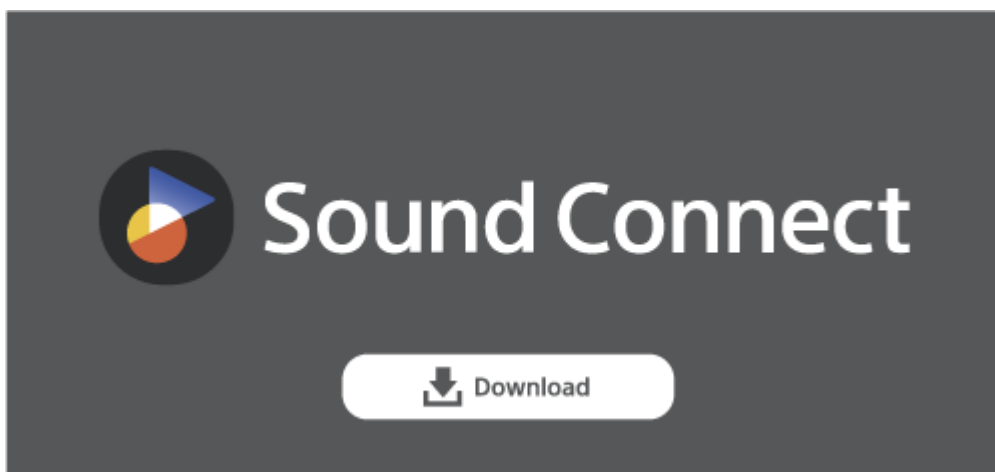Wireless Stereo Headset
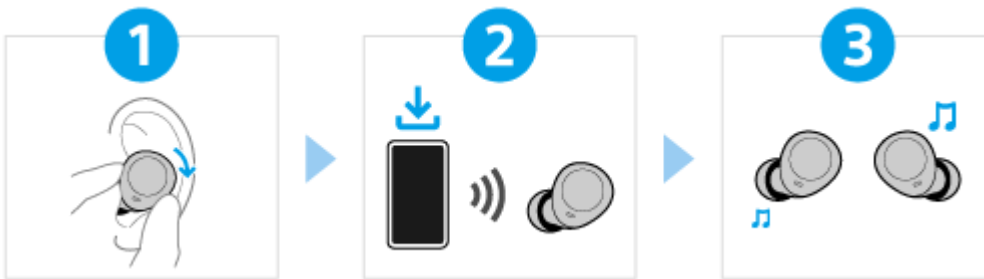## WF-C510

Model: YY2982

Quick Start Guide

⚠️ 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 "Sony | Sound Connect" and get the most out of what you have.

Let's start to use

① Wearing the headset

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

② Establishing a BLUETOOTH® connection

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

③ Operating the headset

Press the button.
Left
● (Press once): To turn the Ambient Sound Mode on/off
●●●●...(Press 4 or more times): To decrease the volume
Right
● (Press once): To play or pause music
●● (Press twice): To skip to the beginning of the next track
●●● (Press 3 times): To skip to the beginning of the previous track (or the current track during playback)
●●●●...(Press 4 or more times): To increase the volume
⬛ (Press and hold): To use or cancel the voice assist function (Google™ app/Siri)

| Related information

Establishing a Bluetooth connection manually
Charging the headset

Wireless Stereo Headset
WF-C510

What you can do with the Bluetooth function

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

Listening to music

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

Talking on the phone

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

Related Topic

- How to make a wireless connection to Bluetooth devices

Wireless Stereo Headset
WF-C510

About the voice guidance

In the factory settings, you will hear the English voice guidance via the headset.
You can use the "Sony | Sound Connect" app to change the language of the voice guidance, turn the voice guidance on/off, and set the voice guidance volume.

- When entering pairing mode: "Pairing"
- When the remaining battery charge of the headset is low: "Low battery"
- When automatically turning off due to low battery of the headset: "Battery is empty"
- When setting the voice guidance volume: "Voice guidance test"
- When the corresponding app is not launched even if you operate the headset unit to which Quick Access is assigned: "App assigned to the Quick Access is not launched on the mobile device"

Note

- It takes up to about 4 minutes when you change the language of the voice guidance.

- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will not return to the factory settings.

- If the voice guidance is not heard after changing the voice guidance language or updating the software of the headset, set the headset units into the charging case, and close the charging case lid to turn them off, then remove the headset units from the charging case to turn them on again.

Wireless Stereo Headset
WF-C510

Included items

After opening the package, check that all of the items in the list are included. If any items are missing, contact your dealer.
Numbers in ( ) indicate the item amount.

Wireless Stereo Headset (1)

Hybrid silicone rubber earbud tips (SS/M/LL 2 each)

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

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

Charging case (1)

Documents (1 set)

> **Note**
>
> - Earbud tips are consumables. If the earbud tips are damaged and need replacing, contact your nearest Sony dealer or purchase the EP-EX11 series[*], sold separately.
>
> [*] May not be supported in some countries and regions.

Wireless Stereo Headset
WF-C510

Replacing the earbud tips

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

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

Hybrid silicone rubber earbud tips

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

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

1 **Remove the earbud tip.**

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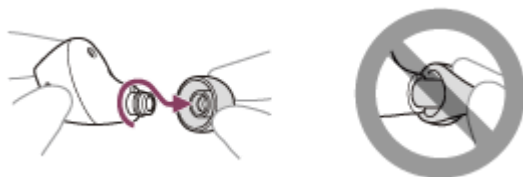
2 **Attach the earbud tip.**

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.
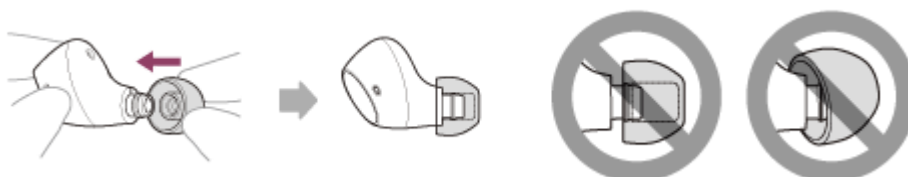
If the earbud tip is not completely attached, the earbud tip may be removed from the headset, reducing the sound quality and wearability.

Related Topic

- Wearing the headset

Wireless Stereo Headset
WF-C510

Location and function of parts

Headset
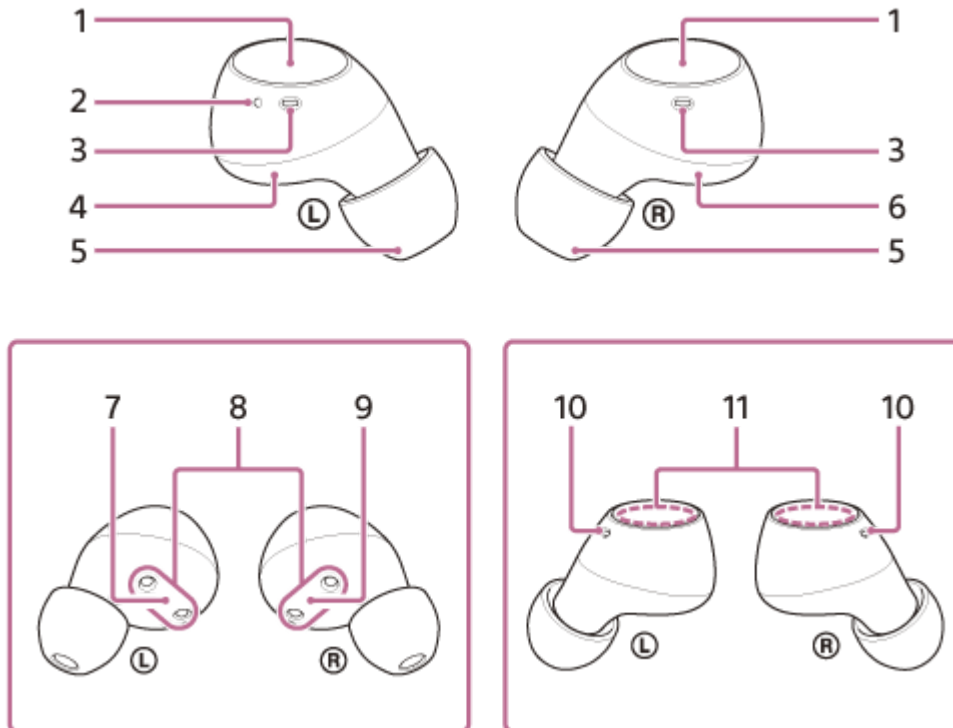
1. **Buttons (left, right)**
   Press to operate the headset.

2. **Tactile dot**
   The left headset unit has a tactile dot.

3. **Air holes (left, right)**

4. **Left unit of the headset**

5. **Earbud tips (left, right)**

6. **Right unit of the headset**

7. Ⓛ **(left) mark**

8. **Charging ports**

9. Ⓡ **(right) mark**

10. **Microphones (left, right)**
    Picks up the sound of your voice when talking on the phone.

11. **Built-in antennas (left, right)**
    A Bluetooth antenna is built into each left or right unit of the headset.

Charging case
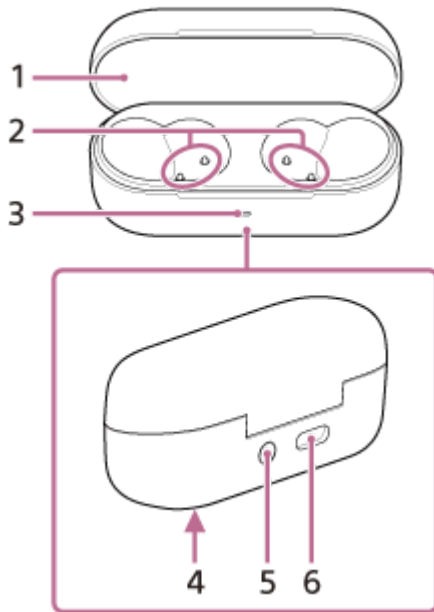
1. **Lid**

2. **Charging ports**

3. **Indicator (blue/orange/green)**
   Indicates the remaining battery life 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 a commercially available 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

Wireless Stereo Headset
WF-C510

About the indicator

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

Indication of the remaining battery charge

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

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

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

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

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

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.

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

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

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

Charging status

- While charging the headset units / While charging the charging case
  ▬▬▬▬▬▬ (lights up in orange)

- When the battery is fully charged when charging starts on the headset units/charging case
  ▬▬▬▬▬ - - - - - (lights up in orange for about 1 minute, and then turns off)

- When the battery becomes fully charged and charging is complete
  - - - - - - - (turns off)

- During charging, when the charging case lid is opened or closed / When the headset units are set in or removed from the charging case
  ▬▬▬▬▬ - - - - - - ▬▬▬▬▬ (lights up in orange while charging. turns off for about 0.5 seconds, and then lights up in orange again)

- Abnormal charging temperature
  ● - ● - - - - ● - ● - - - - ● - ● - - - - (repeatedly flashes twice in orange with an interval of about 1 second)

- When an error occurs while charging and charging cannot be performed
  ▬▬▬ - - ▬▬▬ - - ▬▬▬ - - ▬▬▬ - - ▬▬▬ - - ▬▬▬ (repeatedly flashes slowly in orange with an interval of about 0.5 seconds)

- Abnormal combination of left and right headset units
  ● - ● - ● - - - - ● - ● - ● - - - - (repeatedly flashes 3 times in orange with an interval of about 1.3 seconds)

Bluetooth connection status

- Pairing mode
  ▬▬▬ ▬▬▬ - - - - - - ▬▬▬ ▬▬▬ - - - - - - - (repeatedly flashes twice in blue)

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

Other

- Reset start preparation / Initialization start preparation
  ▬▬▬ - - - ▬▬▬ - - - ▬▬▬ - - - (repeatedly flashes in orange for up to about 5 seconds with an interval of about 0.7 seconds about 15 seconds after you first press the reset/initialize button on the back of the charging case)
  For details, see "Resetting the headset" or "Initializing the headset to restore factory settings".

- Initialization completed
  ● - ● - ● - ● (flashes 4 times in green with an interval of about 0.3 seconds)
  For details, see "Initializing the headset to restore factory settings".

Related Topic

- Charging
- Checking the remaining battery charge
- What you can do with the "Sony | 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

Wireless Stereo Headset
WF-C510

Wearing the headset

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

Put the headset unit with the Ⓛ (left) mark into your left ear and the headset unit with the Ⓡ (right) mark into your right ear. The left headset unit has a tactile dot (A).
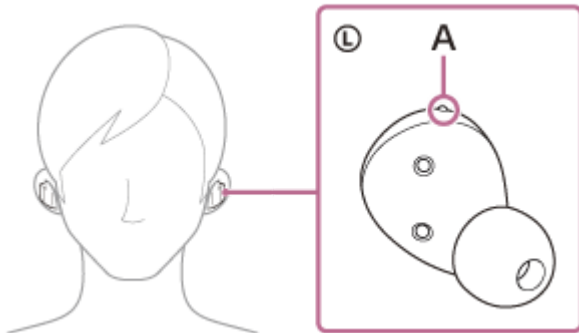
Be careful not to push the button (B) when you put the headset units into both ears.
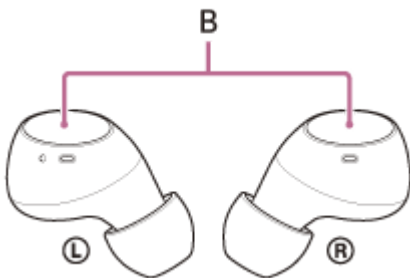
2 **Adjust the fit of the headset units to your ears.**

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, call sound quality, etc. to be effective

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

- 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 if the headset is properly worn on your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.

Hint

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

Related Topic

- Replacing the earbud tips
- Using only one headset unit

Using only one headset unit

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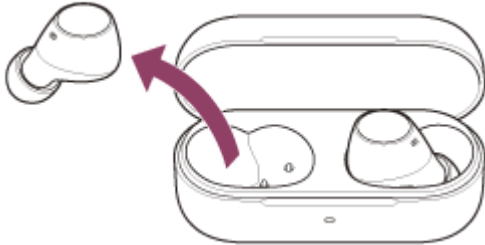
When you remove the other headset unit from the charging case

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

Assigning functions to the buttons of the headset

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

Hint

- In the factory settings, the music playback function is assigned to the right headset unit.
  When listening to music with one ear, if only the right headset unit is worn in your ear, use the button on the right headset unit to play music.
  If only the left headset unit is worn in your ear, operate the connected device to play music.

- When you play music or other stereo audio while wearing only one headset unit, you will hear monaural sound with the left and right channels mixed.

- You can also enjoy hands-free calls even when you are using only one headset unit. When you receive an incoming call, answer the call with the headset unit you are using. If you remove the other headset unit from the charging case while you are talking with only one headset unit, you can talk with both headset units.

Related Topic

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

Wireless Stereo Headset
WF-C510

About the buttons on the headset

Press the button for various operations, such as music playback, phone calls, or changing the setting of the Ambient Sound Mode.
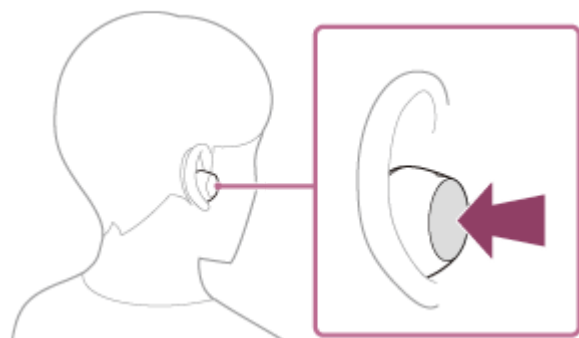
Some available operations

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

Hint

- You can change the function assignments for the buttons on the left and right headset units using the "Sony | Sound Connect" app. For example, the assignment of the music playback function to the button on the right headset unit in the factory settings can be changed and assigned to the button on the left headset unit.
  You can also set to not assign the music playback function, Ambient Sound Mode, or playback volume adjustment function, etc.

Related Topic

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

Wireless Stereo Headset
WF-C510

Using Quick Access

Quick Access is a feature that allows you to play content in the corresponding app by simply pressing the button of the headset.

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

2 **Launch the "Sony | Sound Connect" app, and assign the services you want to link to Quick Access.**

3 **Launch the app of the service assigned for Quick Access.**

4 **Press the button on the left headset unit to use Quick Access.**

Depending on the number of times you press the button, you can run either the service assigned to the press twice or press 3 times operation.

Hint

- 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 "Sony | Sound Connect" app.

- You can also assign the same service to the press twice and press 3 times Quick Access operations.

- If the corresponding app is not launched even when the button on the headset is pressed, the "App assigned to the Quick Access is not launched on the mobile device" voice guidance message is played from both headset units (or from the headset unit you removed from the charging case and are using on its own).

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

Wireless Stereo Headset
WF-C510

Charging

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

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

Put the left headset unit (the headset unit with the tactile dot) back into the left hole of the charging case, and put the right headset unit back into the right hole of the charging case. Each headset unit will be set to the correct position in the charging case by the built-in magnet.
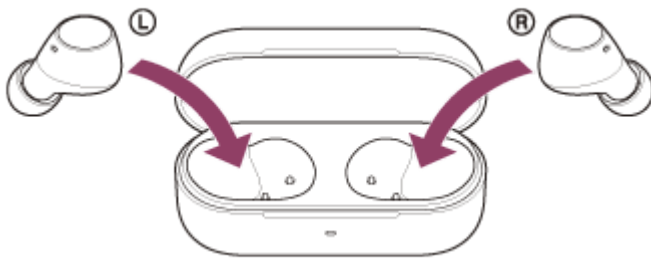
When the rechargeable battery of the charging case still has power, the indicator (orange or green) on the charging case lights up for about 3 seconds.
The charging starts on the headset. Close the charging case lid.
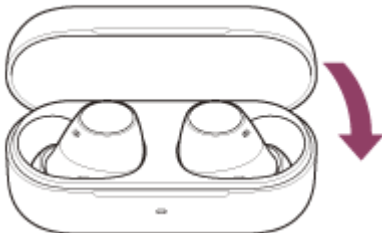
2 **Connect the charging case to an AC outlet.**

Use a commercially available USB Type-C cable and a commercially available USB AC adaptor (A).
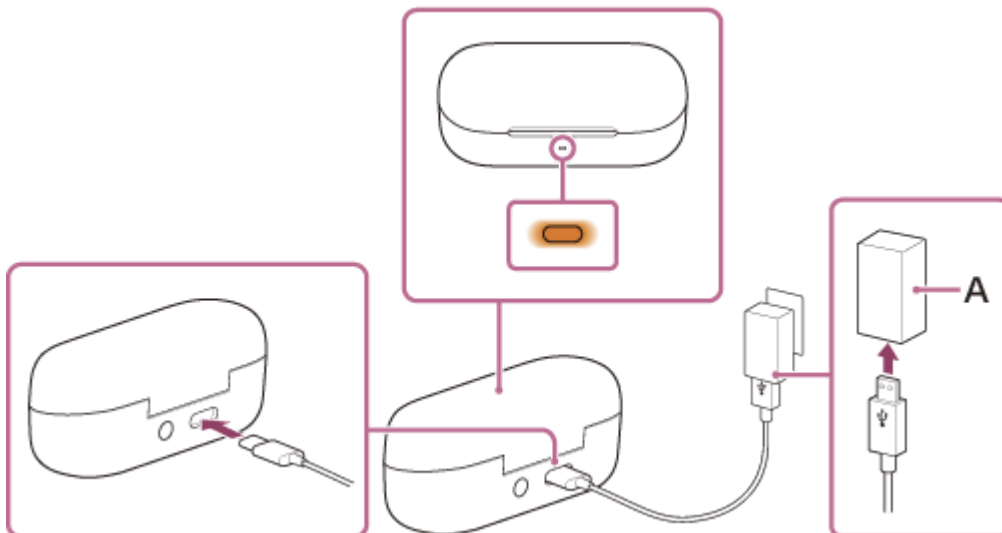
Charging starts on the headset and charging case. The indicator (orange) on the charging case lights up.
After charging is complete, the indicator on the charging case turns off.
Remove the USB Type-C cable.

About the charging time

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

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

Charging the headset when you are outside

A rechargeable battery is built into the charging case. If you charge the charging case in advance, you can use it to charge the headset when you go out without a power supply.
The required time for fully charging the left and right headset units is about 1.5 hours.

System requirements for battery charge using USB

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

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

- **Personal computer**
  Personal computer with a standard USB port

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

Hint

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

Note

- Charging may not be successful depending on the type of USB AC adaptor.

- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging once again.

- If the indicator (orange) on the charging case lights up for about 3 seconds and then turns off when the left and right headset units are removed from the charging case, the remaining battery charge of the charging case is low. Charge the charging case.

- If the indicator on the charging case does not turn on even when the left and right headset units are removed from the charging case, the battery charge of the charging case is empty. Charge the charging case.

- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after charging and discharging several times. If you store the headset for a long time, charge the battery once every 6 months to avoid over-discharge.

- If the headset is not used for a long time, it may take longer to charge the battery.

- 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 and something unusual is detected during charging, the indicator (orange) on the charging case flashes.
  It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.
  If the problem persists, consult your nearest Sony dealer.

- If the headset is not used for a long time, the indicator (orange) on the charging case may not immediately light up when charging. Wait a moment until the indicator (orange) lights up.

- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.

- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.

- When connecting the headset to a computer, make sure to connect it directly to the computer with a USB Type-C cable. Charging will not be properly completed when the headset is connected through a USB hub.

- 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; however, this is the sound of the headset units moving inside the charging case and not a malfunction.

Related Topic

- About the indicator
- Checking the remaining battery charge

Wireless Stereo Headset
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Available operating time

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

Bluetooth connection

Codec	Ambient Sound Mode	Available operating time
AAC	Ambient Sound Mode: ON	Max. 8 hours
AAC	OFF	Max. 11 hours
SBC	Ambient Sound Mode: ON	Max. 7 hours
SBC	OFF	Max. 9 hours

- About 1 hour of music playback is possible after 5 minutes charging.
- If you make the following settings on the "Sony | 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

Ambient Sound Mode	Available operating time
Ambient Sound Mode: ON	Max. 5 hours
OFF	Max. 5 hours

Hint

- By using the "Sony | 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 the DSEE function
- What you can do with the "Sony | Sound Connect" app

Wireless Stereo Headset
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Checking the remaining battery charge

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

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

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

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

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

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

When the headset is connected to an Android smartphone via an HFP Bluetooth connection, 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. Use it as a rough estimate.

Checking the remaining battery charge of the charging case

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

Hint

- The remaining battery charge of the headset may be different on the left and right sides depending on how you use them. When checking the remaining battery charge on an iPhone/iPod touch or Android smartphone while using both headset units, the remaining battery charge of the headset unit with less remaining battery charge between the left and right headset units is displayed. When using only one headset unit, the remaining battery charge of the headset unit you are using is displayed.

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

Note

- If the headset and smartphone are not connected with HFP, the remaining battery charge will not be correctly displayed.

- If you connect the headset to an iPhone/iPod touch or Android smartphone with "Media audio" (A2DP) only in a multipoint connection, the remaining battery charge will not be displayed correctly.

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

Related Topic

- What you can do with the "Sony | Sound Connect" app
- About the indicator

Wireless Stereo Headset
WF-C510

Turning on the headset

When the headset is stored in the charging case

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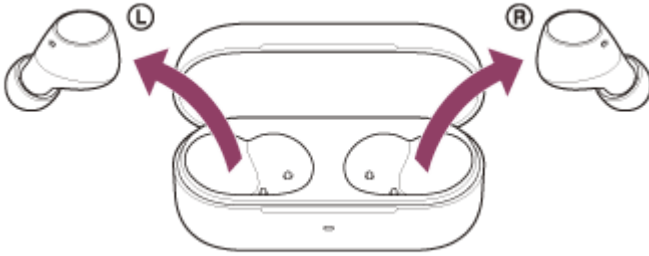
The headset turns on automatically.
When you remove only one headset unit from the charging case, only the removed unit turns on.

When the headset is not stored in the charging case

After 15 minutes of Bluetooth disconnection, the headset turns off automatically. In this case, the headset will turn on by pressing and holding the buttons on both headset units for about 2 seconds or more. The headset units will also turn on when they are set in the charging case and then removed from the charging case.

When the headset is turned on

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

Related Topic

- Using only one headset unit
- Turning off the headset
- What you can do with the "Sony | Sound Connect" app

Wireless Stereo Headset
WF-C510

Turning off the headset

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

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

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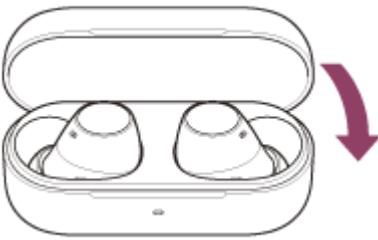
The headset turns off.

When the headset is left removed

After 15 minutes of Bluetooth disconnection, the headset turns off automatically.
To turn off the power before the headset turns off automatically, set the headset units into the charging case, and close the charging case lid.
Be sure to close the charging case lid to prevent the battery of the charging case from being consumed.

Hint
- You can also turn off the headset with the "Sony | 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 "Sony | Sound Connect" app

Wireless Stereo Headset
WF-C510

How to make a wireless connection to Bluetooth devices

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

Pairing

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

Wireless Stereo Headset
WF-C510

Connecting with the "Sony | Sound Connect" app

Launch the "Sony | 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 "Sony | Sound Connect" app.

Note

- The connection with some smartphones and iPhone devices may become unstable when connecting using the "Sony | 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 "Sony | Sound Connect" app
- Installing the "Sony | Sound Connect" app

Wireless Stereo Headset
WF-C510

Pairing and connecting with an Android smartphone

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

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

1 **Check the status of the headset.**

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset): Proceed to step 2.
When you pair a second or subsequent device (the headset has pairing information for other devices): Proceed to step 3.

2 **(If you selected "when there is no pairing information on the headset" in step 1)**
Remove both headset units from the charging case.

The headset turns on automatically.
The headset enters pairing mode automatically.
You will hear a notification sound and the voice guidance say "Pairing" from both headset units at the same time.
Proceed to step 4.

3 **(If you selected "the headset has pairing information for other devices" in step 1)**
Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.

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Hint

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

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

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

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

⑥ Touch the switch to turn on the Bluetooth function.
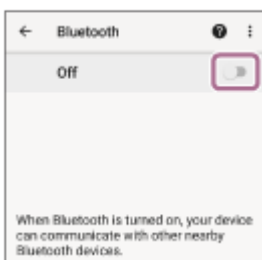
⑦ Touch [WF-C510].
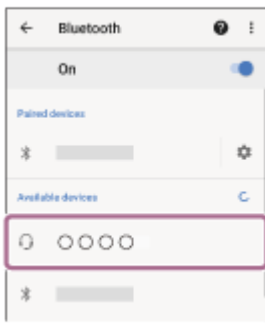
If Passkey[*] input is required, input "0000".

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

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

If they are not connected, see "Connecting to a paired Android smartphone".

If [WF-C510] 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 (audio explanation is not available).
https://rd1.sony.net/help/mdr/mov0083/h_zz/

Hint

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

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or step 3.

- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the 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

Wireless Stereo Headset
WF-C510

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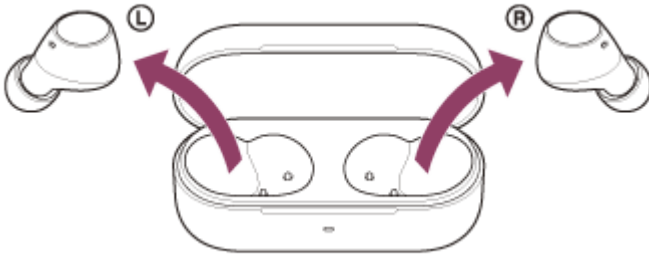
The headset turns on automatically.
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is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

3 **On your Android smartphone screen, select [Settings] - [Device connection] - [Bluetooth].**

4 **Touch the switch to turn on the Bluetooth function.**
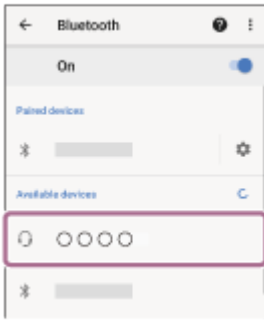
5 **Touch [WF-C510].**

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

Hint

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

Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

- If you cannot connect your Android smartphone to the headset, delete the headset pairing information on your Android smartphone and perform pairing again. As for the operations 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)

Wireless Stereo Headset
WF-C510

Pairing and connecting with an iPhone

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

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

1 Check the status of the headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset): Proceed to step 2.
When you pair a second or subsequent device (the headset has pairing information for other devices): Proceed to step 3.

2 (If you selected "when there is no pairing information on the headset" in step 1)
Remove both headset units from the charging case.

The headset turns on automatically.
The headset enters pairing mode automatically.
You will hear a notification sound and the voice guidance say "Pairing" from both headset units at the same time.
Proceed to step 4.

3 (If you selected "the headset has pairing information for other devices" in step 1)
Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.

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

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

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

Settings	
⊞ Airplane Mode	○
⊙ Wi-Fi	>
⧈ Bluetooth	>
⊞ Mobile Data	>
⊡ Personal Hotspot	>
⧈ Carrier	>
⊞ Notifications	>

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

‹ Settings Bluetooth	
Bluetooth	○

7 **Touch [WF-C510].**

If Passkey[*] input is required, input "0000".

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

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

If they are not connected, see "Connecting to a paired iPhone ".

If [WF-C510] 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

Watch the video for how to perform pairing for the first time (audio explanation is not available).
https://rd1.sony.net/help/mdr/mov0083/h_zz/

Hint

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

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or step 3.

- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the 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

Wireless Stereo Headset
WF-C510

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.**
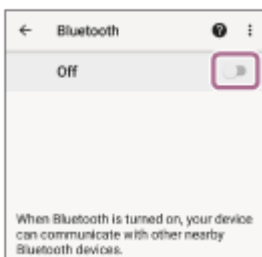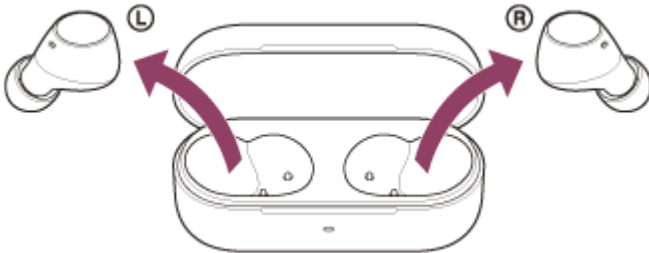

The headset turns on automatically.
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is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

3 **On your iPhone screen, go to [Settings] and touch [Bluetooth].**
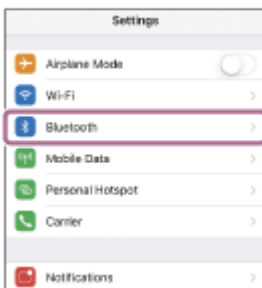
4 **Touch the switch to turn on the Bluetooth function.**
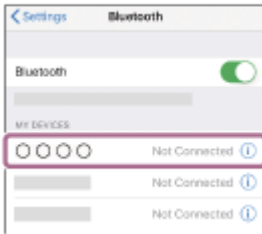
5 **Touch [WF-C510].**

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

Hint

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

Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone and perform pairing again. As for the operations on your iPhone, refer to the operating instructions supplied with the iPhone.

Related Topic

- 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)

Wireless Stereo Headset
WF-C510

Pairing and connecting with a computer (Windows® 11)

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

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- The Swift Pair function can be used to make pairing easier. To use the Swift Pair function, click the [Start] button - [Settings] - [Bluetooth & devices] - [Devices] - the [Show notifications to connect using Swift Pair] switch to turn on the Swift Pair function.

① **Check the status of the headset.**

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset): Proceed to step 2.
When you pair a second or subsequent device (the headset has pairing information for other devices): Proceed to step 3.

② **(If you selected "when there is no pairing information on the headset" in step 1)**
Remove both headset units from the charging case.

The headset turns on automatically.

The headset enters pairing mode automatically.
You will hear a notification sound and the voice guidance say "Pairing" from both headset units at the same time.
Proceed to step 4.

3 **(If you selected "the headset has pairing information for other devices" in step 1)**
Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.

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

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

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 **(If you selected "To use the Swift Pair function" in step 4)**
Select [Connect] from the pop-up menu displayed on your computer screen.

The headset and computer are paired and connected with each other.
When the headset is being removed from the charging case, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when

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only one headset unit is removed) at the same time.

6 **(If you selected "To connect without using the Swift Pair function" in step 4)**
On your computer screen, click the [Start] button, then [Settings].

7 **Click [Bluetooth & devices].**
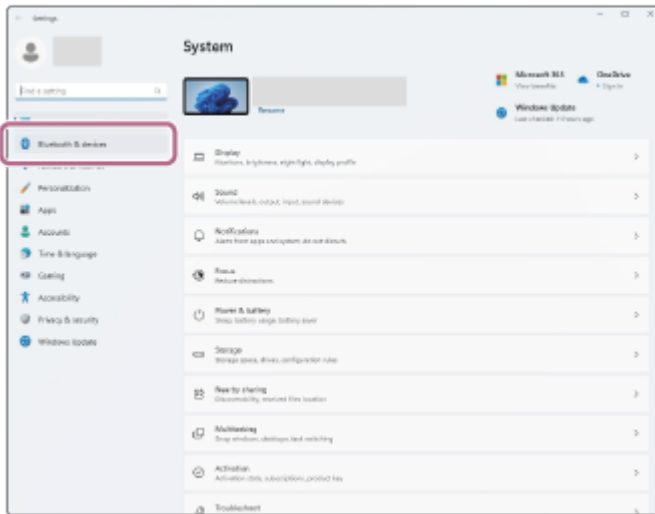
8 **Click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add device].**
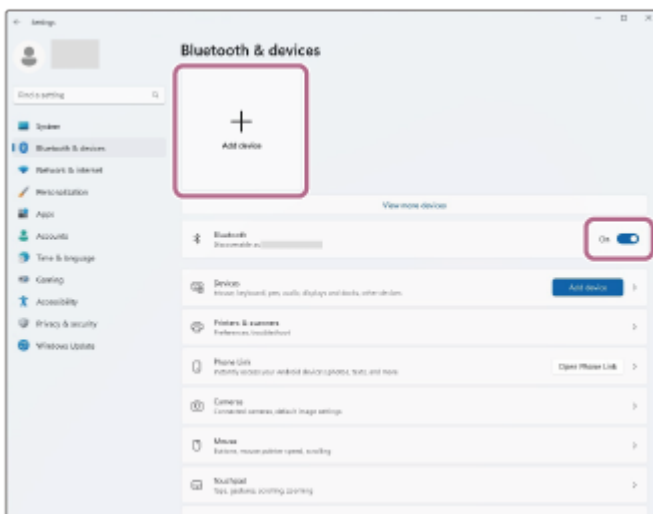
9 **Click [Bluetooth].**

10 **Click [WF-C510].**

If Passkey[*] input is required, input "0000".

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

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

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

If [WF-C510] 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 operation above is an example. For more details, refer to the operating instructions supplied with the computer.

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or step 3.

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

- When a 9th device is paired
  The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
- When the pairing information for the headset has been deleted from the 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](#)

Wireless Stereo Headset
WF-C510

Pairing and connecting with a computer (Windows 10)

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

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- If your OS version is Windows 10 version 1803 or later, the Swift Pair function can be used to make pairing easier. To use the Swift Pair function, click the [Start] button - [Settings] - [Devices] - [Bluetooth & other devices], and check the [Show notifications to connect using Swift Pair] checkbox.

① **Check the status of the headset.**

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset): Proceed to step 2.
When you pair a second or subsequent device (the headset has pairing information for other devices): Proceed to step 3.

② **(If you selected "when there is no pairing information on the headset" in step 1)**
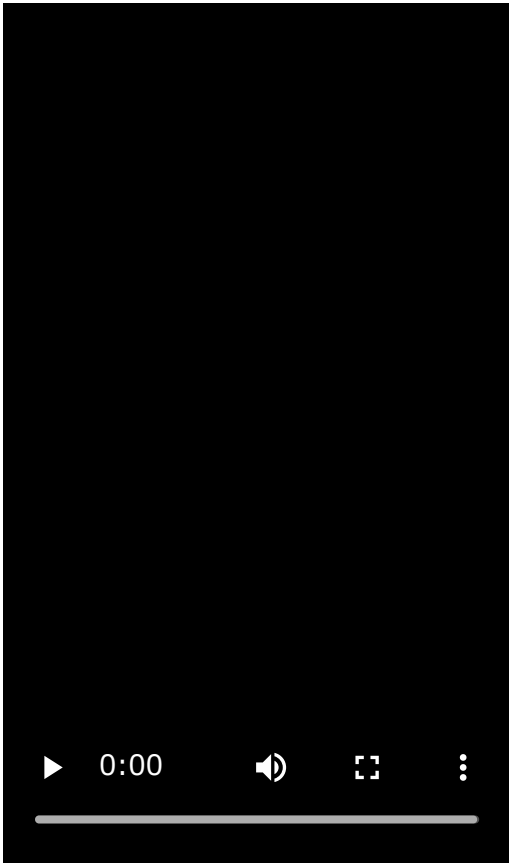**Remove both headset units from the charging case.**

The headset turns on automatically.

The headset enters pairing mode automatically.
You will hear a notification sound and the voice guidance say "Pairing" from both headset units at the same time.
Proceed to step 4.

3 **(If you selected "the headset has pairing information for other devices" in step 1)**
Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.

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

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

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 **(If you selected "To use the Swift Pair function" in step 4)**
Select [Connect] from the pop-up menu displayed on your computer screen.

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

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

6 **(If you selected "To connect without using the Swift Pair function" in step 4)**
On your computer screen, click the [Start] button, then click [Settings] - [Devices].
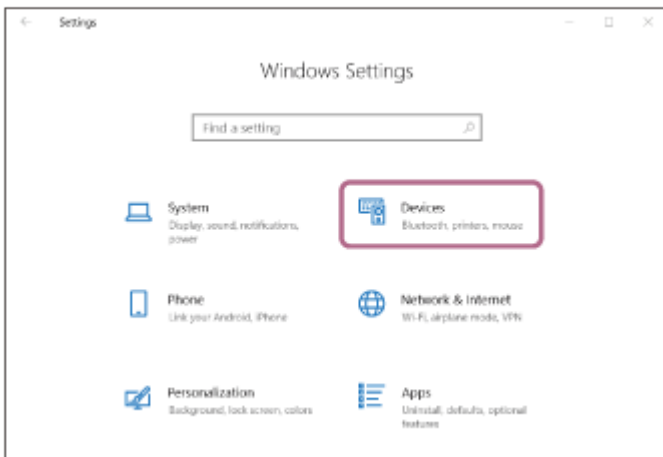
7 **Click the [Bluetooth & other devices] tab, click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add Bluetooth or other device].**
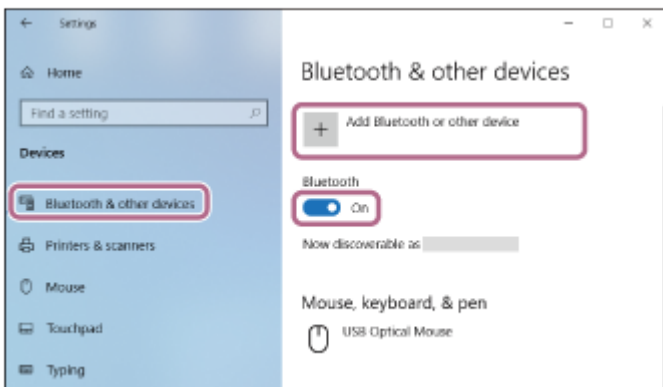
8 **Click [Bluetooth].**
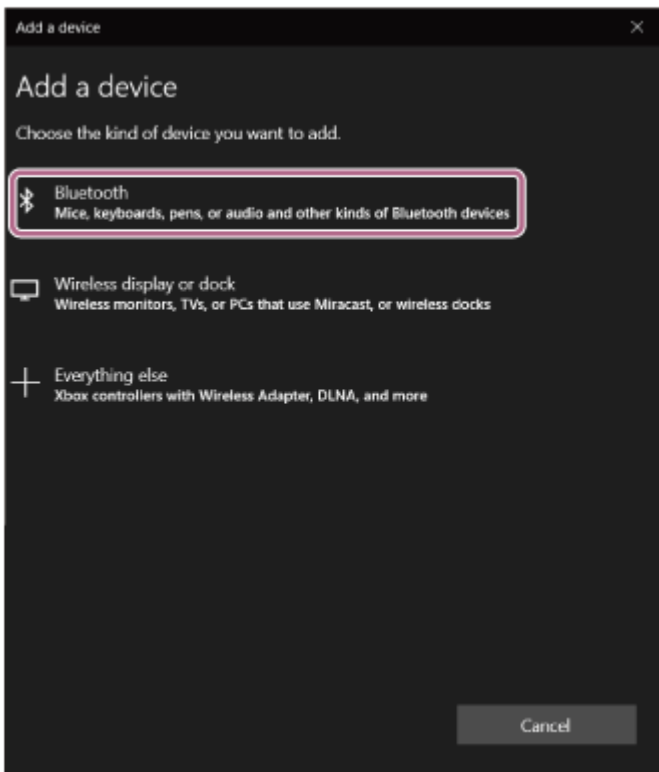
9 **Click [WF-C510].**
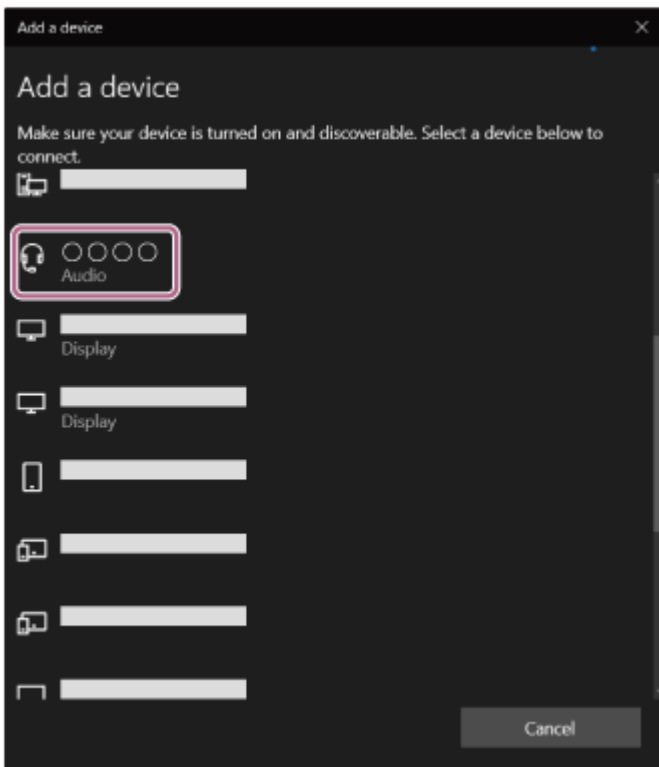
If Passkey* input is required, input "0000".

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

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

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

If [WF-C510] 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 operation above is an example. For more details, refer to the operating instructions supplied with the computer.

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or step 3.

- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the 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

Wireless Stereo Headset
WF-C510

Pairing and connecting with a computer (Mac)

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

Compatible OS

macOS (version 12 or later)
Before starting the operation, make sure of the following:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.
  If the computer speaker is set to the ◀ "OFF" mode, no sound can be heard from the headset.

Computer speaker in the ON mode

1. **Check the status of the headset.**

   When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset): Proceed to step 2.
   When you pair a second or subsequent device (the headset has pairing information for other devices): Proceed to step 3.

2. **(If you selected "when there is no pairing information on the headset" in step 1)**
   Remove both headset units from the charging case.

   The headset turns on automatically.
   The headset enters pairing mode automatically.
   You will hear a notification sound and the voice guidance say "Pairing" from both headset units at the same time.
   Proceed to step 4.

3. **(If you selected "the headset has pairing information for other devices" in step 1)**
   Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing

button on the back of the charging case for about 5 seconds or more.

▶ 0:00   🔊   ⬚⬚   ⋮

Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.
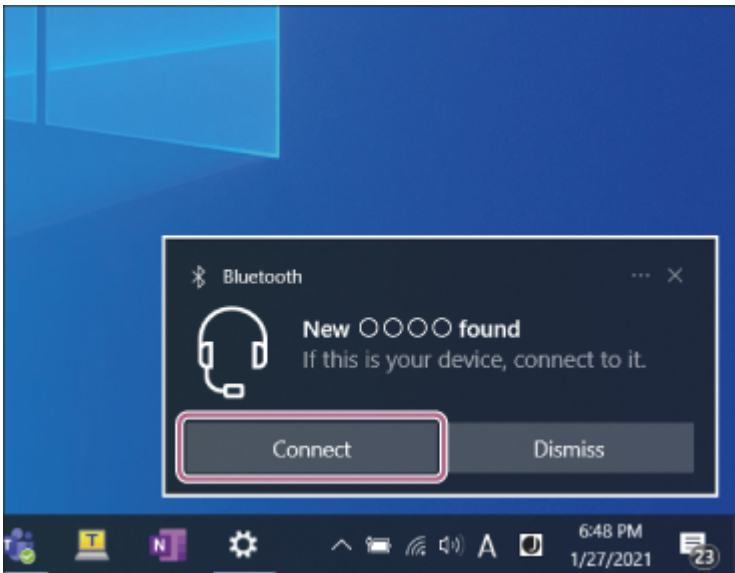
The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode. You can remove the headset from the charging case after entering pairing mode.

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

5 **Select [🖥 (System Preferences)] - [Bluetooth] from the Dock at the bottom of your computer screen.**

6 **Select [WF-C510] on the [Bluetooth] screen and click [Connect].**

If Passkey[*] input is required, input "0000".

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

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

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

If [WF-C510] 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 operation above is an example. For more details, refer to the operating instructions supplied with the computer.

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or step 3.

- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the 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

Wireless Stereo Headset
WF-C510

Connecting to a paired computer (Windows 11)

Before starting the operation, make sure of the following:

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

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

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

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

3 **On your computer screen, right-click the speaker icon on the toolbar, then select [Sound settings].**
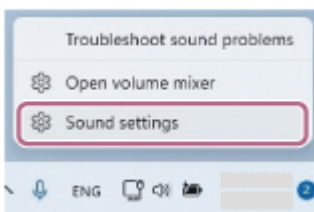
4 **On the [Sound] screen, select [WF-C510] for [Output] and [Input].**
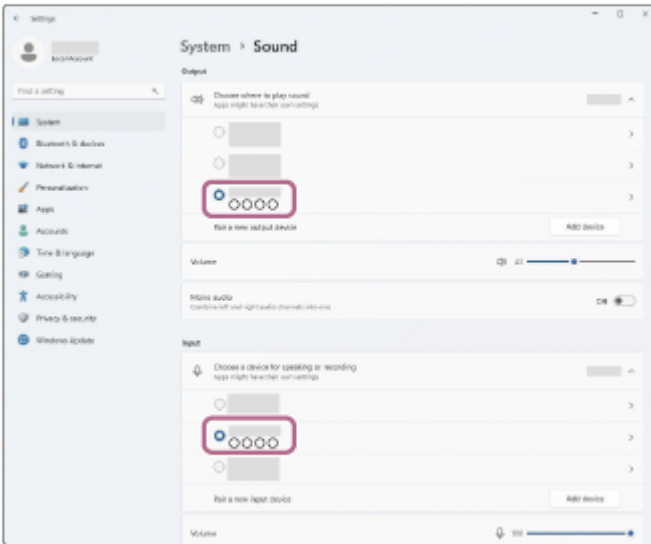
If [WF-C510] is not displayed for [Output] and [Input], proceed to step 5.

5 **Click [More sound settings].**
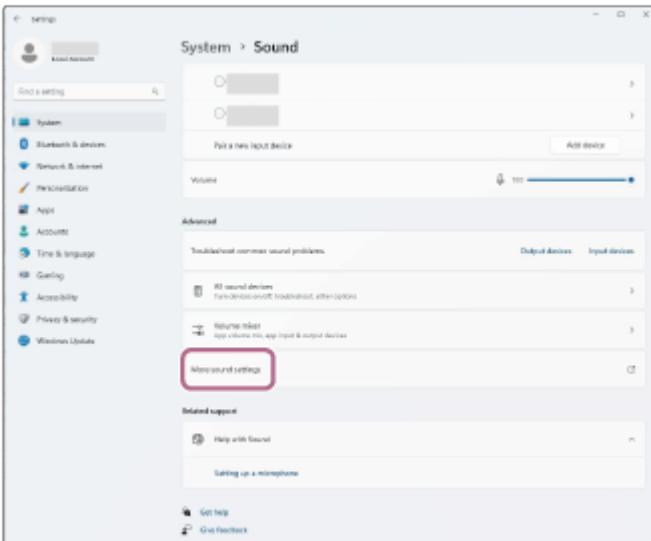
6 **On the [Playback] tab on the [Sound] screen, select [WF-C510], right-click it, and select [Connect] from the displayed menu.**
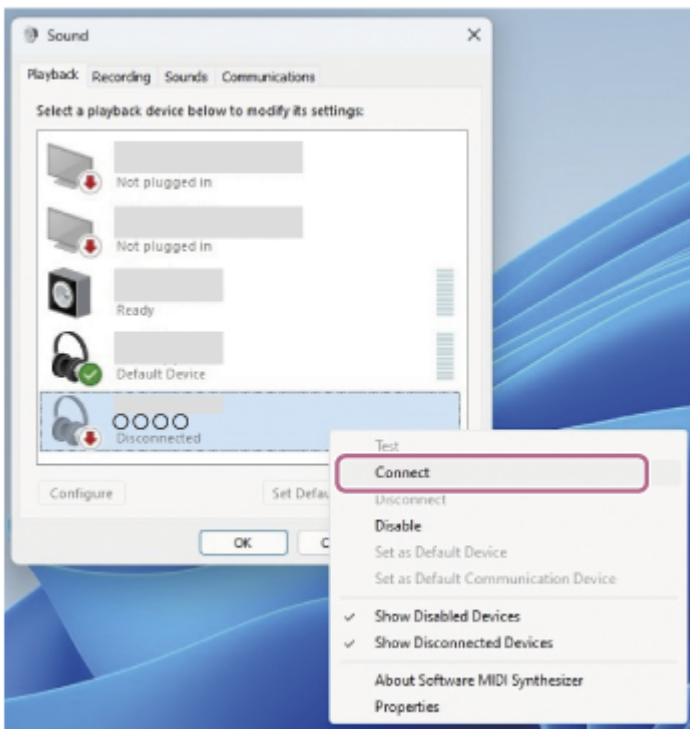
You will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.

7 **On the [Recording] tab, select [WF-C510], right-click it, and select [Connect] from the displayed menu.**

Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- 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
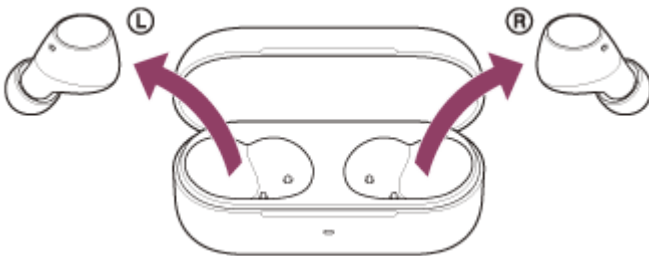
Wireless Stereo Headset
WF-C510

Connecting to a paired computer (Windows 10)

Before starting the operation, make sure of the following:

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

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

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

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

3 **On your computer screen, right-click the speaker icon on the toolbar, then select [Open Sound settings].**
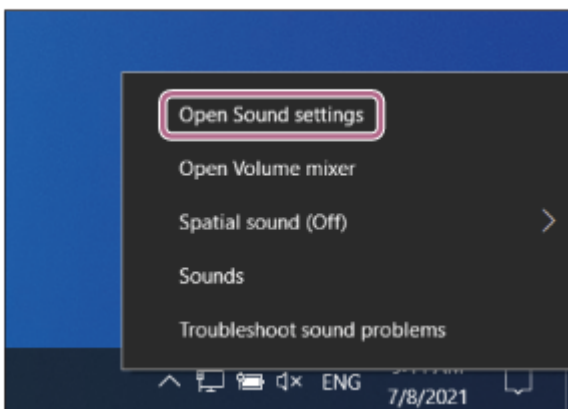
4 **From the [Choose your output device] drop-down menu, select [Headphones (WF-C510 Stereo)].**
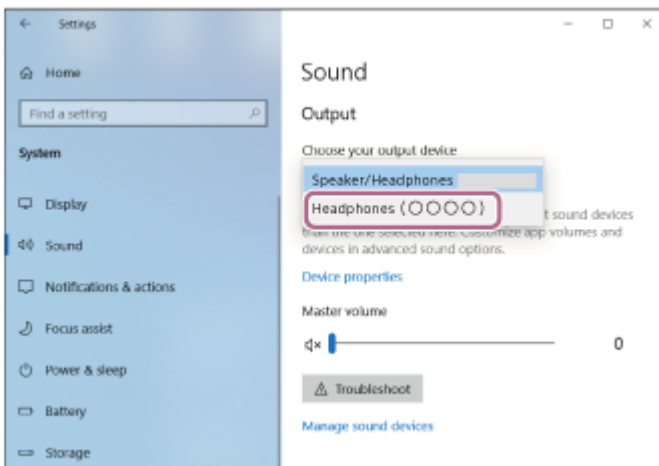
If [Headphones (WF-C510 Stereo)] is not displayed on the drop-down menu, proceed to step 5.

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

6 Select [Connect] from the displayed menu.

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

Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- 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

Wireless Stereo Headset
WF-C510

Connecting to a paired computer (Mac)

Compatible OS

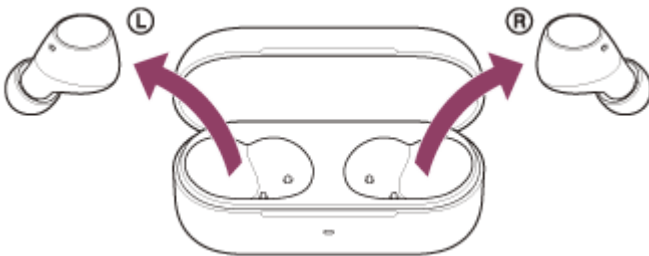macOS (version 12 or later)
Before starting the operation, make sure of the following:

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

Computer speaker in the ON mode

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

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

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

3 **Select [🖼 (System Preferences)] - [Bluetooth] from the Dock at the bottom of your computer screen.**

4 Click [WF-C510] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop-up menu.

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

Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- 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

Wireless Stereo Headset
WF-C510

Pairing and connecting with a Bluetooth device

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

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

1. **Check the status of the headset.**

   When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset): Proceed to step 2.
   When you pair a second or subsequent device (the headset has pairing information for other devices): Proceed to step 3.

2. **(If you selected "when there is no pairing information on the headset" in step 1)**
   Remove both headset units from the charging case.

   The headset turns on automatically.
   The headset enters pairing mode automatically.
   You will hear a notification sound and the voice guidance say "Pairing" from both headset units at the same time.
   Proceed to step 4.

3. **(If you selected "the headset has pairing information for other devices" in step 1)**
   Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.

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▶    0:00      ◀))      ⌐⌐      ⋮
```

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

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

[WF-C510] will be displayed on the list of detected devices on the screen of the Bluetooth device.
If [WF-C510] is not displayed, try again from step 2 or step 3.

5 Select [WF-C510] 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 (blue) on the charging case flashes 10 times.
When the headset is being removed from the charging case, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
If they are not connected, see "Connecting to a paired Bluetooth device".

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or step 3.

- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the 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

Wireless Stereo Headset
WF-C510

Connecting to a paired Bluetooth device

① **Remove the headset units from the charging case.**
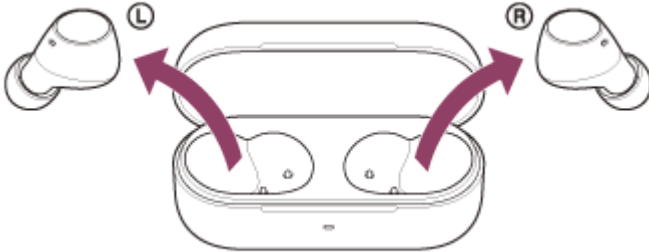
The headset turns on automatically.
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units (or from the headset unit removed from the charging case when only one headset unit is removed) at the same time.
Check the connection status on the Bluetooth device. If it is not connected, proceed to step 2.

② **Make the Bluetooth connection from the Bluetooth device.**

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

Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

- If you cannot connect your Bluetooth device to the headset, delete the headset pairing information on your Bluetooth device and perform pairing again. As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

Related Topic

- 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)

Wireless Stereo Headset
WF-C510

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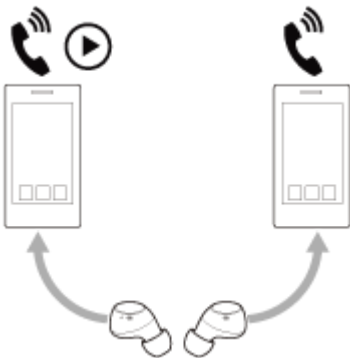
- Switching music playback between 2 devices
  You can switch the music playback from one device to the other without performing a Bluetooth reconnection.
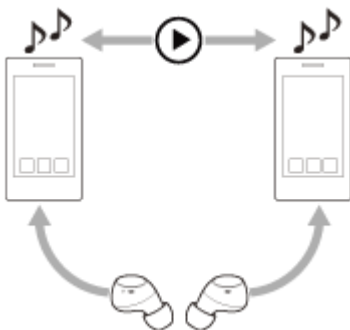
Connecting the headset to 2 devices via Bluetooth connections simultaneously

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.**

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

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

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

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

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

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

Related Topic

- What you can do with the "Sony | 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

Wireless Stereo Headset
WF-C510

Disconnecting Bluetooth connection (after use)

1 **Disconnect the Bluetooth connection by operating the Bluetooth device.**

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

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

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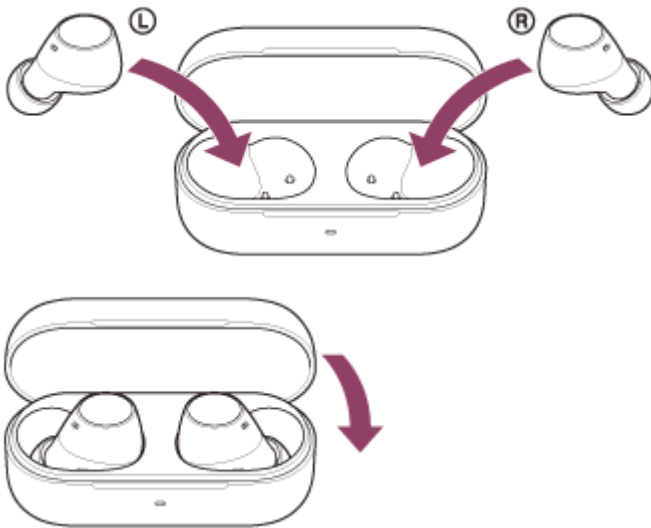
The headset turns off.

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

Related Topic
- Turning off the headset

Wireless Stereo Headset
WF-C510

Listening to music from a device via a Bluetooth connection

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

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

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

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

   See "Wearing the headset" for how to wear the headset in your ears.

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

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

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

   - Increase the volume: Press the button on the right headset unit quickly 4 or more times. As you repeatedly press the button, a headset operation beep is emitted every 0.4 seconds and the volume increases by 1 level with each beep, regardless of the number of times you press the button.
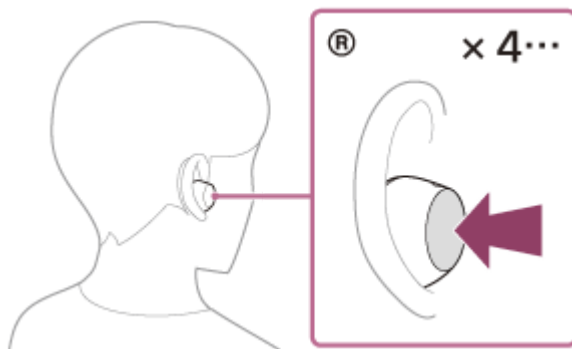
   - Lower the volume: Press the button on the left headset unit quickly 4 or more times. As you repeatedly press the button, a headset operation beep is emitted every 0.4 seconds and the volume decreases by 1 level with each beep, regardless of the number of times you press the button.
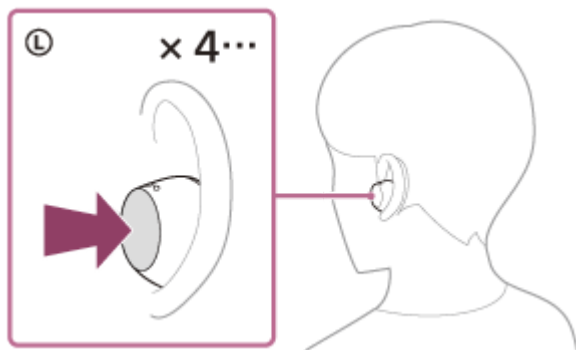
When the volume reaches the maximum or minimum, an alarm sounds.

Hint

- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.

- Depending on the Bluetooth device, it may be necessary to adjust the volume or set the audio output setting on the device.

- The volume can also be adjusted on the "Sony | 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 button on the right headset unit to play music.
  If only the left headset unit is worn in your ear, operate the connected device to play music.
  When you are listening to music with only one headset unit, if you put the other headset unit into the other ear, you can listen to music with both headset units.

Note

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

- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

Related Topic

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

SONY

Wireless Stereo Headset
WF-C510

Controlling the audio device (Bluetooth connection)

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

You can use the right headset unit to perform the following operations.
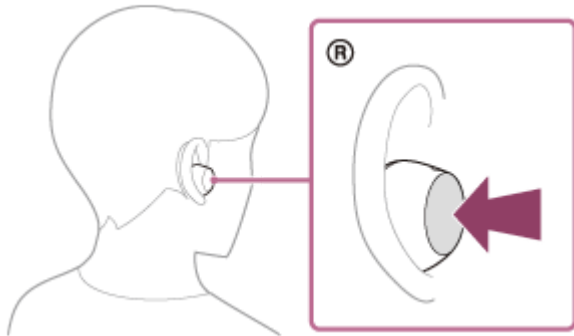
- Play/Pause: Press the button once briefly.
- Skip to the beginning of the next track: Press the button twice quickly.
- Skip to the beginning of the previous track (or the current track during playback): Press the button 3 times quickly.
- Increase the volume: Press the button 4 or more times quickly.

You can use the left headset unit to perform the following operations.
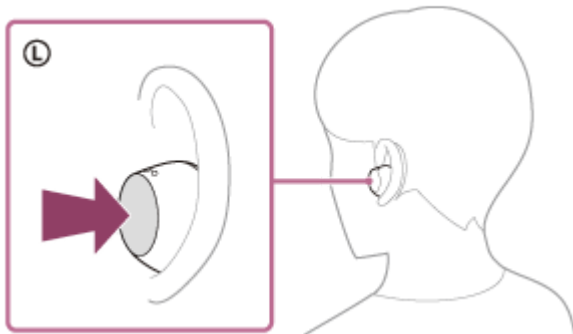
- Lower the volume: Press the button 4 or more times quickly.

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

> **Note**
>
> - You cannot adjust the volume with the headset when no music is playing.
>
> - If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.
>
> - The available operations may vary depending on the connected device, the music software, or app used. In some cases, it may operate differently or may not work even when the operations described above are performed.
>
> - When you use an iPhone, Siri may be activated by pressing and holding the button on the right headset unit.

Related Topic

Wireless Stereo Headset
WF-C510

About 360 Reality Audio

What is 360 Reality Audio?

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

Conditions of use

Download and use a music streaming service (charged) app that supports 360 Reality Audio on your smartphone or tablet equipped with iOS or Android.
By optimizing the sound field and the acoustic feature of headset with the "Sony | 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 "Sony | Sound Connect" app

Wireless Stereo Headset
WF-C510

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

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

To activate the Ambient Sound Mode

Press the button on the left headset unit while the headset is turned on.
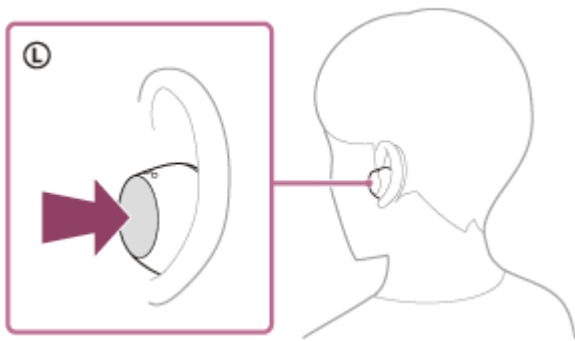
To change the setting of the Ambient Sound Mode

You can change the settings of the Ambient Sound Mode by connecting the smartphone (with the "Sony | Sound Connect" app installed) and the headset via a Bluetooth connection.
Voice focus: Unwanted noise will be suppressed while announcements or people's voices are picked up, allowing you to hear them as you listen to music.

To turn off the Ambient Sound Mode

Press the button on the left headset unit to turn off the Ambient Sound Mode.
You can turn off the Ambient Sound Mode by setting the headset units into the charging case.

About the instruction manual video

Watch the video for how to use the Ambient Sound Mode (audio explanation is not available).
https://rd1.sony.net/help/mdr/mov0084/h_zz/

Hint
- Ambient Sound Mode settings changed with the "Sony | Sound Connect" app are stored in the headset. Once you change the settings, you can enjoy music with the stored settings just by turning on the Ambient Sound Mode even when the headset is connected to other devices which do not have the "Sony | Sound Connect" app installed.

Note
- Depending on the ambient conditions and the type/volume of audio playback, ambient sounds may not be heard even when using the Ambient Sound Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds, such as on a road with car and bicycle traffic.

- Depending on the surrounding environment, wind noise may increase when the Ambient Sound Mode is turned on. In this case, set the Ambient Sound Mode to OFF.

- If the headset is not being worn properly in your ears, the Ambient Sound Mode may not work correctly. Twist the headset to put it into your ears properly.

- Do not cover the microphone part on the left or right headset unit with your hand, etc. The effect of the Ambient Sound Mode may not work properly or a beeping sound (feedback) may occur. If any of this is the case, remove your hand, etc. from the left or right

microphone part.

- When the headset units are removed from the charging case, they are activated with the Ambient Sound Mode turned off.

Related Topic

- [Wearing the headset](#)
- [What you can do with the "Sony | Sound Connect" app](#)

Wireless Stereo Headset
WF-C510

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 "Sony | Sound Connect" app.
Priority on sound quality: Prioritizes the sound quality.
Priority on stable connection: 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 producing only intermittent sound, select "Priority on stable connection".

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 "prioritize connection stability" is selected.

Related Topic

- What you can do with the "Sony | Sound Connect" app

Wireless Stereo Headset
WF-C510

Supported codecs

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

- SBC
  This is an abbreviation for Subband Codec.
  SBC is the standard audio coding technology used in Bluetooth devices.
  All Bluetooth devices support SBC.

- AAC
  This is an abbreviation for Advanced Audio Coding.
  AAC is mainly used in Apple products such as iPhone that can provide a higher sound quality than that of SBC.

When music in one of the above codecs is transmitted from a connected device, the headset switches to that codec automatically and plays back the music in the same codec.
If the connected device supports a codec of higher sound quality than SBC, you may need to set the device beforehand to enjoy music with the desired codec from the supported codecs.
Refer to the operating instructions supplied with the device regarding setting the codec.

Related Topic
- About the sound quality mode

Wireless Stereo Headset
WF-C510

About the DSEE function

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

Related Topic
- What you can do with the "Sony | Sound Connect" app

Wireless Stereo Headset
WF-C510

Receiving a call

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

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

Ring tone

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

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

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

2 **When you hear a ring tone, press the button twice quickly on the left or right headset unit to receive the call.**
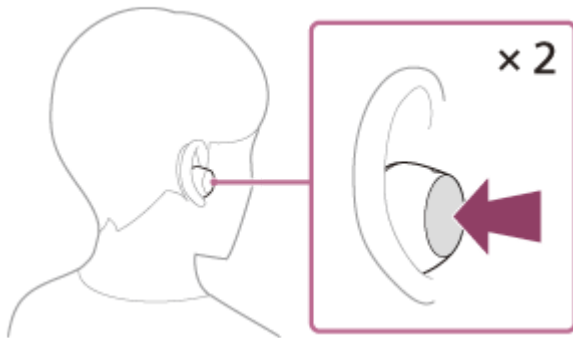
Sound will be heard from the headset.
When you receive an incoming call while listening to music, playback pauses automatically and a ring tone will be heard from the headset.
If playback is not paused, operate the headset to pause playback.
You can talk using the microphones (A) on the left and right headset units.
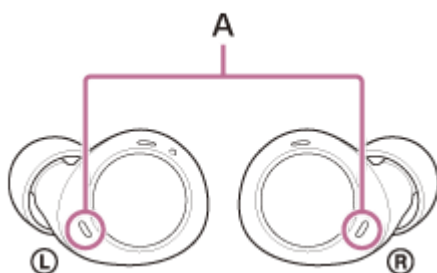
If no ring tone is heard via the headset

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

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

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

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

Hint

- When receiving a call when using a smartphone or mobile phone, some smartphones or mobile phones may receive a call on the phone instead of the headset. When using HFP connection, transfer the call to the headset by using your smartphone or mobile phone.

- The volume can also be adjusted on the "Sony | 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 enjoy hands-free calls even when you are using only one headset unit. When you receive an incoming call, answer the call with the headset unit you are using. If you remove the other headset unit from the charging case while you are talking with only one headset unit, you can talk with both headset units.

Note

- Depending on the connected device or playback application you are using, playback may not pause even when you receive an incoming call while playing back music. When you receive an incoming call while playing back music, playback may not resume automatically even if you finish the call.

- Use a smartphone or mobile phone at least 50 cm (1.6 ft) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.

- Your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

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

- Depending on the caller's voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.

Related Topic

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

Wireless Stereo Headset
WF-C510

Making a call

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

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

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

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

When you make a call, the dial tone is heard from the headset.
If you make a call while listening to music, playback pauses automatically.
If playback is not paused, operate the headset to pause playback.
You can talk using the microphones (A) on the left and right headset units.
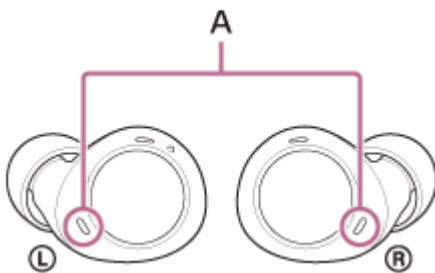
If no dial tone is heard via the headset

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

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

4 **When you have finished your call, press the button twice quickly on the left or right headset unit to end the call.**
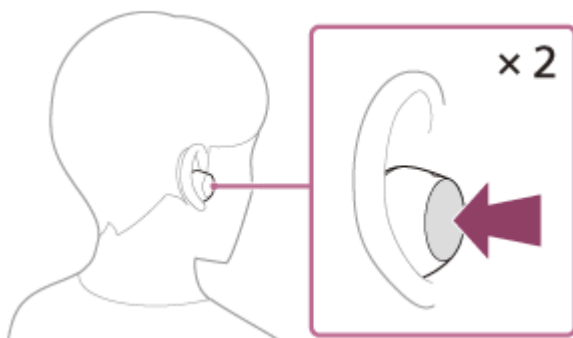
If you made a call during music playback, music playback resumes automatically after ending the call.

Hint

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

Note

- Depending on the connected device or playback application you are using, when you make a call during music playback, playback may not resume automatically even after you finish the call.

- Use a smartphone or mobile phone at least 50 cm (1.6 ft) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.

- Your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

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

- Depending on the caller's voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.

Related Topic

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

Wireless Stereo Headset
WF-C510

Functions for a phone call

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

Supported profile: HFP (Hands-free Profile)

During standby/music playback
You can use the right headset unit to perform the following operations.

- Start up the voice dial function of the smartphone/mobile phone, or activate the Google app on the Android smartphone or Siri on the iPhone: Press and hold the button for about 2 seconds or more.
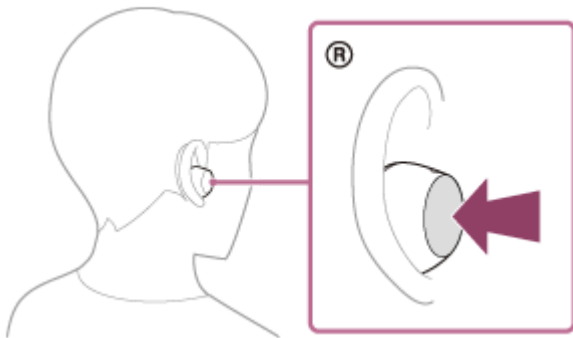
Outgoing call
You can use either the left or right headset unit to perform the following operations.
When using only one headset unit, operate the headset unit you are using.

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

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

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

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

- End a call: Press the button twice quickly.

Supported profile: HSP (Headset Profile)

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

Outgoing call

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

Incoming call

- Receive a call: Press the button twice quickly.

During call

- End a call: Press the button twice quickly.

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

Related Topic

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

Wireless Stereo Headset
WF-C510

Making a video call on your computer

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

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

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

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

- When you make a video call on your computer, select calling connections (HFP/HSP) and not music playback connections (A2DP). If you select music playback connections, a video call may not be available.
- On the speaker settings, select calling connections [Headset (WF-C510 Hands-Free)]^{**}. ([Headphones (WF-C510 Stereo)]^{**} is for music playback connections.)
- On the microphone settings, select calling connections [Headset (WF-C510 Hands-Free)]^{**}.
- Depending on the video calling application you are using, calling connections [Headset (WF-C510 Hands-Free)]^{**} or music playback connections [Headphones (WF-C510 Stereo)]^{**} may not be selectable on the speaker or microphone settings, and only [WF-C510] may be displayed. If this is the case, select [WF-C510].
- 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-C510 Hands-Free)] cannot be selected, select [Headset (WF-C510 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

Wireless Stereo Headset
WF-C510

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 [Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input], and set [Assist app] to the Google app.
The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
Note: The latest version of the Google app may be required.
For details on the Google app, refer to the operating instructions or the support website of the Android smartphone, or the Google Play store website.
The Google app may not be activated from the headset depending on specifications of the Android smartphone.

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

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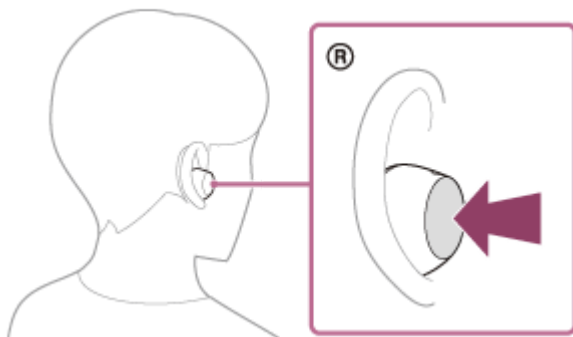
The Google app is activated.

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

- The Google app cannot be activated when you say "Hey Google" even when the Android smartphone's "Hey Google" setting is on.

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

- The Google app may not be activated depending on specifications of the smartphone or application version.

- The Google app does not work when connected to a device not compatible with the voice assist function.

Wireless Stereo Headset
WF-C510

Using the voice assist function (Siri)

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

1 **Turn Siri on.**

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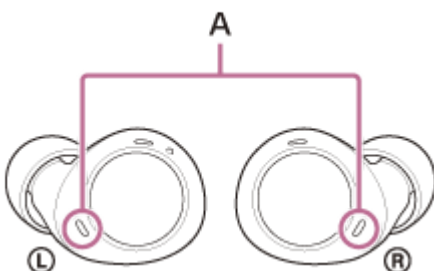Note: For details on Siri, refer to the operating instructions or support website of the iPhone.

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

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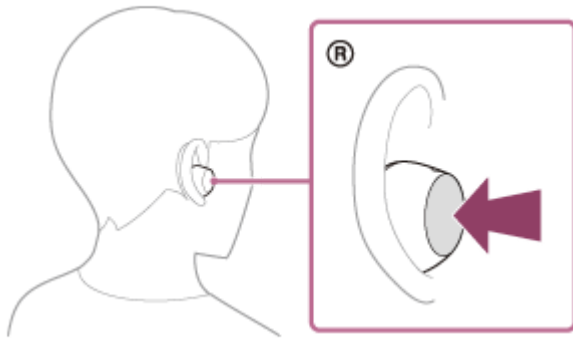
The Siri is activated.

4 **Make a request to the Siri through the headset's microphone (A).**
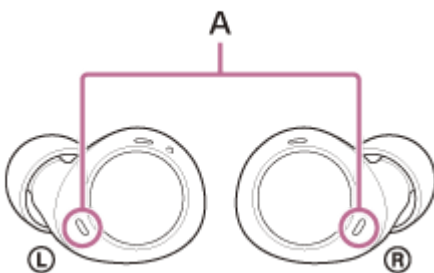
For details on the apps which work with Siri, refer to the operating instructions for the iPhone.
After activating Siri, Siri will be deactivated when a certain time has passed without requests.

Note

- Siri cannot be activated when you say "Hey Siri" even when the iPhone's "Hey Siri" setting is on.

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

Wireless Stereo Headset
WF-C510

What you can do with the "Sony | Sound Connect" app

When you connect the smartphone with the "Sony | Sound Connect" app installed and the headset via a Bluetooth connection, you can do the following.

- Update the headset software
- Switch the voice guidance language
- Set the voice guidance volume
- Turn the notification sound and voice guidance on/off
- Change the function of the button
- Set the Quick Access function
- Turn Service Link on/off
- Set the Bluetooth connection mode (sound quality mode)
- Turn off the headset
- Switch the multipoint connection (Connect the headset to 2 devices simultaneously) on/off setting
- Change the device connected in a multipoint connection
- Check the headset software version
- Display the Bluetooth connection codec
- Display the DSEE function setting status
- Set the DSEE function
- Display the remaining battery charge of the headset
- Display the remaining battery charge of the charging case
- Select the Equalizer/CLEAR BASS setting
- Customize the Equalizer setting
- Adjust the Ambient Sound Mode (ambient sound control)
- Play/pause music or skip to the beginning of the previous track (or the current track during playback)/skip to the beginning of the next track
- Adjust the volume during music playback/phone call
- Easy pairing
- Set the 360 Reality Audio function

Hint

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

Related Topic

- Installing the "Sony | Sound Connect" app
- How to keep the software up-to-date (for comfortable use of the headset)
- About the voice guidance
- About the buttons on the headset
- Using Quick Access
- About the sound quality mode
- Wearing the headset
- Supported codecs
- Checking the remaining battery charge
- About the DSEE function

Wireless Stereo Headset
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Installing the "Sony | Sound Connect" app

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

2 **After installing the app, launch the "Sony | Sound Connect" app.**

Related Topic

- What you can do with the "Sony | Sound Connect" app

Wireless Stereo Headset
WF-C510

Accessing support information from the "Sony | Sound Connect" app

You can access the latest support information from the "Sony | Sound Connect" app.

1 Browse the support page from [Help] on the "Sony | Sound Connect" app screen.

2 Select the desired item.

Wireless Stereo Headset
WF-C510

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

If the latest software for your headset comes out, a notification will appear on the screen of the "Sony | 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.**
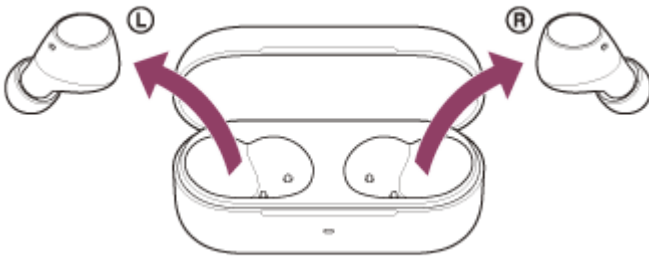
The headset turns on automatically.

2 **Launch the "Sony | Sound Connect" app on a mobile device such as a smartphone.**

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

Note

- When the mobile device used for the update has any other Bluetooth devices connected to it, turn off all the Bluetooth devices until the update is complete.
  Software may not be updated when the mobile device is connected with other devices compatible with Bluetooth Low Energy (such as wearable devices, smart watches, etc.).

- Note the following if the update cannot be completed.
  - Close all the apps installed on the mobile device except the "Sony | 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.
  - Keep wireless LAN devices and other Bluetooth devices away from the headset when updating.
  - Turn off the power saving mode[*] of your mobile device before updating the software.
    Depending on the OS version of your mobile device, the update may not be completed under the power saving mode.

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

Related Topic

- What you can do with the "Sony | Sound Connect" app

Wireless Stereo Headset
WF-C510

What you can do with partner services

After setting up on the "Sony | Sound Connect" app, you can use the following apps[*] linked with the headset.

[*] Services that can be linked as of October 2024 are listed.

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

1 **Launch the "Sony | Sound Connect" app.**

2 **Set up each service with the "Sony | 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 "Sony | Sound Connect" app
- Installing the "Sony | Sound Connect" app

Wireless Stereo Headset
WF-C510

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 when a connected device complies with the Bluetooth standard, there may be cases where the characteristics or specifications of the Bluetooth device make it unable to connect, or result in different control methods, display, or operation.
  - When using the headset to perform hands-free talking on the phone, noise may occur depending on the connected device or the communication environment.

- Depending on the device to be connected, it may require some time to start communications.

Note on temperature rise

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

Note on static electricity

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

Notes on wearing the headset

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

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

Other notes

- Do not subject the headset to excessive shock as it is a precision device.
- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- If you experience discomfort while using the headset, stop using it immediately.
- The earbud tips may be damaged or deteriorate with long-term use and storage.
- If the earbud tips become dirty, remove them from the headset and gently wash them by hand using a neutral detergent. After cleaning, thoroughly wipe off any moisture.
- If water or foreign matter enters the headset, it may result in fire or electric shock. If water or foreign matter enters the headset, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.

    - When using the headset near a sink or liquid container
      Be careful that the headset does not fall into a sink or container filled with water.
    - When using the headset in the rain or snow, or in humid locations

- 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 containing alcohol, thinner, benzene, etc. 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 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, the card magnet may be affected or become deactivated.
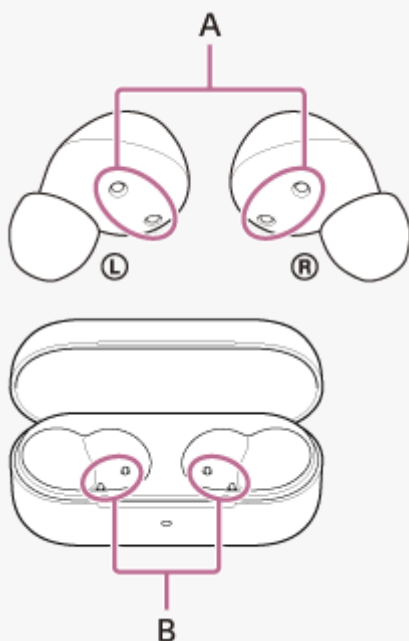
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When you have finished using the headset

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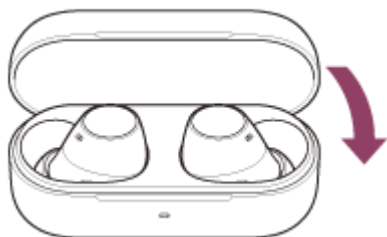
Note

- 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

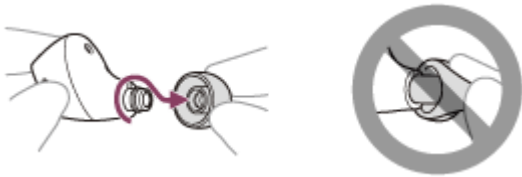Wireless Stereo Headset
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Maintenance

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 containing alcohol, thinner, benzene, etc. 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 charging ports

If foreign matter or moisture, such as sweat, etc., is left on the ports (A) of the headset or the ports (B) 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.
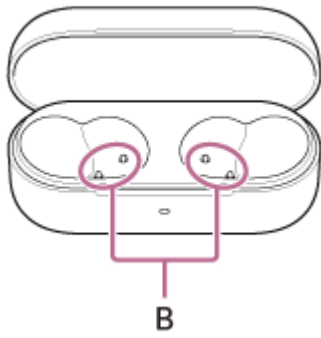When the headset cannot be charged, it may help to try thoroughly cleaning the charging ports.

Charging ports that needs maintenance
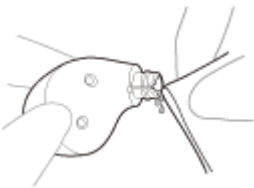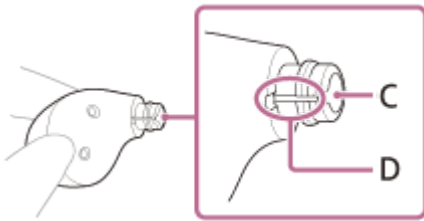
- Headset
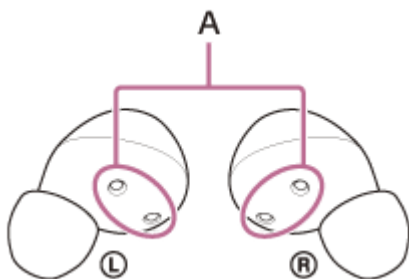
- Charging case

B

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 (C) or groove (D) on the headset unit.
Remove the dirt so that it does not push into the headset unit deeply.
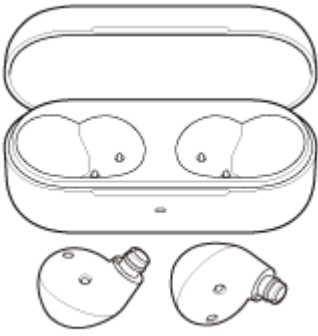
C
D

Cleaning the holes of the charging case

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

E
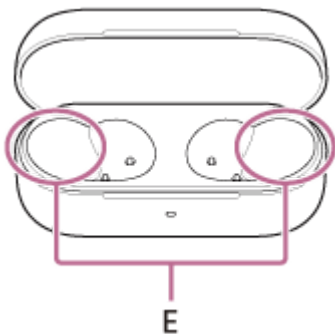
Drying the headset

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

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.
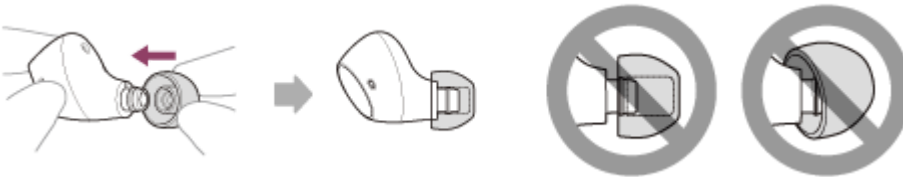
If the earbud tip is not completely attached, the earbud tip may be removed from the headset, reducing the sound quality and wearability.

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

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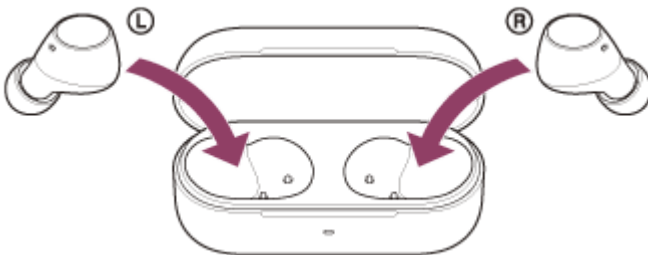
Be sure to close the charging case lid.

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To prevent burning or malfunction due to getting wet

Be sure to clean after use

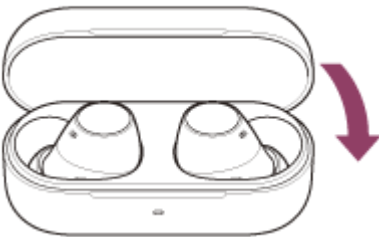Charging with liquid such as water or sweat or foreign objects such as dust attached to the USB Type-C port of the charging case or charging port of the headset may cause an accident such as burns or serious wounds due to fire, electrocution, heat generation, smoke, or ignition. It may also cause a malfunction.

Avoid the following situations and be careful not to 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.
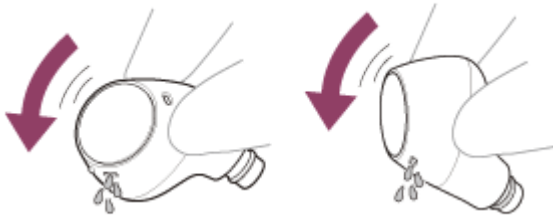
  4. Leave the headset to dry at room temperature.

- 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 contact your nearest Sony dealer.

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When the headset units or charging case gets wet

When the headset gets 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.
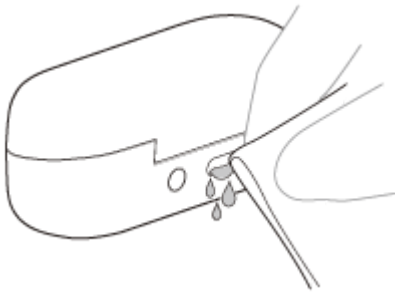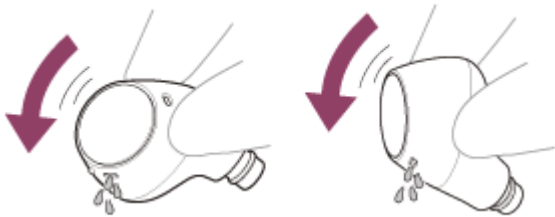

3. Turn the microphone part or air hole part downward and gently tap it about 20 times on a dry cloth, etc. to remove any water collected inside.

4. Leave the headset to dry at room temperature.

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.
  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.
  - Unusual sounds are heard.
  - Voices during phone calls become difficult to hear.

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

Applicable:	Fresh water, tap water, perspiration

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

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

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https://rd1.sony.net/help/mdr/sl/24/
- Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.
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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, and then 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 "Sony | 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-C510/

4. Reset the headset.

5. Initialize the headset.

**6. Should any problems persist, consult your nearest Sony dealer.**

Related Topic

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

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Resetting the headset

If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset.
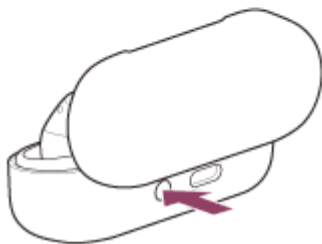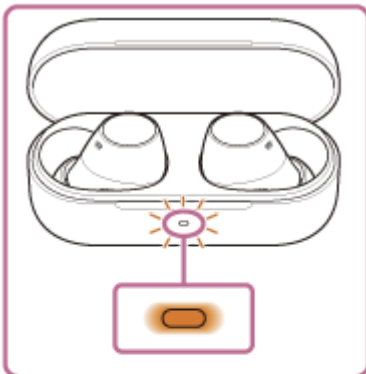
1 **Set the headset units into the charging case.**

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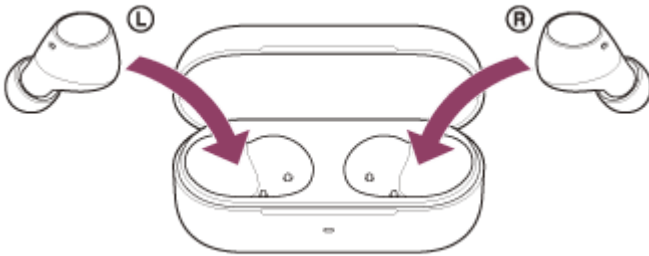
2 **Press and hold the reset button on the back of the charging case for about 20 seconds or more.**

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

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

> **Note**
> - Do not release your finger from the reset button on the charging case while the indicator (orange) is flashing. 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 (audio explanation is not available).
https://rd1.sony.net/help/mdr/mov0085/h_zz/

Related Topic

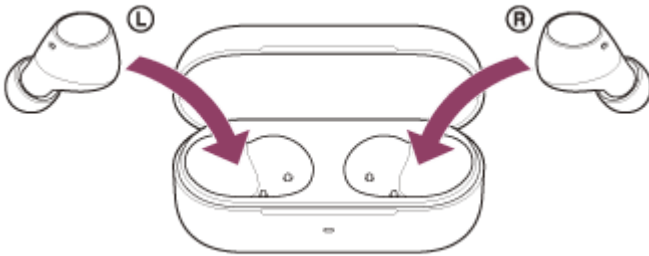- Initializing the headset to restore factory settings

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Initializing the headset to restore factory settings

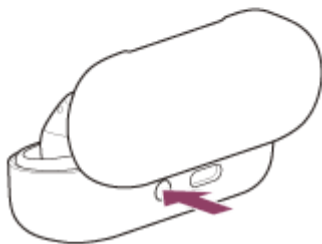If the headset does not operate correctly even after resetting, initialize the headset.

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

Leave the charging case lid open.

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

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

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

When the initializing is complete, the indicator (green) on the charging case flashes 4 times.
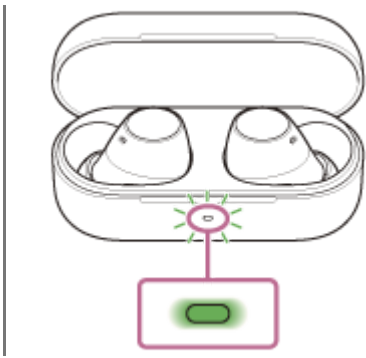
This operation resets volume settings, etc. to the factory settings, and deletes all pairing information. In this case, delete the pairing information for the headset from the connected device and then pair them again.
If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

About the instruction manual video

Watch the video for how to initialize (audio explanation is not available).
https://rd1.sony.net/help/mdr/mov0086/h_zz/

Note

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

- If the indicator (green) on the charging case does not flash 4 times after performing step 3, the headset has not been initialized. Try again from step 2.

- If you have updated the software after purchasing the headset, the software is retained updated even if you initialize the headset.

- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will not return to the factory settings.

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

Communication specification

Communication system:

Bluetooth Specification version 5.3

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/iPod 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
iPhone 7 Plus
iPhone 7
iPhone SE
iPhone 6s Plus
iPhone 6s
iPod touch (7th generation)
(As of April 2024)