

DENON[®]

AH-C500W

True Wireless In-Ear Headphones

Owner's Manual



Preparation

Unpacking	4
Part names and functions	5
Earbuds	5
Charging case	6
How to control your earbuds	7
Charge/Power	9
Charging the charging case	9
Charging the earbuds	10
Checking the remaining battery power of the earbuds or charging case	12
Powering on the earbuds	13
Powering off the earbuds	13
Wearing	14
Wearing the earbuds	14
Downloading the Denon Headphones app	15

Connection

Connecting via Bluetooth	16
Pairing	16
Connecting	17
Connecting to the earbuds for the first time	17
Pairing with other Bluetooth devices	19
Connecting to LE Audio-compatible Bluetooth devices	21
Connecting to two Bluetooth devices simultaneously (multi-point connection)	23

Use

Listening to music	24
Listening to music using a Bluetooth connection	24
Playing in one earbud only	26
Conducting phone calls	27
Making a call	27
Answering an incoming call	28
Ignoring an incoming call	29
Switching the mic on/off (mute)	29
Using the call waiting function	30
Using the voice assistant function (Siri/Google Assistant)	32
Information	33
Audio Playback and Phone Calls on a Bluetooth Device	33



Troubleshooting

Troubleshooting	34
Power does not turn on	34
The earbuds/charging case cannot be charged	34
Cannot charge wirelessly	35
Cannot connect via Bluetooth	35
No sound comes out	37
Cannot hear sound from one earbud	37
Sound is distorted, noisy, or cuts in and out	38
Cannot make a phone call	38
Cannot connect earbuds to the Denon Headphones app	39
Touch sensor does not function correctly	39
Solution to the problem cannot be found	40
Factory reset	41

Appendix

Precautions for Use	43
Disposal of these earbuds	43
Trademark information	44
Specifications	45



Thank you for purchasing this product.

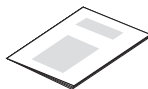
To ensure proper operation, please read this Owner's Manual carefully before using the product.

Unpacking

Check that all of these are present before using this device.



Quick Start Guide



Safety Instructions

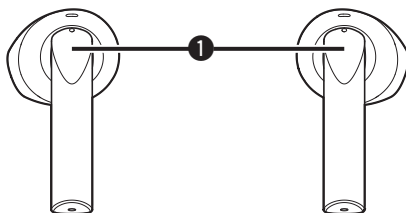


USB cable
(Type-C to Type-C connector,
approx. 0.2 m)



Part names and functions

Earbuds

L**R**

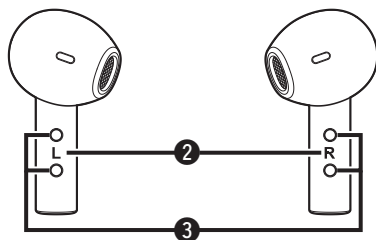
❶ Touch sensor

The earbuds can be operated by touching them with your finger.

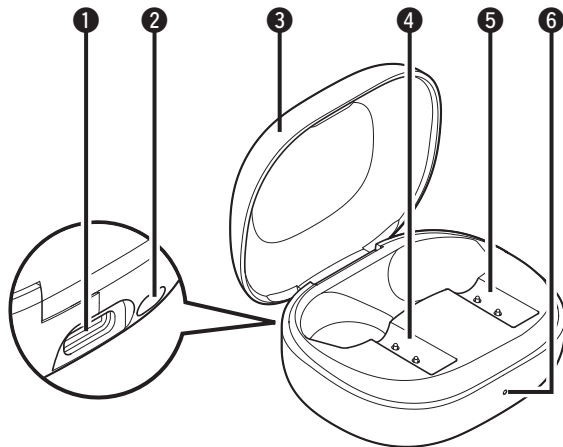
- “How to control your earbuds” (📖 p. 7)
- “Listening to music” (📖 p. 24)
- “Conducting phone calls” (📖 p. 27)
- “Using the voice assistant function (Siri/Google Assistant)” (📖 p. 32)

❷ L/R Indicators

❸ Charging port



Charging case



❶ Charging port (USB Type-C®)

Connect the included USB cable to charge.



- USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum.

❷ Multi-function button

Performs various operations.

- “Checking the remaining battery power of the earbuds or charging case” (👉 p. 12)
- “Pairing with other Bluetooth devices” (👉 p. 19)
- “Factory reset” (👉 p. 41)

❸ Lid

By opening and closing the lid, it turns on and off the earbuds, charges them, and displays the remaining battery power of the earbuds and charging case.

- “Charge/Power” (👉 p. 9)

❹ Left earbud charging unit

❺ Right earbud charging unit

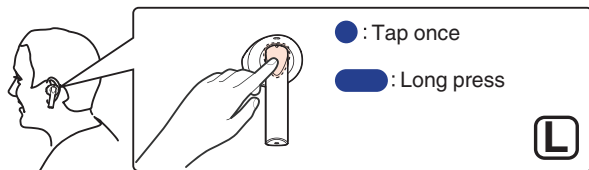
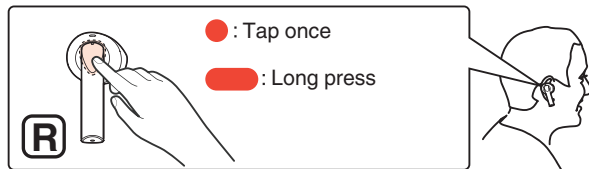
❻ Status LED

Displays various statuses such as the charge status, rechargeable battery level, and Bluetooth connection status.



How to control your earbuds

The main operation methods of the earbuds are as follows.



Music control	Play/Pause	● or ●
	Next track	● ● or ● ●
	Previous track	● ● ● or ● ● ●
Call operation	Answer the call	● or ●
	End/Decline calls	● ● or ● ●
	Mute/Unmute microphone (Call is active, no second call)	● ■ 2s or ● ■ 2s
Voice assistant	Enter/Cancel Siri or Google Assistant	■ 2s or ■ 2s
Pairing	Enter Bluetooth pairing mode	● ■ 5s or ● ■ 5s





- You can customize the operation of the touch sensor using the Denon Headphones app. You can assign volume control, etc. to each operation of the touch sensor, or disable the touch sensor.
- Even if you assign the volume control to the double tap operation, it is not working during a call. When you double tap during a call, it will prioritize ending the call.
- Voice assistant functions are not available when the earbuds are connected to LE Audio.



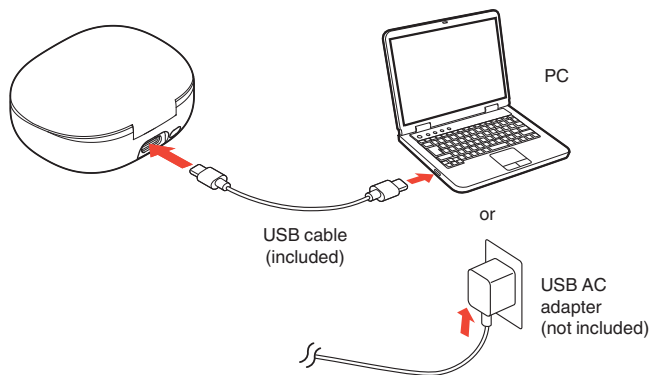
Charge/Power

A rechargeable battery is built into the earbuds and charging case. Use the included USB cable to connect to the computer or a USB AC adapter (commercially available) for charging. The earbuds can also be charged using a commercially available wireless charger.

Charging the charging case

If the charging case is charged with the earbuds in it, both the charging case and earbuds are charged.

- 1 **Connect the charging case to the USB AC adapter (not included) or a PC with the USB cable (included).**



The charging status can be checked from the status LED on the charging case.

Charging status	Color of status LED	
Charging (20 % or less)	Blinks in red	
Charging (more than 20 %)	Solid red	
Fully charged	Solid green	



- When using the earbuds for the first time after purchase or when the remaining power of the rechargeable battery is low, charge the battery. When the level of the rechargeable battery is low, a notification sound is heard from the earbuds.
- The earbuds can be used for approximately 7 hours of music playback when fully charged.
- It takes approximately 3 hours to fully charge the rechargeable battery from the state of no remaining battery power.
- The usable time of the earbuds differs depending on the temperature of the environment in which they are used and method of use.

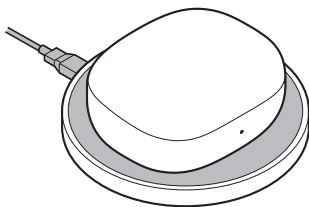


NOTE

- When connecting the USB cable to the USB port, be sure to match the cable connector with the shape of the socket. Forcing the connector into the socket will cause damage.
- The rating of the charging output should be DC 5 V, 2.4 A or less.
- If the charging ports of the earbuds and charging case are dirty, charging may not be possible. Wrap a clean cloth soaked with anhydrous ethanol around a toothpick and gently wipe the ports regularly.
- If the earbuds get any moisture, thoroughly wipe it off before placing them in the charging case.
- When you are charging your earbuds by connecting them to your computer, even if the computer displays an error message indicating that the USB device is not recognized, they will be charged. For the charge state, check the status LED.

■ Wireless Charging

The earbuds can be charged using a commercially available wireless charger. To charge the earbuds, place the charging case with the lid closed on the wireless charger. Please refer to the instruction manual of the wireless charger when charging.



Charging the earbuds

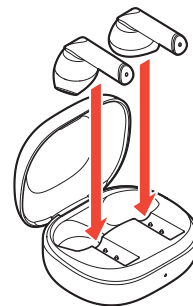
The earbuds are charged from the charging case simply by placing them in the charged case. Even if there is no access to power when on the go, the earbuds can be charged.

1 Place the earbuds in the charged case.

- If you open the lid of the charging case, the status LED displays the amount of charge remaining in the charging case. (👉 p. 12)



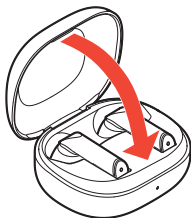
- When you open the lid with the earbuds inside the charging case, the status LED displays the remaining battery charge of the earbuds. If both left and right earbuds are in the charging case, it displays the charge of the one with less remaining battery.



2 Close the lid of the charging case.

Charging begins.

- If you close the lid of the charging case, the status LED displays the amount of charge remaining in the charging case.
( p. 12)



- A fully charged case can recharge earbuds that have zero remaining charge three times.
- It takes approximately 3 hours to fully charge the rechargeable battery from the state of no remaining battery power.
- When the rechargeable battery built into the earbuds is low, a notification sounds. Charge the earbuds.
- Even if you place only one earbud into the charging case, it can be charged.

NOTE

- If the charging ports of the earbuds and charging case are dirty, charging may not be possible. Wrap a clean cloth soaked with anhydrous ethanol around a toothpick and gently wipe the ports regularly.
- If the earbuds get any moisture, thoroughly wipe it off before placing them in the charging case.



Checking the remaining battery power of the earbuds or charging case

If you open or close the lid of the charging case, the status LED displays the rechargeable battery level of the earbuds or charging case.

■ Displaying the remaining battery charge of the earbuds

When you open the lid of the charging case with the earbuds inside, the status LED lights up as follows according to the remaining battery charge of the earbuds.

Remaining battery power	Color of status LED	
20 % or less	Lights up red	
More than 20 %	Lights up green	



- If both left and right earbuds are in the charging case, it displays the charge of the one with less remaining battery.
- You can also display the remaining battery charge of the earbuds by pressing the multi-function button on the back of the charging case while the earbuds are in the case and the lid is open.
- You can also check the remaining battery charge of the earbuds on the screen of an iOS or Android device. Additionally, you can check it using the Denon Headphones app.

■ Displaying the remaining battery charge of the charging case

The status LED lights up according to the remaining charge of the charging case when you perform the following operations:

- Close the lid of the charging case
- Open the lid of the case when the earbuds are removed from the charging case

Remaining battery power	Color of status LED	
20 % or less	Lights up red	
More than 20 %	Lights up green	



- You can also display the remaining charge of the charging case by pressing the multi-function button on the back of the charging case in the following states:
 - When the lid of the charging case is closed
 - When the earbuds are removed from the charging case and the lid is open

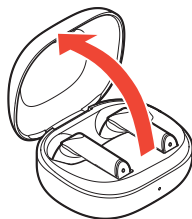


Powering on the earbuds

1 With the earbuds in the charging case, open the lid of the charging case.

The earbuds are automatically turned on and started the Bluetooth connection.

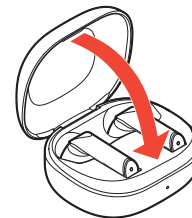
- When connecting to a Bluetooth device for the first time, the earbuds are in the pairing mode after the power is turned on. Make the Bluetooth connection. (☞ p. 17)



Powering off the earbuds

1 With the earbuds in the charging case, close the lid of the charging case.

The earbuds are turned off and charging begins. (☞ p. 10)

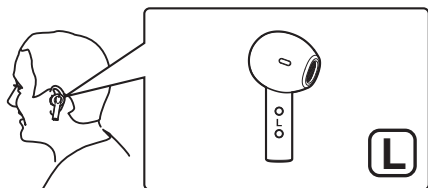
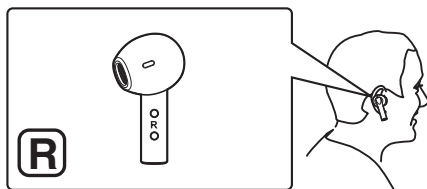


Wearing

Wearing the earbuds

1 Put the earbuds in your ears.

- Put the earbud marked with L (left) in your left ear and the one marked with R (right) in your right ear.



NOTE

- If you accidentally touch the touch sensors while wearing the earbuds, they will activate. Be careful not to accidentally touch the touch sensors.

About the wear detection function

With the wear detection sensor built-in the earbuds, playback is paused when the earbuds are removed from your ears and playback resumes when they are worn again.



- The automatic pause function of the wear detection sensor can be turned off using the Denon Headphones app.



Downloading the Denon Headphones app

You can configure various settings for the earbuds by using the Denon Headphones app. The functions below can also be enabled by configuring the app settings:

- **LE Audio settings**
- **Auracast™ function**
- **Customizing touch sensor operations**
- **Equalizer**



- To connect LE Audio to a Bluetooth device that supports LE Audio, enable the earbuds' LE Audio function using the app.
- To use the Auracast™ function, make sure that your earbuds' LE Audio function is enabled by using the app.
- When connecting with the Auracast™ function, the following functions will not be available.
 - The automatic pause function of the wear detection sensor (🔍 p. 14)
 - Playback operations on the touch sensor (Playback/Pause, Next track, Previous track) (🔍 p. 7)
 - Voice assistant functions
- You can assign volume control or activation of voice assistant, etc. to each operation of the touch sensor, or disable the touch sensor.

Download the Denon Headphones app from the following app distribution services:

- iOS — App Store
- Android — Google Play



- IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.



Connecting via Bluetooth

You can enjoy listening to music wirelessly by connecting the earbuds to your Bluetooth device.

Pairing

Pairing (registration) is an operation that is required in order to connect a Bluetooth device to the earbuds. When using Bluetooth for the first time, you need to pair the earbuds and your Bluetooth device so they can communicate with each other. Once a Bluetooth device has been paired with your earbuds, pairing does not need to be performed again for future Bluetooth connections with that device.



- Pairing needs to be done again in the following cases.
 - When 9 or more devices have been paired with the earbuds
These earbuds can store pairing information from a maximum of 8 devices. When 9 or more devices are paired, the new pairing information overwrites the oldest pairing information in order from the oldest information onwards.
- Multiple Bluetooth devices cannot be played back at the same time.

■ About the Fast Pair function (Android device support)

The earbuds support Fast Pair. If your Bluetooth device is an Android device with Android OS 6.0/Google Play 11.7 or later, the earbuds and Bluetooth device can be paired simply by bringing them close to each other.



■ About the Swift Pair function (Windows PC support)

The earbuds support Swift Pair. If your PC's OS is Windows 11 or later, the earbuds and Bluetooth device can be paired simply by bringing them close to each other.



Connecting

There are three methods for connecting with Bluetooth devices:

1 Connecting to the earbuds for the first time
(👉 p. 17)

2 Pairing with other Bluetooth devices
(👉 p. 19)

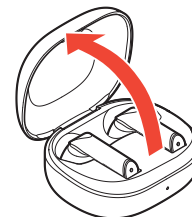
3 Connecting to LE Audio-compatible Bluetooth devices (👉 p. 21)

Connecting to the earbuds for the first time

1 With the earbuds in the charging case, open the lid of the charging case.

The pairing mode will be activated.

- During the pairing mode, the status LED flashes slowly in white.



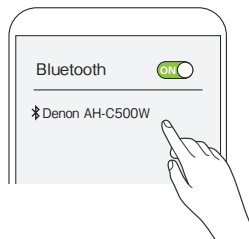
2 Turn on the Bluetooth function of your Bluetooth device.

- For details, see the Owner's Manual of the Bluetooth device that you want to connect.

3 Select "Denon AH-C500W" from the list of devices displayed on the screen of your Bluetooth device.

The Bluetooth connection is established.

- On the screen of the Bluetooth device, confirm that a connection has been made.



4 Playing back music on the Bluetooth device.

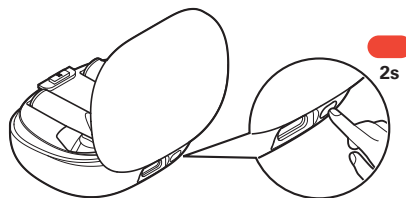
Music played back on the connected Bluetooth device is output from the earbuds.

NOTE

- Before playing music, check the volume setting of the used Bluetooth device and enjoy it at the appropriate volume.
- If you put the earbuds in the charging case and open the lid of the charging case again, earbuds automatically connects to the last Bluetooth device that was connected.



- The earbuds pairing mode is canceled if pairing is not completed within 2 minutes. In this case, if the lid of the charging case is opened after closing it, the earbuds perform a pairing again.
- If the status LED does not flash in white even when you open the lid of the charging case, the earbuds are not in the pairing mode. With the lid of the charging case left open, long press the multi-function button on the back of the charging case for approximately 2 seconds to switch to the pairing mode.



- If you are requested to enter a PIN code (pass key), enter "0000" (four zeros).



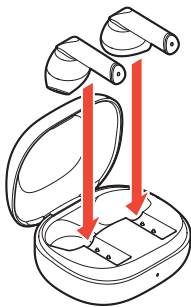
Pairing with other Bluetooth devices

To pair the earbuds to two or more Bluetooth devices, you must manually change the earbuds to the pairing mode. There are two ways to manually change the earbuds to the pairing mode, from the charging case and from the earbuds.

■ Operating the charging case

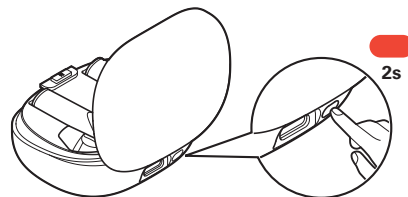
1 Place the earbuds in the case.

- Do not close the lid of the charging case.



2 With the lid of the charging case open, long press the multi-function button for approximately 2 seconds.

If the LED on the charging case is slowly flashing in white, the earbuds are in the pairing mode.



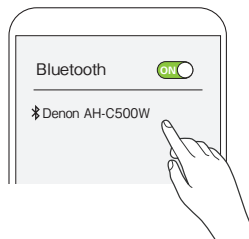
3 Turn on the Bluetooth function of your Bluetooth device.

- For details, see the Owner's Manual of the Bluetooth device that you want to connect.

4 Select "Denon AH-C500W" from the list of devices displayed on the screen of the Bluetooth device.

The Bluetooth connection is established.

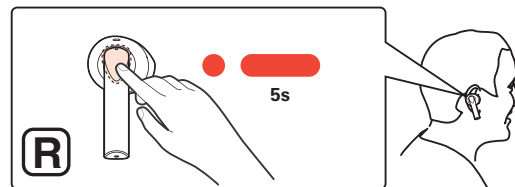
- On the screen of the Bluetooth device, confirm that a connection has been made.



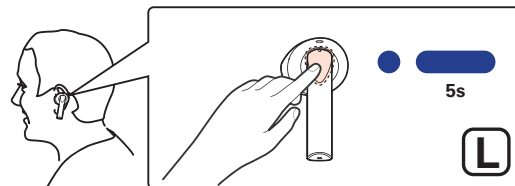
■ Operating the earbuds

1 Tap the touch sensor of the right or left earbud, and then press again for approximately 5 seconds.

The pairing mode will be activated with a notification sound from the earbuds.



or



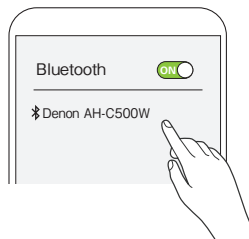
2 Turn on the Bluetooth function of your Bluetooth device.

- For details, see the Owner's Manual of the Bluetooth device that you want to connect.

3 Select “Denon AH-C500W” from the list of devices displayed on the screen of the Bluetooth device.

The Bluetooth connection is established.

- On the screen of the Bluetooth device, confirm that a connection has been made.



Connecting to LE Audio-compatible Bluetooth devices

The earbuds support LE Audio. Enable the LE Audio function with the Denon Headphones app to connect.

1 Pair the LE Audio-compatible Bluetooth device with the earbuds.

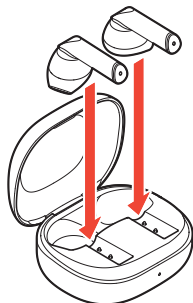
- For pairing methods, see “Connecting to the earbuds for the first time” (📖 p. 17) or “Pairing with other Bluetooth devices” (📖 p. 19).

2 Connect the earbuds to the Denon Headphones app and enable “Settings” - “LE Audio”.

3 Delete the connection history for “Denon AH-C500W” in the Bluetooth device's connection settings.

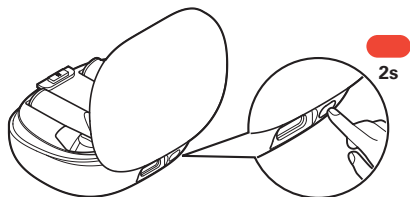


4 Place the earbuds in the case.



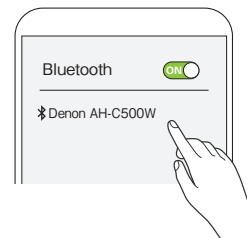
5 With the lid of the charging case open, long press the multi-function button for approximately 2 seconds.

If the LED on the charging case is slowly flashing in white, the earbuds are in the pairing mode.



6 Make sure the Bluetooth function on the Bluetooth device is turned on, and select “Denon AH-C500W” from the list of devices displayed on the Bluetooth device screen.

Pairing will be completed.





- To connect with LE Audio, settings may be required on the LE Audio-compatible Bluetooth device. For example, if there is an LE Audio switch in the Bluetooth device's connection settings, make sure it is turned on. For details, see the owner's manual of the Bluetooth device.
- When the earbuds' LE Audio function is enabled, Swift Pair is not available. Connect the earbuds using the connection settings of the Bluetooth device.
- When LE Audio is connected, the voice assistant is not available even if it is assigned to the touch sensor.
- If you change the LE Audio setting from enabled to disabled, you will also need to delete the connection history on the Bluetooth device. To reconnect, follow steps 3 to 6.
- Even with LE Audio-compatible devices, connection and operation may be unstable depending on the device. In this case, disable the LE Audio setting in the Denon Headphones app or restore the earbuds to their factory settings. (🔧 p. 41)

Connecting to two Bluetooth devices simultaneously (multi-point connection)

You can connect the earbuds to two Bluetooth devices at the same time. While music is playing on one device, you can switch to playback from the other device without having to reconnect the Bluetooth.

1 Connect the earbuds to two Bluetooth devices via Bluetooth.

- "Connecting to the earbuds for the first time" (🔧 p. 17)
- "Pairing with other Bluetooth devices" (🔧 p. 19)



- To switch to playback on the other device, stop playing music on the device that is currently playing music and then start playing music on the other device. However, when the "Connections" - "Auto Switch" setting on the Denon Headphones app is enabled, you can automatically switch the device to playback music without stopping playback on the device currently in use, simply by playing music on the other device.
- The multi-point connection function can be turned off using the Denon Headphones app.



Listening to music

Listening to music using a Bluetooth connection

First check that the earbuds and Bluetooth device are connected via Bluetooth. (👉 p. 16)

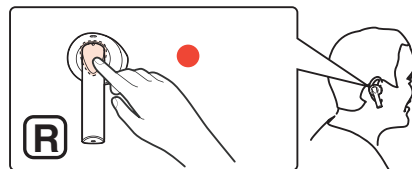
Playback operations can be performed from both the Bluetooth device and earbuds. Here we will explain the operations using the earbuds.

NOTE

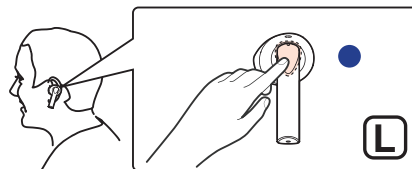
- Before playing music, check the volume setting of the used Bluetooth device and enjoy it at the appropriate volume.

Playback/pause

Tap the touch sensor of the right or left earbud once.

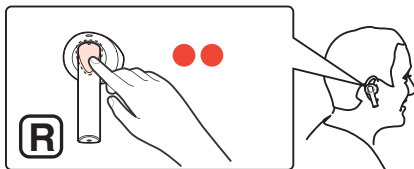


or

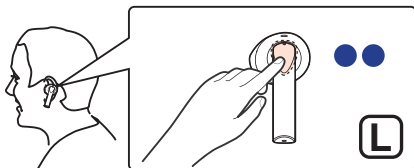


Select track

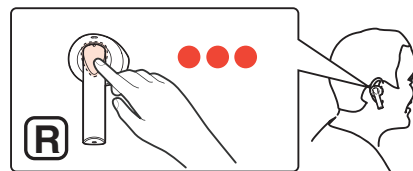
Next track: Tap the touch sensor of the right or left earbud twice.



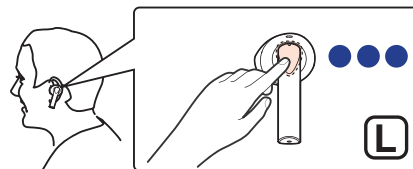
or



Previous track: Tap the touch sensor of the right or left earbud 3 times.



or



- With the wear detection sensor built-in the earbuds, playback is paused when the earbuds are removed from your ears and playback resumes when they are worn again. The automatic pause function of the wear detection sensor can be turned off using the Denon Headphones app.
- You can also wear just a single earbud on one side.
- If one of the earbuds is out of charge, you can continue playback with the other earbud only. In this case, playback is in monaural sound.

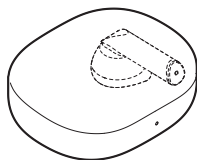


Playing in one earbud only

The earbuds can be used on one side only. If stereo sound is played on one side only, the sound is automatically converted to play monaural sound.

1 Wear the earbud you want to use.

- Place the unused earbud in the charging case.



Conducting phone calls

Calls can be made while you are wearing the earbuds. You can hear the caller's voice through the earbuds, and your voice is picked up by the built-in microphone in the earbuds. Bluetooth supported mobile phones that are connected can be operated with the touch sensor on the right or left earbud.

Making a call

1 Calls can be made by operating your currently used mobile phone.

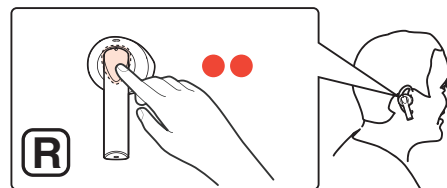
Music playback is paused and the call is connected.

NOTE

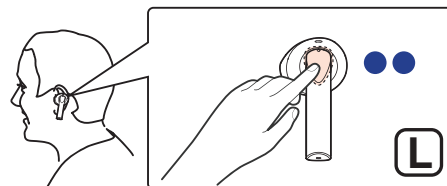
- While the dial tone can be heard, double tap the touch sensor on the right or left earbud to cancel the call.

2 To finish a call, double tap the touch sensor on the right or left earbud.

When a call is hunged up, playback of the paused track is restarted.



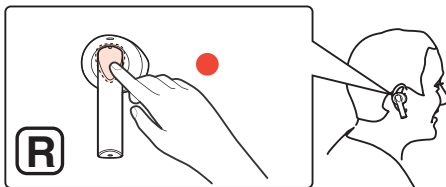
or



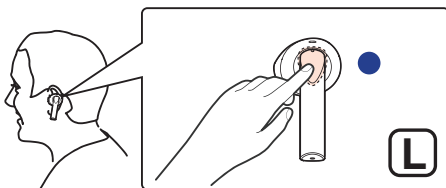
Answering an incoming call

- 1** If you receive an incoming call, tap the touch sensor on the right or left earbud to answer the call.

Music playback is paused and the call is connected.

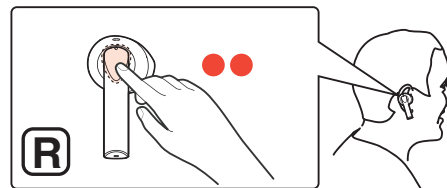


or

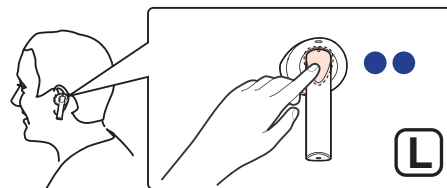


- 2** To finish a call, double tap the touch sensor on the right or left earbud.

When a call is hanged up, playback of the paused track is restarted.



or

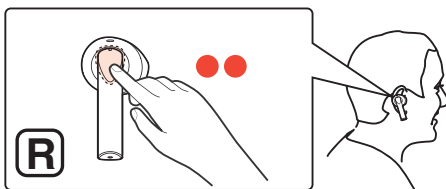


Ignoring an incoming call

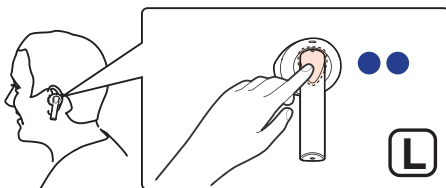
- 1 If you receive an incoming call, double tap the touch sensor on the right or left earbud.

The phone will hang up.

- When a call is hanged up, playback of the paused track is restarted.



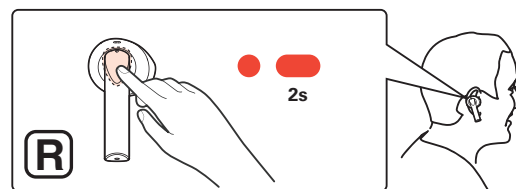
or



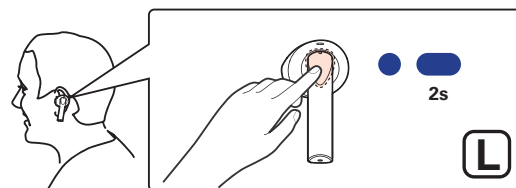
Switching the mic on/off (mute)

- 1 During a call, tap the touch sensor of the right or left earbud, and then press again for approximately 2 seconds.

Each you operate it and the mode of the mic switches on/off (mute) with a notification sound from the earbuds.



or



Using the call waiting function

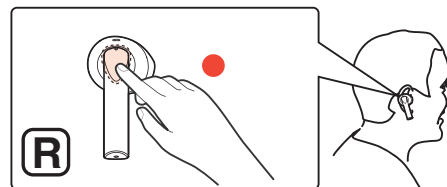
If you receive a call while another call is already in progress, you can place the current call (call A) on hold and switch to the new call (call B).



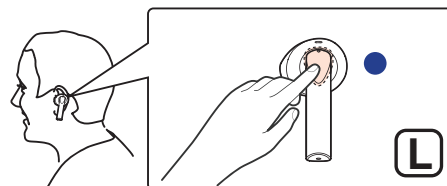
- Some of mobile phones may not be compatible with these functions.

1 If you receive a call while on a call, tap the touch sensor on the right or left earbud.

- This places the current call (call A) on hold and switches to the new call (call B).
- When the new call (call B) ends, the earbuds return to the call that is on hold (call A).



or



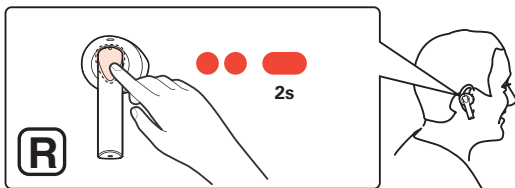
- If you double tap the touch sensor on the right or left earbud while receiving a call, you can reject the call.



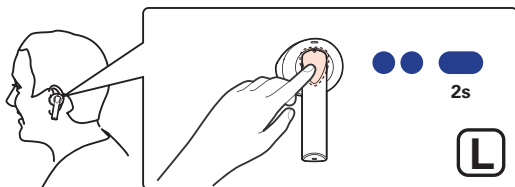
■ To return to the call that is on hold (call A)

- 1 During a call (call B), double tap the touch sensor on the right or left earbud, and then press again for approximately 2 seconds.

- This ends the current call (call B) and resumes the call that is on hold (call A).



or



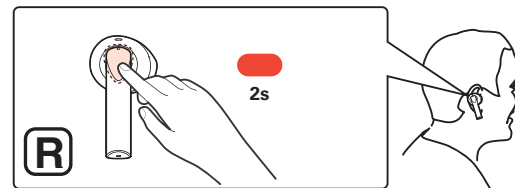
Using the voice assistant function (Siri/Google Assistant)

The voice assistant function (Siri/Google Assistant) built-in devices can be started and can be used to operate devices by voice from the mic of the earbuds.

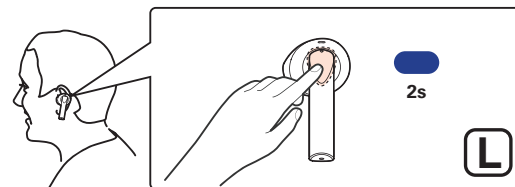
1 Connect to devices via Bluetooth. (🔧 p. 16)

2 Long press the touch sensor of the right or left earbud for approximately 2 seconds.

The voice assistant function is started.



or



- To close the voice assistant function, long press the touch sensor of the right or left earbud for approximately 2 seconds.



Information

Audio Playback and Phone Calls on a Bluetooth Device

- These earbuds are compatible with SCMS-T content security standards. You can use these earbuds with SCMS-T compatible mobile phones or devices.
- In order to listen to music via a Bluetooth connection, the connected Bluetooth device needs to be A2DP (Advanced Audio Distribution Profile) compatible. (*)
- In order to control playback of the Bluetooth device using the earbuds, the connected Bluetooth device needs to be AVRCP (Audio Video Remote Control Profile) compatible. (*)
- The connected Bluetooth device needs to be compatible with either HSP (Headset Profile) or HFP (Hands-free Profile) in order to use the earbuds for conducting phone calls. (*)
- The Bluetooth device needs to be compatible with either HFP or HSP and A2DP in order to conduct calls during audio playback. (*)

* For details on profiles that the Bluetooth device is compatible with, see the Bluetooth device Owner's Manual.



Troubleshooting

First, check the following.

1. Are all of the connections correct?
2. Were the instructions in the manual followed correctly?
3. Is the connected device being operated correctly?

If the earbuds do not operate properly, check the corresponding issue here.

If the issue is not covered here, there may be a malfunction. Contact the store where you purchased the earbuds. If the staff at the store where you purchased the earbuds also do not know how to resolve the issue, contact the Denon Customer Service Center or your nearest Repairs Center.

Power does not turn on

Power does not turn on.

- When the rechargeable battery has no power remaining, put the earbuds in the charging case and connect the charging case to an AC adapter or computer using the included USB cable to charge the battery. The earbuds can also be charged using a commercially available wireless charger.
( p. 9)

The earbuds/charging case cannot be charged

The earbuds cannot be charged.

- Make sure the charging case is charged in advance.
- Wrap a clean cloth soaked with anhydrous ethanol around a toothpick and gently clean the dirt stuck to the ports on the earbuds and charging case.

The charging case cannot be charged.

- Make sure the included USB cable is connected correctly from the charging case to a USB AC adapter or a computer.
- If the charging case are connected to the computer via the USB port, check that the computer is powered on.



Cannot charge wirelessly

Cannot charge using a commercially available wireless charger.

- Close the lid of the charging case and place it in the center of the charging area of the wireless charger with the DENON logo on the charging case facing up.
- Make sure there are no foreign objects between the charging case and the wireless charger.

Cannot connect via Bluetooth

Cannot connect using Bluetooth.

- Check that the power of the Bluetooth device is on and the Bluetooth function is enabled.
- Check whether the Bluetooth device is in sleep status.
- Bring the earbuds and the Bluetooth device closer together.
- Turn the Bluetooth device off and back on and try again.
- If the status LED does not flash in white even when you open the lid of the charging case, the earbuds are not in the pairing mode. With the lid of the charging case left open, long press the multi-function button on the back of the charging case for approximately 2 seconds to switch to the pairing mode.
- Select A2DP as the Bluetooth connection profile on the transmitting Bluetooth device. For details, see the Owner's Manual of the Bluetooth device.

■ Further troubleshooting

- Re-start your Bluetooth device and try pairing your earbuds with Bluetooth again.
- If you've previously paired your earbuds with Bluetooth, then remove your earbuds from your Bluetooth device's paired device list and try pairing again.
- Make sure that the earbuds are updated to the latest version using the Denon Headphones app.
- Restore the earbuds to their factory settings. (🔧 p. 41)



Cannot connect to LE Audio

- To connect to LE Audio, an LE Audio-compatible Bluetooth device is required. Also, even if a Bluetooth device supports LE Audio, settings may be required to enable LE Audio. For details, see the owner's manual of the Bluetooth device.
- Enable the LE Audio setting using the Denon Headphones app. After changing the earbuds' LE Audio setting, delete the connection history for "Denon AH-C500W" in the Bluetooth device's connection settings once and then pair again. (👉 p. 21)
- When the earbuds' LE Audio function is enabled, Swift Pair is not available for LE Audio connection. Connect the earbuds using the connection settings of the Bluetooth device. (👉 p. 21)
- Make sure that the earbuds are updated to the latest version using the Denon Headphones app.
- Even with LE Audio-compatible devices, connection and operation may be unstable depending on the device. In this case, disable the LE Audio setting in the Denon Headphones app or restore the earbuds to their factory settings. (👉 p. 41)



No sound comes out

No sound comes out.

- Pair the earbuds with the Bluetooth device. (👉 p. 17)
- Check that the connected Bluetooth device are powered on.
- Check that audio is being played back on the Bluetooth device.
- Adjust the volume.
- Make sure the earbuds are not connected to another Bluetooth device. If they are connected, switch the connection to the Bluetooth device you want to use. (👉 p. 23)
- With some Bluetooth devices, even if you switch playback devices during multipoint connection, the audio may not switch to the device you want to play. In this case, disconnect from other Bluetooth devices that may be connected.

Cannot hear sound from one earbud

Cannot hear sound from one earbud.

- The left and right earbuds are charged independently from the other. Depending on how you use your earbuds, battery consumption differs in the left and right earbuds. Therefore, the amount of charge remaining in one of earbuds may run out before the other. Put the earbuds in the charging case and connect the charging case to an AC adapter or computer using the included USB cable to charge the battery. The earbuds can also be charged using a commercially available wireless charger. (👉 p. 9)
- The pairing between the left and right earbuds has been cancelled. Place the earbuds in the charging case and pair the left and right earbuds by pressing the multi-function button on the charging case twice while the lid is open.



Sound is distorted, noisy, or cuts in and out

Sound is distorted, noisy, or cuts in and out.

- Adjust the volume.
- The Bluetooth device is out of range. Bring the Bluetooth device closer to the earbuds.
- The Bluetooth connection is experiencing wireless interference. Move the earbuds away from appliances such as microwave ovens and other wireless devices.
- Power cycle the device and try again.

Cannot make a phone call

Cannot make a phone call.

- Some smartphones and phone apps do not support hands-free calls.

Cannot hear the caller's voice.

- When there is an incoming call, tap the touch sensor on the right or left earbud to answer the call.
- Check that the power of the Bluetooth device is on and the Bluetooth function is enabled.
- Select HSP or HFP as the Bluetooth connection profile on the transmitting Bluetooth device. For details, see the Owner's Manual of the Bluetooth device.
- Check that the Bluetooth device is set to handle calls through the earbuds. For details, see the Owner's Manual of the Bluetooth device.
- Increase the incoming call volume.
- Disconnect the earbuds from the Bluetooth device, then reconnect.

Your voice cannot be heard by the other party.

- If the built-in mic function is off (mute), your voice is muted. Turn on the mic function. (📖 p. 29)



Cannot connect earbuds to the Denon Headphones app

Cannot connect earbuds to the Denon Headphones app.

- Check your Bluetooth device and the Denon Headphones app have been updated to the latest version.
- Close and re-open the Denon Headphones app.
- Check your earbuds is connected to your Bluetooth device with Bluetooth. You need to be connected with Bluetooth to use the Denon Headphones app. Bluetooth will only activate when no cables are connected.
- Check your internet connection is stable.
- Delete the Denon Headphones app, restart your Bluetooth device and then reinstall the Denon Headphones app.
- Restore the earbuds to their factory settings. (🔧 p. 41)

The app cannot display the screen for the earbuds you want to control.

- Some Bluetooth devices may allow multiple Denon earbuds to be connected simultaneously. Check the Bluetooth device connections, and if multiple Denon earbuds are connected, disconnect from the earbuds you do not want to control.

Touch sensor does not function correctly

Touch sensor does not function correctly.

- Check your earbuds touch sensor have been set-up correctly via the Denon Headphones app.
- Restore the earbuds to their factory settings. (🔧 p. 41)



Solution to the problem cannot be found

Solution to the problem cannot be found.

- Check your earbuds is charged. (🔍 p. 12)
- Check your earbuds, Bluetooth device and the Denon Headphones app have been updated to the latest version.
- Check your Bluetooth is connected.

■ **Further troubleshooting**

- Forget your earbuds from your Bluetooth device's Bluetooth settings, and pair again.
- Reset the Bluetooth device which you are trying to connect to.
- Delete and reinstall the Denon Headphones app.
- Restore the earbuds to their factory settings. (🔍 p. 41)
- Clean your earbuds.



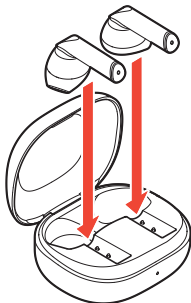
Factory reset

If the earbuds are not working properly, perform a factory reset.

This will restore all settings to their defaults. You will need to configure your settings again.

1 Place the earbuds in the charging case.

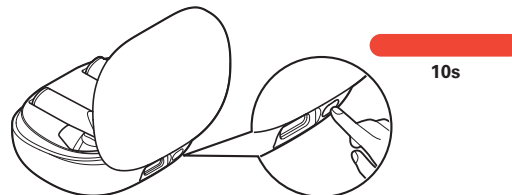
- Do not close the lid of the charging case.



2 With the lid of the charging case left open, long press the multi-function button for approximately 10 seconds.

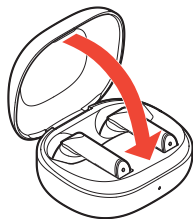
After the status LED blinks for 3 seconds alternating between red and green.

- When the reset has completed successfully, the status LED will blink once in blue.



3 Close the lid of the charging case.

All the settings are reset to the factory default.



Precautions for Use

- Be sure to read the Owner's Manual of the device that you want to connect.
- Check the volume settings when using the earbuds on public transport or in public places and make sure you do not disturb people around you.
- These earbuds are not guaranteed to work with all combinations of Bluetooth devices/mobile phones.
- These earbuds do not support connection with all Bluetooth devices/mobile phones.
- Bluetooth wireless technology can communicate over a distance of approximately 10 m. However, obstructions (people, metallic objects, walls, etc.) and radio wave conditions affect the range in which communication is possible.
- The Bluetooth device that you want to connect must support the same profile as these earbuds in order to use the Bluetooth function. For details on profiles that the Bluetooth device is compatible with, see the Bluetooth device Owner's Manual.
- Due to features of Bluetooth wireless technology, playback of audio on the earbuds is slightly delayed compared to the voice/audio playback on the transmitting device.

Disposal of these earbuds

The rechargeable battery built into these earbuds can be recycled.

Contact the Denon Customer Service Center for details on disposing of these earbuds.



Trademark information



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Specifications

■ Earbud section

Type:	Dynamic type
Drive units:	φ12 mm
Playback frequency:	20 – 20,000 Hz

■ Bluetooth section

Compatible standards:	Bluetooth 5.3
Transmission power class:	Class1
Compatible profiles:	A2DP/AVRCP/HSP/HFP
Corresponding codec:	AAC/SBC/LC3
Continuous playback time:	Approx. 7 hours Approx. 24 hours (with charging case)



■ General

Operating temperature range:

41 °F - 95 °F (5 °C - 35 °C)

Rating of the charging input to the charging case:

DC 5 V, 2.4 A or less

Power supply:

DC 3.7 V

(internal lithium polymer rechargeable battery for earbuds)

DC 3.7 V

(internal lithium polymer rechargeable battery for charging case)

Weight:

4.4 g x2 (earbuds)

36.2 g (charging case)

NOTE

- The usable time of the earbuds differs depending on how you use them.
- The power delivered by the charger must be between min 2.5 Watts required by the radio equipment, and max 5.0 Watts in order to achieve the maximum charging speed.



* For purposes of improvement, specifications and design are subject to change without notice.



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