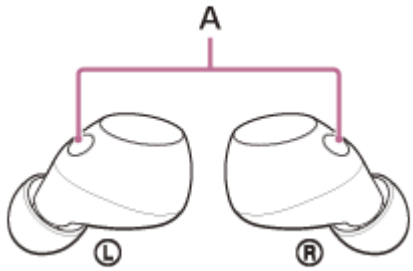
- HFP (Hands-free Profile)
- HSP (Headset Profile)

- If your smartphone supports both HFP and HSP, set it to HFP.
- The operating procedure may vary depending on the smartphone. Refer to the operating instructions supplied with the smartphone.
- Depending on the connected device or the application 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 via a Bluetooth connection.

2 Operate your smartphone to make a call.

When you make a call, the dial tone is heard from the headset.
If you make a call while listening to music, playback pauses automatically.
If playback is not paused, operate the headset to pause playback.
You can talk using the microphones (A) on the left and right headset units.

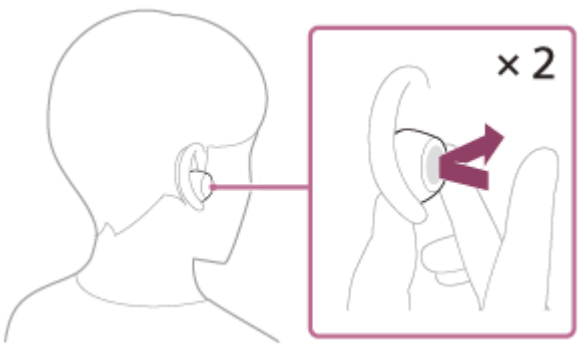


If no dial tone is heard via the headset

Use your smartphone to transfer the call to the headset.

3 Operate the smartphone to adjust the volume.

4 When you have finished your call, tap the touch sensor on the left or right headset unit twice quickly with an interval of about 0.3 seconds between taps 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 “Sound Connect” app. The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.
- You can also talk hands-free even when you are wearing only one headset unit. If you put the other headset unit into the other ear 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 the smartphone at least 50 cm (1.6 ft) away from the headset. Noise may result if the smartphone is too close to the headset.
- In order to make it easier for you to hear your own voice during a phone call, the microphones work to capture ambient sounds (Sidetone function). If your voice is too loud or the sounds in your surroundings are bothering you, turn off [Capture Voice During a Phone Call] on the “Sound Connect” app.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sound 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 “Sound Connect” app

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Functions for a phone call

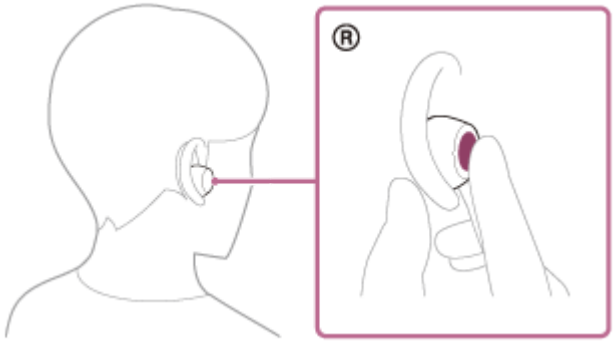
The functions available during a call may vary depending on the profile supported by your smartphone. In addition, even if the profile is the same, the available functions may vary depending on the smartphone.
Depending on the connected device or the application you are using, the functions may not work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

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

During standby/music playback

You can use the right headset unit to perform the following operating procedures.

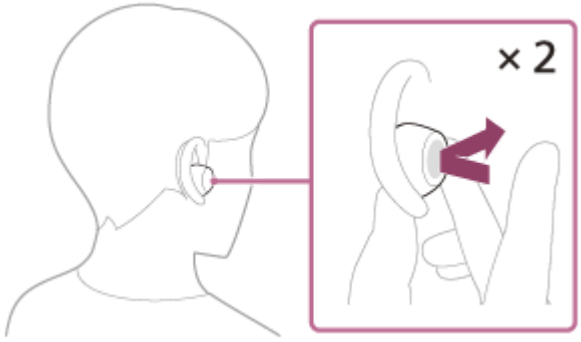
- Hold your finger to the touch sensor for about 2 seconds or more to start up the voice dial function of the smartphone, or activate Google app on an Android smartphone or Siri on an iPhone.



Outgoing call

You can use either the left or right headset unit to perform the following operating procedures.
When only one headset unit is worn in your ear, operate the headset unit that is worn.

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to cancel an outgoing call.



Incoming call

You can use either the left or right headset unit to perform the following operating procedures.
When only one headset unit is worn in your ear, operate the headset unit that is worn.

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to answer a call.
- Hold your finger to the touch sensor for about 2 seconds or more to reject a call.

During call

You can use either the left or right headset unit to perform the following operating procedures.
When only one headset unit is worn in your ear, operate the headset unit that is worn.

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to finish a call.

When the supported profile is HSP (Headset Profile)

You can use either the left or right headset unit to perform the following operating procedures.
When only one headset unit is worn in your ear, operate the headset unit that is worn.

Outgoing call

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to cancel an outgoing call.

Incoming call

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to answer a call.

During call

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to finish a call.

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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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). If you select music playback connections, a video call may not be available.
   - On the speaker settings, select calling connections [Headset (WF-C710N Hands-Free)] (**).
     When connecting to play music, select [Headphones (WF-C710N Stereo)] (**).
   - On the microphone settings, select calling connections [Headset (WF-C710N Hands-Free)] (**).
   - Depending on the video calling application you are using, calling connections [Headset (WF-C710N Hands-Free)] (**) or music playback connections [Headphones (WF-C710N Stereo)] (**) may not be selectable on the speaker or microphone settings, and only [WF-C710N] may be displayed. If this is the case, select [WF-C710N].
   - 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-C710N Hands-Free)] cannot be selected, select [Headset (WF-C710N 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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Wireless Noise Canceling Stereo 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 microphone to operate the Android smartphone.

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

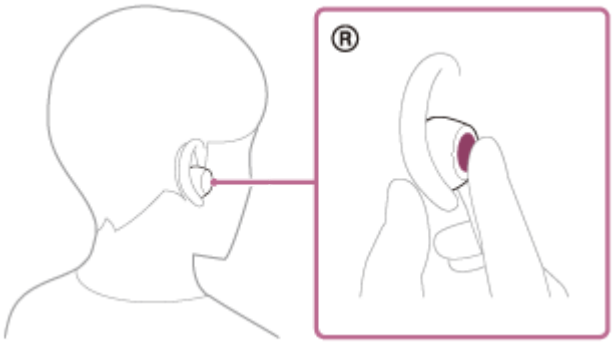
On the Android smartphone, select the following menus.
[Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input]
Then, set [Assist app] to Google app.
The above operating procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
The latest version of the Google app may be required.

Models for countries and regions excluding Chinese mainland:
For details on Google app, refer to the operating instructions or the support website of the Android smartphone, or the Google Play store website.

Models for Chinese mainland:
For details on Google app, refer to the operating instructions or the support website of the Android smartphone.
The Google app may not be activated from the headset depending on specifications of the Android smartphone.

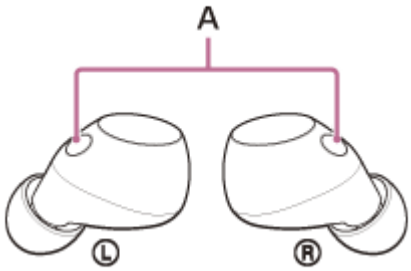
2 Put the headset units into your ears and connect the headset to the Android smartphone via a Bluetooth connection.

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



The Google app is activated.

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



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

- Even if the “Hey Google” setting is enabled on your Android smartphone, the Google app does not respond when you say “Hey Google”.
- In order to make it easier for you to hear your own voice while using the voice assist function, the microphones work to capture ambient sounds (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction. If your voice is too loud or the sounds in your surroundings are bothering you, turn off [Capture Voice During a Phone Call] on the “Sound Connect” app.
- 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-C710N

Using the voice assist function (Siri)

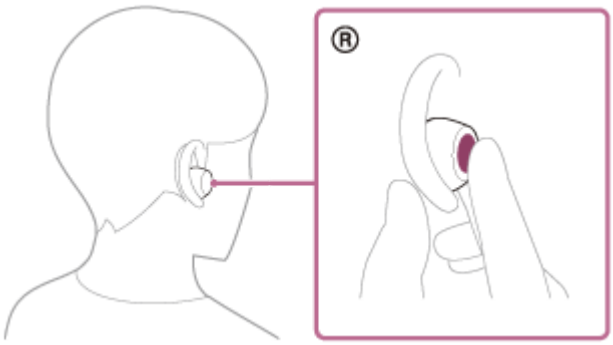
By using Siri that comes with iPhone, you can speak to the headset's microphone to operate the iPhone.

1. **Turn Siri on.**

   On an iPhone, select [Settings] - [Siri & Search].
   Enable [Press Home for Siri] and [Allow Siri When Locked].
   The above operating procedure is an example. For details, refer to the operating instructions for the iPhone.
   For details on Siri, refer to the operating instructions or support website of the iPhone.

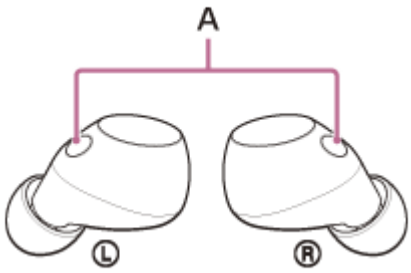
2. **Put the headset units into your ears and connect the headset to the iPhone via a Bluetooth connection.**

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



   Siri is activated.

4. **Make a request to the Siri through the headset's microphone (A).**



   For details on the apps which work with Siri, refer to the operating instructions for the iPhone.
   After activating Siri, Siri will be deactivated when a certain time has passed without requests.

Note

- Siri cannot be activated when you say "Hey Siri" even when the iPhone's "Hey Siri" setting is enabled.
- In order to make it easier for you to hear your own voice while using the voice assist function, the microphones work to capture ambient sounds (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be

heard through the headset, but this is not a malfunction. If your voice is too loud or the sounds in your surroundings are bothering you, turn off [Capture Voice During a Phone Call] on the “Sound Connect” app.

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Wireless Noise Canceling Stereo Headset
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What you can do with the “Sound Connect” app

When you connect the smartphone with the “Sound Connect” app installed and the headset via a Bluetooth connection, the functions listed below are available.

- Updating the headset software
- Switching the voice guidance language
- Setting the voice guidance volume
- Turning on/off the notification sound and voice guidance
- Changing the function of the touch sensor
- Setting the Quick Access function
- Turning on/off Service Link
- Setting the Bluetooth connection mode (sound quality mode)
- Turning off the headset
- Setting the wearing-detection automatic music playback pause/resume function
- Setting the wearing detection automatic power off function
- Switching on/off the multipoint connection (Connect the headset to 2 devices simultaneously) setting
- Changing the device connected in a multipoint connection
- Initializing the headset
- Checking the headset software version
- Displaying the Bluetooth connection status between the left or right headset units and the smartphone
- Displaying the connection of the Bluetooth connection codec
- Displaying the DSEE function setting status
- Setting the DSEE function
- Displaying the remaining battery charge of the headset
- Displaying the remaining battery charge of the charging case
- Displaying notifications alerting you to charge the headset (when the remaining battery charge of the charging case is low)
- Setting the Equalizer/CLEAR BASS function
- Customizing the Equalizer setting
- Adjusting the noise canceling function and Ambient Sound Mode (Ambient Sound Control)
- Selecting the switching pattern when switching the noise canceling function/Ambient Sound Mode on the headset
- Using auto adjustment of the noise canceling function by behavior recognition (Adaptive Sound Control)
- Playing/pausing music or skip to the beginning of the previous track (or the current track during playback)/skipping to the beginning of the next track
- Adjusting the volume during music playback/phone call
- Easy pairing
- Recording and displaying information on the usage of the headset
- Setting the 360 Reality Audio function

Hint

- The operating procedure of the “Sound Connect” app differs depending on the audio device. The app specifications and screen design may change without prior notice.

Related Topic

- Installing the “Sound Connect” app
- How to keep the software up-to-date (for comfortable use of the headset)
- About the voice guidance

- About the touch sensor
- Using Quick Access
- About the sound quality mode
- Wearing the headset
- Supported codecs
- Checking the remaining battery charge
- About DSEE
- 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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Installing the “Sound Connect” app

1. **Download the “Sound Connect” app, and install the app on your smartphone.**

   Models for countries and regions excluding Chinese mainland, you can download from the Google Play store or App Store.

2. **After installing the app, launch the “Sound Connect” app.**

Related Topic

- What you can do with the “Sound Connect” app

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Accessing support information from the “Sound Connect” app

You can access the latest support information from the “Sound Connect” app.

1. **Tap [Help] on the “Sound Connect” app screen to see the support page.**
2. **Select the desired item.**

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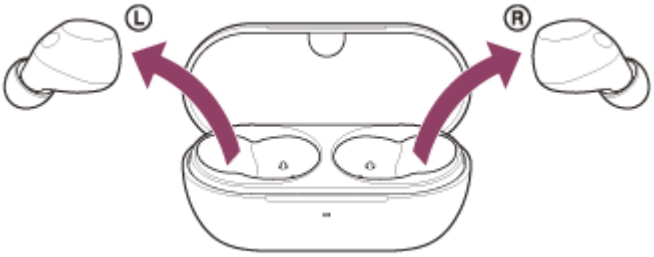
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How to keep the software up-to-date (for comfortable use of the headset)

If the latest software for your headset comes out, a notification will appear on the screen of the “Sound 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 units from the charging case.**



The headset turns on automatically.

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

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

Note

- Before performing an update, disconnect any other Bluetooth devices connected to the mobile device being used for the update. Software may not be updated when the mobile device is connected with other devices compatible with Bluetooth Low Energy (such as wearable devices or smart watches).
- Note the following if the update cannot be completed.
  - Close all the apps installed on the mobile device except the “Sound Connect” app.
  - Fully charge the headset and the mobile device.
  - Put the headset and the mobile device being used for the update as close to each other as possible before starting the update.
  - Do not start the update if there are wireless LAN devices or other Bluetooth devices nearby.
  - Turn off the power saving mode (*) of your mobile device before updating the software.
    Depending on the OS version of your mobile device, the update may not be completed under the power saving mode.

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

Related Topic

- What you can do with the “Sound Connect” app

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What you can do with partner services

After setting up on the “Sound Connect” app, you can use the apps linked with the headset.
For details on the apps that can be linked, refer to the following URL.
https://www.sony.net/supported-servicelink

For details on the latest services and experiences you can have by linking, refer to the “Sound Connect” app.

1. **Launch the “Sound Connect” app.**
2. **Set up each service with the “Sound Connect” app.**

Note

- The services that can be linked differ depending on the countries and regions.
- The specifications of the service that can be linked are subject to change without notice.
- The corresponding app needs to be installed.
- For details on Service Link, refer to the following URL.
  sony.net/servicelink

Related Topic

- What you can do with the “Sound Connect” app
- Installing the “Sound Connect” app

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Precautions

On Bluetooth communications

- Bluetooth wireless technology is a short-range wireless technology that enables communication between digital devices, such as smartphones and computers. The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.
- 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 if a connected device complies with the Bluetooth standard, the characteristics or specifications of the Bluetooth device may sometimes prevent it from connecting or cause differences in control methods, display, or operating procedure.
  - 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 the headset is in use, stop using it immediately and consult a doctor, the Sony support contact, 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 touch sensors may not operate properly if you apply stickers or other adhesive items to the touch sensors.
- Depending on the signal conditions of your smartphone or the surrounding environment, you may not be able to use the headset.
- 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. Gently wash the earbud tips 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 the Sony support contact or your nearest Sony dealer. In particular, be careful in the following cases.
  - When using the headset near a sink or liquid container
    Be careful that the headset does not fall into a sink or container filled with water.
  - When using the headset in the rain or snow, or in humid locations
- 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.
- When the charging ports of the headset units or charging case get dirty, wipe them clean with a soft dry cloth.

Cleaning the headset

- Dust and dirt on the exterior of the headset can be wiped off with pure water type wet wipes. Do not use wet wipes such as those containing alcohol, thinner, or benzene 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 the headset 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 units and charging case close to persons who use such medical devices. Consult your doctor before using the headset if you use any such medical devices.

Keep the headset units and charging case away from magnetic cards

- The headset units and charging case use magnets. If a magnetic card comes near the headset and charging case, the card magnet may be affected or become deactivated.

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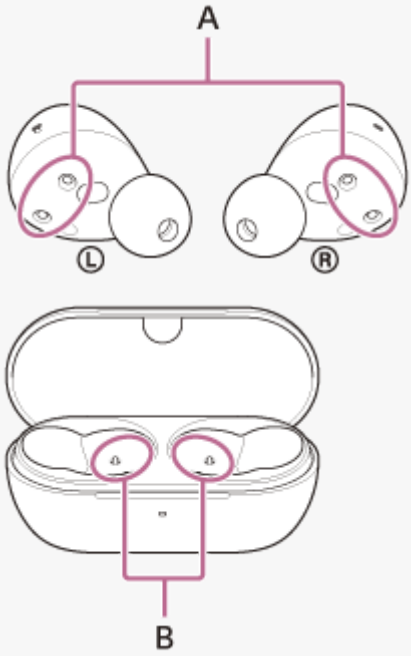
When you have finished using the headset

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 on the headset units (A) or the charging ports on the charging case (B) become dirty, wipe them clean with a soft dry cloth.



- Also see the “Maintenance”, “To prevent burning or malfunction due to getting wet”, and “When the headset units or charging case gets wet” sections.

Related Topic

- Maintenance
- When the headset units or charging case gets wet

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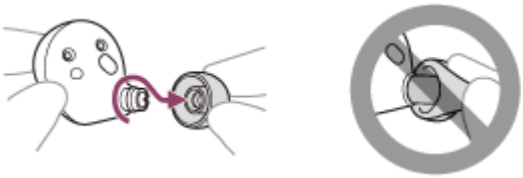
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Maintenance

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.



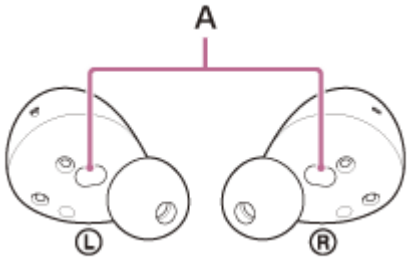
2 Clean the headset.

Cleaning the headset units

Dust and dirt on the exterior of the headset can be wiped off with pure water type wet wipes. Do not use wet wipes such as those containing alcohol, thinner, or benzene 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 IR sensors

If the IR sensors (A) are dirty, wearing of the headset may not be detected and the headset may not work properly.
Wipe off any dirt on the IR sensors (A) with a soft dry cloth, etc.

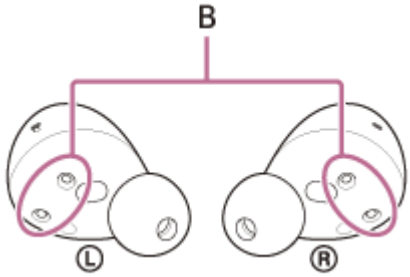


Cleaning the charging ports

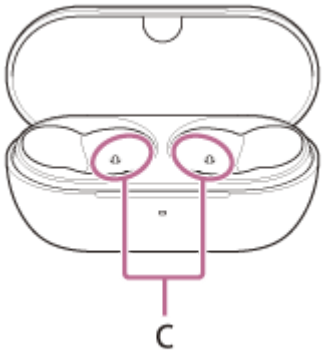
If foreign matter or moisture, such as sweat, is left on the charging ports (B) of the headset or the charging ports (C) of the charging case, charging port corrosion may occur and prevent charging.
When you have finished using the headset, make sure to gently clean the charging ports with a soft dry 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



- Charging case

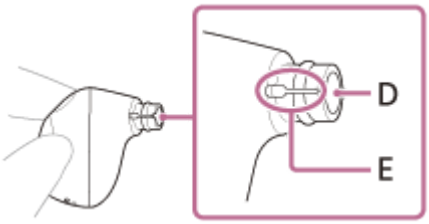


Note

- Do not use an air duster or similar products to remove dust or debris.
  Dust and other debris may enter the sound output holes and cause malfunction.

Cleaning of the sound output holes

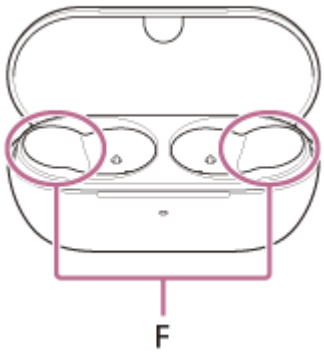
Use a cloth that has been moistened with water and wrung out tightly to remove any dirt, including earwax, from the sound output hole (D) or groove (E) on the headset unit.
Remove the dirt so that it does not push into the headset unit deeply.





Cleaning the holes of the charging case

Clean the holes (F) where the earbud tips fit with a cotton swab, etc.



Drying the headset

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

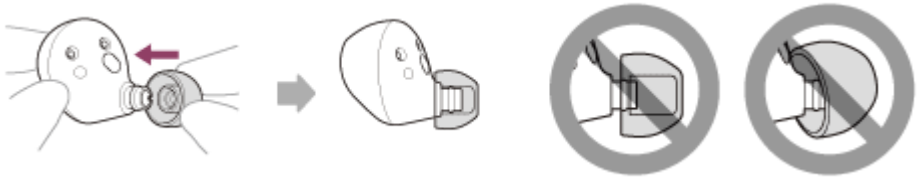


Note

- When drying the headset, if the IR sensors touch the table, the headset will be considered worn and the rechargeable battery may continue to be consumed. Place the headset units with the IR sensors facing sideways or upwards.

3 Attach the earbud tip.

Push the earbud tip firmly onto the sound conduit (sound output tube) on the headset so that the earbud tip covers the inner end of the sound conduit. 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 personal accidents, including burns or serious injuries, due to fire, electrocution, heat generation, smoke, or ignition. It may also cause a malfunction.

Avoid the following situations and be careful not to expose the headset units or charging case to moisture or dirt.
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 drying wet hands after doing housework in a kitchen or washing your hands in a washroom.



- Putting the headset in the chest pocket of a damp article of clothing.



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



- Spilling a drink while eating or drinking.



To protect the headset units and charging case from damage

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 units or charging case 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.
- When the headset units get wet,

1. Use a soft dry cloth to wipe off any water that gets on the headset units.

2. Remove the earbud tips, turn the sound conduits (sound output tubes) downward, and shake several times to get the water out.

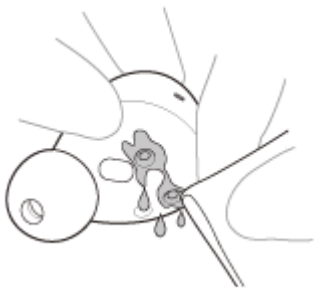


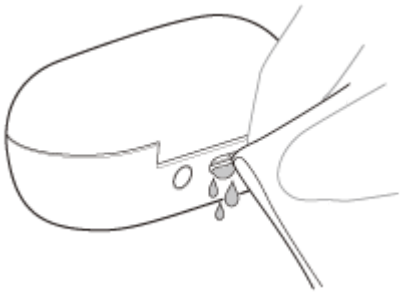
3. Turn the microphone part or air hole part downward and gently tap it about 20 times on a dry cloth, etc. to remove any water collected inside.



4. Leave the headset to dry at 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 at room temperature. Repairs in the case of malfunction due to negligence are not covered by the free warranty.





- Do not wash pants or shirts with the headset units or charging case left in the pockets.



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

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When the headset units or charging case gets wet

When the headset units get wet

1. Use a soft dry cloth to wipe off any water that gets on the headset units.
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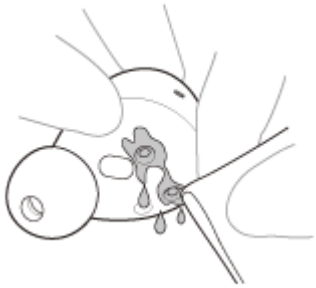


3. Turn the microphone part or air hole part downward and gently tap it about 20 times on a dry cloth, etc. to remove any water collected inside.



4. Leave the headset to dry at room temperature.

- If the headset units are charged while they are wet with water or sweat, the charging ports will corrode. Before charging, wipe off any moisture with a soft dry cloth and leave to dry at room temperature. Repairs in the case of malfunction due to negligence are not covered by the free warranty.



On water resistant performance of the headset

- The charging case is not water resistant.
- This headset has a water resistance rating of IPX4 under IEC 60529 “Degrees of protection against ingress of water (IP Code)”, which specifies the grade of resistance against the intrusion of liquids. 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.
  What is 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 listed above For example: soapy water, detergent water, water with bath agents, shampoo, hot spring water, hot water, pool water, seawater, and similar substances.

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.

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  https://rd1.sony.net/help/mdr/sl/25/
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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 and regions:
https://www.sony-asia.com/support

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Troubleshooting

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

1. Set the headset units into the charging case, close the charging case lid once, then open it again and remove the headset units from the charging case.



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



3. Access the Sony support site from the menu of the “Sound Connect” app to search for the cause and solution of the issue, or check the support site below.
https://www.sony.net/support/WF-C710N/



4. Reset the headset.



5. Initialize the headset.



6. Should any problems persist, consult the Sony support contact below or your nearest Sony dealer.
https://www.sony.net/support-contact

Related Topic

- Charging
- Customer support websites
- Resetting the headset
- Initializing the headset to restore factory settings

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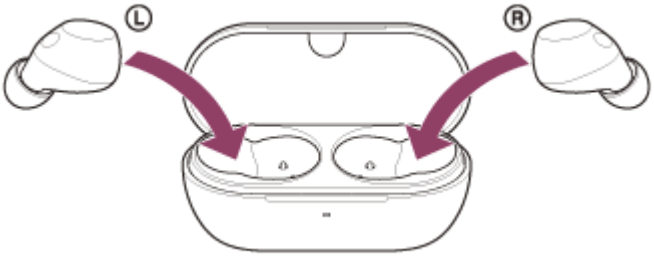
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Resetting the headset

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

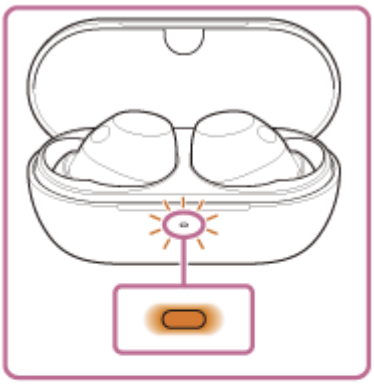
1. **Set the headset units into the charging case.**

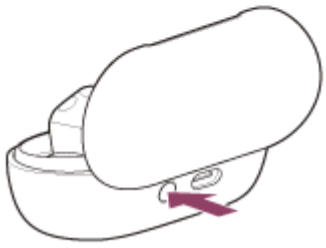
   Leave the charging case lid open.



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 on the charging case flashes in orange for about 5 seconds.





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

   Note

   - Do not release your finger from the reset button on the charging case while the indicator is flashing in orange. If you release your finger, the headset will be initialized.

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

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 for how to reset.
No audio explanation is available.
Models for countries and regions excluding Chinese mainland:
https://rd1.sony.net/help/mdr/mov0094/h_zz/
Models for Chinese mainland:
https://rd1.sony.net/help/mdr/mov0094/zh-cn/

Related Topic

- Initializing the headset to restore factory settings

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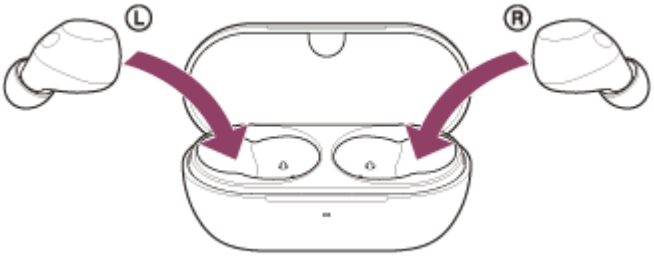
Wireless Noise Canceling Stereo Headset
WF-C710N

Initializing the headset to restore factory settings

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

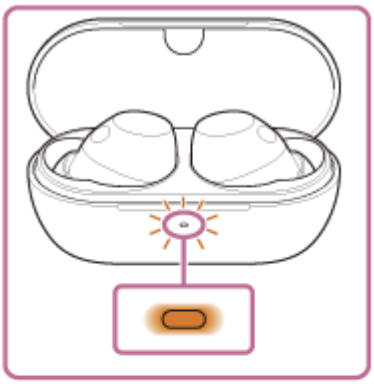
1. **Set the headset units into the charging case.**

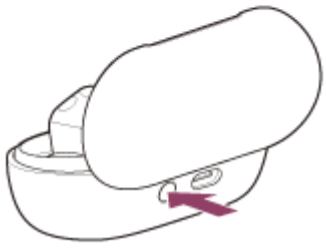
   Leave the charging case lid open.



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

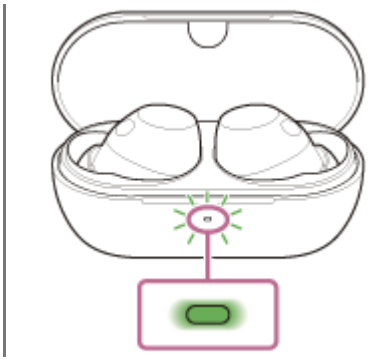
   After about 15 seconds, the indicator on the charging case flashes in orange for about 5 seconds.





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

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



This operating procedure resets the volume settings and other settings to the factory settings and deletes all pairing information. In this case, delete the pairing information for the headset from the connected device and then pair them again.
If the headset does not operate correctly even after initializing, consult the Sony support contact or your nearest Sony dealer.

About the instruction manual video

Watch the video for how to initialize.
No audio explanation is available.
Models for countries and regions excluding Chinese mainland:
https://rd1.sony.net/help/mdr/mov0095/h_zz/
Models for Chinese mainland:
https://rd1.sony.net/help/mdr/mov0095/zh-cn/

Hint

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

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 on the charging case does not flash in green 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-C710N

Specifications

Headset

Power source:

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

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Charging time:

Approx. 1.5 hours (Headset)
Approx. 3.5 hours (Charging case)

Note

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

Charging temperature:

5 °C to 35 °C (41 °F to 95 °F)

Mass:

Approx. 5.2 g × 2 (0.19 oz × 2) (Headset (including earbud tips (M)))
Approx. 38 g (1.35 oz) (Charging case)

Communication specification

Communication system:

Bluetooth Specification version 5.3

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 models

iPhone 15 Pro Max
iPhone 15 Pro
iPhone 15 Plus
iPhone 15
iPhone 14 Pro Max
iPhone 14 Pro
iPhone 14 Plus
iPhone 14
iPhone SE (3rd generation)
iPhone 13 Pro Max
iPhone 13 Pro
iPhone 13
iPhone 13 mini
iPhone 12 Pro Max
iPhone 12 Pro
iPhone 12
iPhone 12 mini
iPhone SE (2nd generation)
iPhone 11 Pro Max
iPhone 11 Pro
iPhone 11
iPhone XS Max
iPhone XS
iPhone XR
iPhone X
iPhone 8 Plus
iPhone 8
(As of January 2025)

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