



# User Guide

Headphones

# YH-E500A

EN

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# Notice

## About this Documentation

### Trademarks

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## Notice regarding the contents of this documentation

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- This documentation is a user's guide intended for the following readers.
  - Those who will use this product
- This documentation classifies precautions and other matters as follows.



### **WARNING**

This content indicates "*risk of serious injury or death.*"



### **CAUTION**

This content indicates "*risk of injury.*"

- **NOTICE**  
Indicates points that you must observe in order to prevent product failure, damage or malfunction and data loss, as well as to protect the environment.
- **NOTE**  
Indicates notes on instructions, restrictions on functions, and additional information that may be helpful.
- All illustrations and screens shown in this documentation are for explanatory purposes.
- All company names, product names and other such listings in this documentation are the registered trademarks or trademarks of their respective companies.
- Software may be revised and updated without prior notice.

## Handling this product

### Battery-related notes

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The lithium-ion battery contained in this product is a consumable item. To extend the life of the battery as long as possible, use caution regarding the following.

- If the product is not used for a long period of time, the charging time may get longer.
- When storing the product for a long time, charge the product around once every six months to avoid excessive discharge.

# Product Overview

## Advantages of this product

This product is a set of wireless headphones that connects to Bluetooth devices such as a portable music player or smartphone over the air.

### High-definition playback of sound from Bluetooth devices

This product supports the Qualcomm aptX™, Qualcomm aptX™ and AAC codecs.

### Active noise cancelling (ANC)

This feature reduces noises from outside such as from trains, buses and so on. This helps you to get more absorbed in the music, while eliminating the need to raise the volume too much.

### AMBIENT SOUND function

The sounds around you will be mixed together with the playback sound. This feature is convenient in situations like when you want to briefly talk with someone.

### LISTENING CARE feature

This product features LISTENING CARE, which lets you enjoy rich sound quality even at low volumes.

Focusing on the characteristics of the human ear where the low- and high-end sounds become harder to hear at lower volumes, as well as how things sound differently in different listening environments, this feature corrects the sound balance for the optimal sound to match the volume. By rendering a natural sound that's easy to listen to, this feature reduces the load on your ears caused by excessive levels.

### Smartphone feature support

You can use this product to talk on the phone and start up the voice assistant while connected to this product.

### Dedicated smartphone app: Headphones Controller

Use the Headphones Controller app to configure more detailed settings.

### Related links

- “About the app for earphones/headphones” (p.25)
- “Automatically adjust the sound quality according to the volume” (p.28)
- “Playing back sound according to your surroundings” (p.29)

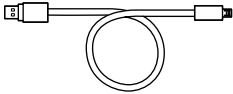
# Accessories

Make sure that all of the accessories are included with this product.

Headphones (main unit)



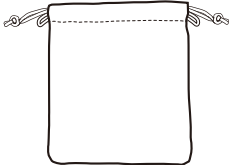
USB power cable (30 cm; type C to A)



3.5 mm stereo mini-plug cable



Carrying case



Quick Start Guide



User Guide (Basic)



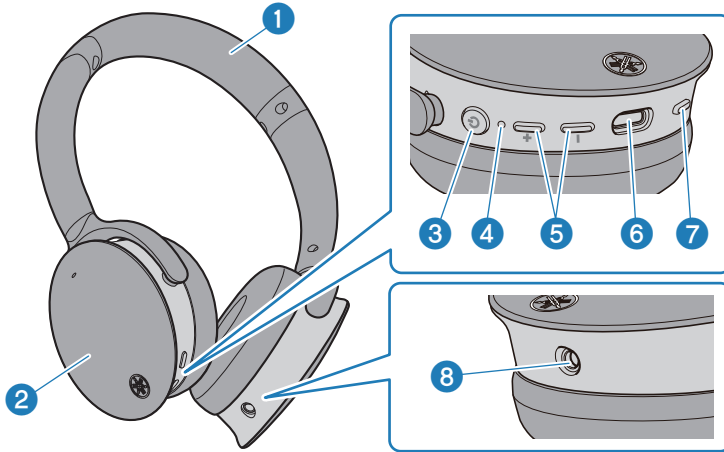
Safety Brochure





## Part names

Below is an explanation of the parts of the headphones.



- 1 **Headband**
- 2 **Housing**
- 3 **Function key**
- 4 **Indicator**
- 5 **+ key, - key**
- 6 **Charging connector**  
Plug the USB power cable into the connector for charging.
- 7 **ANC key**
- 8 **External input jack**

### NOTE

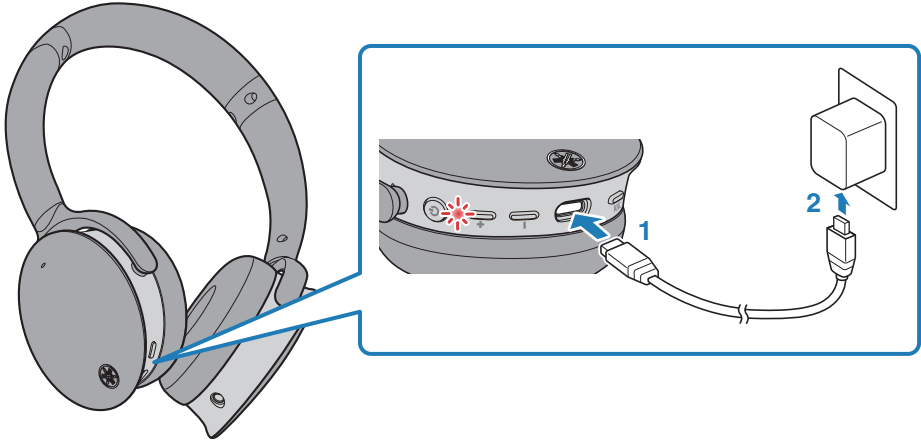
The housing features built-in microphones that capture ambient sounds and conversations.

# Charging and Powering

## Charging this product

Before using this product, charge the controller.

Make sure to use the USB power cable that was included with this product. Also, when using a USB power adaptor, be sure that the adaptor is compatible with 5 V DC (at least 0.5 A) commercially available power output.



**1 Plug the USB power cable into the controller.**

**2 Plug the USB power cable into the USB power adaptor.**

The indicator lights up during charging, and turns off when charging is completed.

### NOTE

- You may not be able to charge if you use a USB power cable other than the one included with this product.
- You may charge from the USB port on your computer instead of using a USB power adaptor.
- This product's power will turn off during charging. You will not be able to operate or play music at this time.

### NOTICE

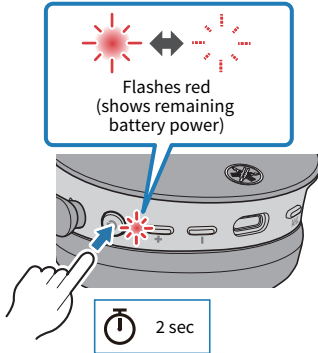
- When charging this product inside of China, be sure to use a USB power adaptor that is approved by CCC.

## Turning the power on

Turn the power on.

### 1 Hold down the function key for two seconds.

The indicator lights up as shown below, and the power turns on.



#### Related links

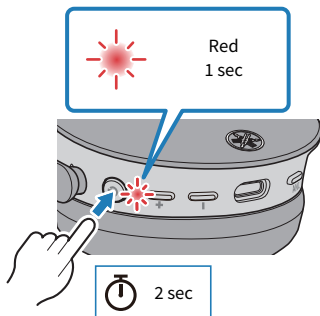
- “Checking the remaining battery power” (p.14)
- “Registering a Bluetooth device (pairing)” (p.15)
- “Connecting to a Bluetooth device” (p.17)

## Turning the power off

Turn the power of this product off.

### **1** Hold down the function key for two seconds.

The indicator lights up as shown below, and the power turns off.



## Checking the remaining battery power

After this product are turned on, you can check how much battery power is left from the flashing indicator and the audio message.

- Audio messages:
  - Battery High: plenty of charge remaining
  - Battery Medium: moderate charge remaining
  - Battery Low: small amount of charge remaining
- Indicator (on controller):
  - Flashes three times (red): plenty of charge remaining
  - Flashes two times (red): moderate charge remaining
  - Flashes one time (red): small amount of charge remaining

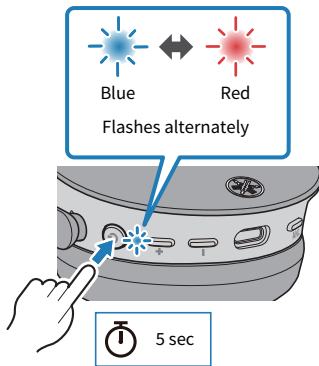
# Connections

## Registering a Bluetooth device (pairing)

When first connecting this product to a Bluetooth device, follow the steps below to register (pair) this product with that device.

### 1 Set this product to pairing mode.

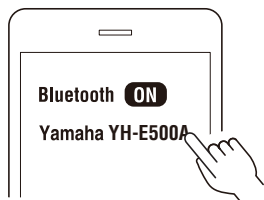
With the power turned off, hold down the Function key until the indicator flashes as shown in the illustration below. You will hear the “Pairing” audio message in the earphone, and the earphone will enter registration (pairing) standby mode.



### 2 Activate the Bluetooth function on the Bluetooth device.

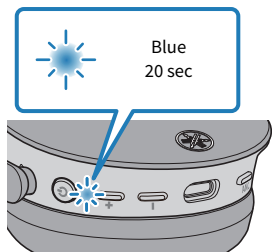
A list of Bluetooth devices that can be connected will be shown.

### 3 Select this product from this list on your Bluetooth device.



If successfully connected, you will hear the “Pairing Successful” audio message.

The indicator on this product lights up blue (for about 20 seconds).



#### NOTE

- Pairing standby mode will automatically end after about two minutes. To register again, start from step 1.
- Up to 8 devices can be registered with this product. From the 9th device on, older registrations will be deleted (the oldest is deleted first).
- If a passkey is required when connecting, input “0000”.

#### Related links

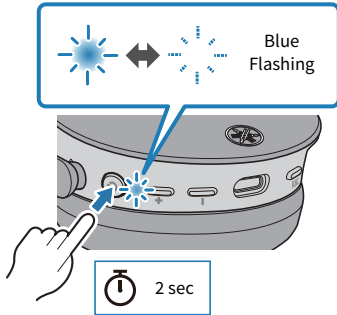
- “Connecting to a Bluetooth device” (p.17)
- “Disconnecting from a Bluetooth device” (p.18)
- “About the app for earphones/headphones” (p.25)



## Connecting to a Bluetooth device

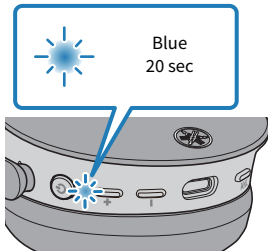
This product connects to Bluetooth devices with which it has already been registered (paired).

When you turn the power on, they will search for the last Bluetooth device to which they were connected, and connect automatically.



If this product do not automatically connect to a Bluetooth device, it is waiting for connection. Operate the Bluetooth device to connect with this product.

If successfully connected, you will hear the “Connected” audio message. The indicator will display as shown below.



### NOTE

This product connects to a single Bluetooth device, and cannot connect to multiple devices at the same time.

### Related links

- “Registering a Bluetooth device (pairing)” (p.15)
- “Disconnecting from a Bluetooth device” (p.18)
- “About the app for earphones/headphones” (p.25)

## Disconnecting from a Bluetooth device

Follow the steps below to disconnect a Bluetooth device.

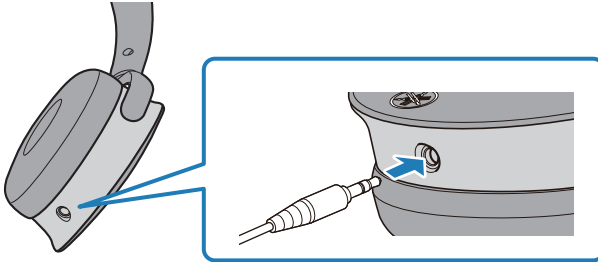
- Disconnect the earphones by operating the Bluetooth device.
  - This product will enter the waiting mode for a connection from a Bluetooth device.
- Turn the Bluetooth device's power off.
  - This product will enter the waiting mode for a connection from a Bluetooth device.
- Turn the power of this product off.

### Related links

- “Registering a Bluetooth device (pairing)” (p.15)
- “Connecting to a Bluetooth device” (p.17)
- “About the app for earphones/headphones” (p.25)

## Connecting using the cable

You can use this product as a regular pair of headphones by connecting it to the headphone output jack of an external device with the 3.5 mm stereo mini-plug cable (included).



If you connect this product to an external device while the power is on, the power will automatically shut off.

- The following functions will not be available when connecting via cable.
  - Operating the keys on this product
  - Phone calls
  - Operating this product using the Headphones Controller
  - NOISE CANCELLING feature
  - AMBIENT SOUND feature

## Wearing this product

### Putting the headphones on

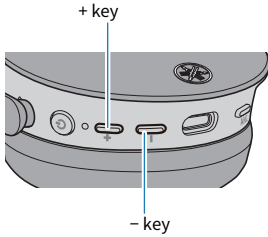
Check the markings on the headphones for the left and right sides to make sure the headphones are positioned correctly when you put them on.



# Operating this Product

## Adjusting the volume

Follow the steps below to adjust the volume.



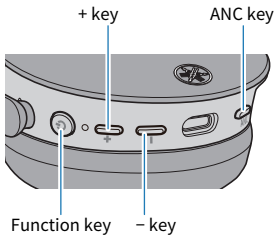
- Turn the volume up  
Press the + key.
- Turn the volume down  
Press the - key.

### NOTE

When connecting to a device (such as a smartphone) on which the volume can be adjusted, you can also adjust the volume using that device.

## Listening to music

You can using the following functions during playback.



- Pause or restart playback  
Press the function key.
- Skip to the next song  
Hold down the + key until you hear a “beep” sound (about two seconds).
- Go back to the beginning of the song, or skip to the previous song  
Hold down the - key until you hear a “beep” sound (about two seconds).
- Switching the NOISE CANCELLING/AMBIENT SOUND on and off  
Press the ANC key. The status changes in the following order.
  - NOISE CANCELLING : the “Noise Cancel” audio message will be heard from this product.
  - AMBIENT SOUND: the “Ambient Sound” audio message will be heard from this product.
  - NOISE CANCELLING/AMBIENT SOUND disabled (default setting): the “Off” audio message will be heard from this product.

### NOTE

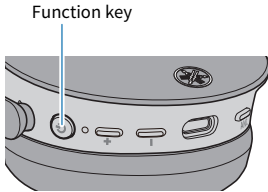
- To select a song for playback, operate your Bluetooth device.
- You can also set the NOISE CANCELLING/AMBIENT SOUND feature with the Headphones Controller app.

### Related links

- “Adjusting the volume” (p.21)
- “Playing back sound according to your surroundings” (p.29)

## Receiving a phone call

When connecting to a Bluetooth device (such as a smartphone) that has phone call functionality, you can talk using this product. Operate this product as follows.



- Receive a phone call  
Press the function key.
- End a phone call  
During the phone call, press the function key.
- Ignore a call  
Quickly press the function key twice when the call is coming in.

### NOTE

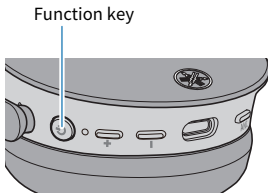
When a call is coming in, any music being played will be paused. Music playback will automatically resume when the call ends or you ignore the call.

### Related links

[“Adjusting the volume” \(p.21\)](#)

## Using the voice assistance feature on your smartphone

When connecting this product to a Bluetooth device that supports a voice assistance feature such as Siri or Google Assistant, you can control the voice assistant with this product.



### **1 Press the function key twice.**

The voice assistant will start, and you can operate it using your voice.

#### **NOTE**

- The operations for the voice assistant feature will vary depending on your Bluetooth device. See the user's manual of your Bluetooth device for details.
- To finish listening to the voice assistant, operate your Bluetooth device.



# Settings

## About the app for earphones/headphones

The Headphones Controller smartphone app is a dedicated app for getting the best sound quality from your Yamaha earphones or headphones.



This app will let you do the following.

- Show the status of your earphones/headphones (such as remaining battery power)
- Make detailed settings on your earphones/headphones

Install the app from the App Store (iOS devices) or from Google Play (Android devices).

See the information about the app on each store for details.

### Related links

- “Automatically adjust the sound quality according to the volume” (p.28)
- “Playing back sound according to your surroundings” (p.29)
- “Setting the auto-standby time” (p.31)

## List of settings (main screen)

The settings that you can make on the main screen of the Headphones Controller app are shown below.

### NOTE

The app screen may differ, depending on your product.

- LISTENING CARE  
Turns LISTENING CARE (a feature that automatically adjusts the sound quality according to the volume) on/off.
- NOISE CANCELLING  
This sets the balance between the playback and ambient sound.
- Auto Power-Off Timer  
Sets the time it takes for the power to turn off after Bluetooth has been disconnected.

### Related links

- “About the app for earphones/headphones” (p.25)
- “List of product settings (menu)” (p.27)
- “Automatically adjust the sound quality according to the volume” (p.28)
- “Playing back sound according to your surroundings” (p.29)
- “Setting the auto-standby time” (p.31)

## List of product settings (menu)

The settings that you can make on the menu of the Headphones Controller app are shown below.

### NOTE

The app screen may differ, depending on your product.

- **Confirm Firmware Update**  
Checks whether new firmware has been released, and performs updates.
- **User Guide**  
Accesses the User Guide
- **License Information**  
Displays the software license information for Headphones Controller.
- **End User License Agreement**  
Displays the Terms of Use for Headphones Controller.

### Related links

- [“About the app for earphones/headphones” \(p.25\)](#)
- [“List of settings \(main screen\)” \(p.26\)](#)
- [“Automatically adjust the sound quality according to the volume” \(p.28\)](#)
- [“Playing back sound according to your surroundings” \(p.29\)](#)
- [“Setting the auto-standby time” \(p.31\)](#)

## Automatically adjust the sound quality according to the volume

When LISTENING CARE is enabled, this product will automatically adjust the sound quality according to the playback volume.

This feature adjusts the frequency balance, offering rich sound quality playback even at a low volume.

Use the Headphones Controller app to make these settings.

- LISTENING CARE
  - Settings
    - ON (default setting): enables LISTENING CARE
    - OFF: disables LISTENING CARE

### Related links

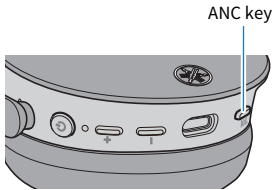
- “About the app for earphones/headphones” (p.25)
- “List of settings (main screen)” (p.26)
- “List of product settings (menu)” (p.27)

## Playing back sound according to your surroundings

You can set how this product sounds according to the situation, such when you want to enjoy music in a noisy location, or when you want to be able to hear what is going on around you while you are listening.

When you enable the NOISE CANCELLING, the active noise cancelling feature of this product will reduce the noise from outside.

When you enable the AMBIENT SOUND feature, the sounds around you will be mixed together with the playback sound. This is useful in situations like when you want to briefly talk with someone.



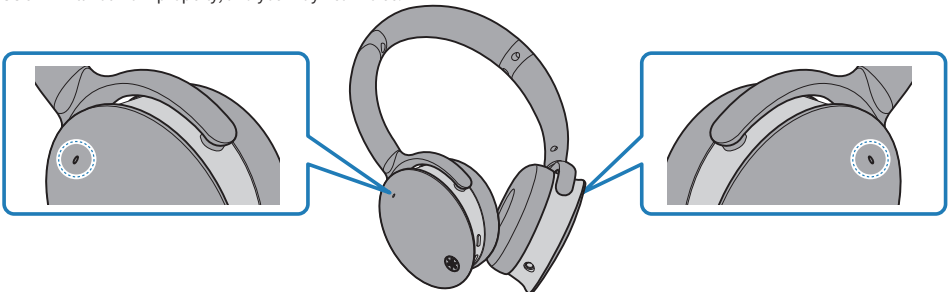
### 1 Press the ANC key.

The setting changes in the following order.

- NOISE CANCELLING: the “Noise Cancel” audio message will be heard from this product.
- AMBIENT SOUND: the “Ambient Sound” audio message will be heard from this product.
- NOISE CANCELLING, AMBIENT SOUND disabled (default setting): the “Off” audio message will be heard from this product.

### NOTE

- You can also set this feature with the NOISE CANCELLING button in the Headphones Controller app. The settings are as follows.
  - NOISE CANCELLING: the active noise cancelling feature of this product will reduce the noise from outside when sound is played back.
  - AMBIENT SOUND: the sounds around you will be mixed together with the playback sound.
  - OFF(default setting): the sound will play back without noise cancellation processing.
- Depending on the type of sound you are playing back and what is going on around you, the ambient sound may not be so easy to hear. In this case, pause the playback.
- Do not cover the housing of this product with your hand. If your hand is covering the mic, the NOISE CANCELLING and AMBIENT SOUND will not work properly, and you may hear noise.



Settings > Playing back sound according to your surroundings

**Related links**

- “Part names” (p.10)
- “About the app for earphones/headphones” (p.25)

## Setting the auto-standby time

This product will automatically shut off when a certain amount of time has passed without a connection from a Bluetooth device. You can set the time it takes for the power to turn off after no connection has been received.

Use the Headphones Controller app to make these settings.

- Auto Power-Off Timer
  - Settings
    - 5min
    - 30min
    - 1h
    - 3h
    - OFF (default setting): continuous (power is not automatically turned off)

### Related links

- “Turning the power on” (p.12)
- “About the app for earphones/headphones” (p.25)
- “List of settings (main screen)” (p.26)
- “List of product settings (menu)” (p.27)

## Updating the firmware

The firmware on this product can be updated to add new functionality, rectify product issues and so on. Updates are performed using Headphones Controller.

For more details on the contents of updates, see the product information page on the Yamaha website.

### NOTICE

For stable data communication between this product and your Bluetooth device, update the firmware in a place where the signal is good.

Do not do the following while the firmware is being updated.

- Connecting the controller to a power source for charging
- Turning the power of this product off
- Closing the Headphones Controller app, or using another app
- Turning your smartphone off
- Canceling the connection between your smartphone and this product

**1 On the main screen of the Headphones Controller app, open the menu.**

**2 Tap “Confirm Firmware Update”.**

If new firmware has been released, you will see instructions on how to perform the update. Install the firmware by following the instructions on the screen.

### Related links

- “Charging this product” (p.11)
- “Turning the power off” (p.13)
- “About the app for earphones/headphones” (p.25)
- “List of settings (main screen)” (p.26)
- “List of product settings (menu)” (p.27)



# Troubleshooting

## Read this first

If this product does not operate normally while you are using it, first check the following.

- **Turn the power off and then on again.**
- **Make sure that this product have been sufficiently charged.**
  - “Charging this product” (p.11)
- **Update the firmware of this product to the latest version.**
  - “Updating the firmware” (p.32)
- **Also, check the following.**
  - “No sound can be heard” (p.34)
  - “Power will not turn on” (p.35)
  - “The product cannot be charged” (p.36)
  - “Cannot connect to a Bluetooth device” (p.37)
  - “The product does not operate or play back” (p.38)
  - “The sound is distorted, noisy or choppy” (p.39)
  - “Problem Still Not Resolved (Customer Support)” (p.40)

## No sound can be heard

● **This product are not connected to a Bluetooth device.**

Pair this product.

- “Connecting to a Bluetooth device” (p.17)

● **The volume is too low.**

Raise the volume.

- “Adjusting the volume” (p.21)

● **The music stopped playing back.**

Start playback.

- “Listening to music” (p.22)

● **The cable may not be correctly connected (when using the 3.5 mm stereo mini-plug cable).**

The 3.5 mm stereo mini-plug cable jack of this product may not be correctly connected to your external device.

- “Connecting using the cable” (p.19)

● **The volume of the external device is low when using a 3.5 mm stereo mini-plug cable.**

Raise the volume on your external device.

## Power will not turn on

- **There may not be enough battery power left.**

Charge this product.

- “Charging this product” (p.11)

- **The 3.5 mm stereo mini-plug cable may be connected.**

The power of this product will turn off while the cable is connected. Remove the cable.

- “Connecting using the cable” (p.19)

## The product cannot be charged

- **Your computer is not turned on (when charging from your computer).**  
Turn the power of your computer on, and then charge this product.
- **You may have been using a USB power cable other than the one included with this product.**  
Use the included USB power cable to make sure the product correctly charges.

## Cannot connect to a Bluetooth device

- **This product and your Bluetooth device may be too far apart.**

Move this product closer to the Bluetooth device.
- **A device that emits electromagnetic waves (such as a microwave oven, access point and so on) might be nearby.**

Do not use this product near other devices that emit electromagnetic waves.
- **The connection information for the registered Bluetooth device may not be working properly.**

Delete the connection information of this product from the Bluetooth device, and then pair this product with the device.

  - “Registering a Bluetooth device (pairing)” (p.15)
- **The registration information for the Bluetooth device that was registered on this product may have been deleted.**

Pair this product once more.

  - “Registering a Bluetooth device (pairing)” (p.15)
- **This product may already be connected to another Bluetooth device.**

Disconnect that Bluetooth device, and then connect this product with the new device.

## The product does not operate or play back

● **This product may be charging.**

You cannot use this product while they are charging. Use the earphones after charging is finished.

● **There is no remaining battery power on this product.**

Charge this product.

- “Charging this product” (p.11)

● **The product is temporarily not functioning in a stable way.**

Turn the power off and then on again.

## The sound is distorted, noisy or choppy

- **The signal may not be coming in clearly, making the connection unstable.**

Move away from wireless devices such as access points, or appliances that produce electromagnetic waves such as microwave ovens.

Try placing the connected Bluetooth device as close to this product as you can.

Devices with wireless network connectivity may transmit signals that obstruct Bluetooth communications. In this case, turn off the wireless network connectivity feature on your Bluetooth device.

## Problem Still Not Resolved (Customer Support)

If the trouble still cannot be solved, please contact us for product support as shown below.

● **For customers within Japan**

Please contact the store where you purchased this product, or the Product Support Center as listed in the “User Guide (Basic).”

● **For customers outside of Japan**

Please contact your nearest authorized Yamaha dealer or service center.



# Appendix

## Specifications

The specifications of this product are as shown below.

- Driver type
  - On-ear
- Driver unit
  - 40 mm
- Frequency range
  - 20–20,000 Hz
- Bluetooth version
  - 5.0
- Supported profiles
  - A2DP, AVRCP, HFP, HSP
- Supported codecs
  - SBC, AAC, Qualcomm® aptX™ HD, Qualcomm® aptX™
- Supported content protection (Japan only)
  - SCMS-T
- RF output power
  - Class 1
- Maximum communication range
  - 10 m (without obstructions)
- Maximum number of pairable devices
  - 8

### Rechargeable battery

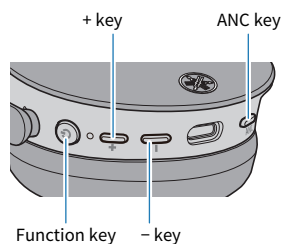
- Internal rechargeable battery
  - Lithium-ion battery
- Charging time (to full capacity)
  - Headphones: approx. 3.5 hours
- Continuous playback time
  - Approximately 38 hours
- Charging temperature
  - +5–+40 °C

### General

- Weight
  - 200 g

## List of operations

The main operations of this product are as shown below.



### Power

- Power on
  - Function key (hold down for two seconds)
- Power off
  - Function key (hold down for two seconds)

### Volume

- Volume up
  - + key
- Volume down
  - - key

### Music playback

- Pause/play
  - Function key
- Skip to the next song
  - + key (hold down until you hear a “beep”)
- Go back to the beginning of the song (while in the middle of the song), or back to the previous song (when at the beginning of a song)
  - - key (hold down until you hear a “beep”)

### Selecting the modes

- Turning the NOISE CANCELLING/AMBIENT SOUND on/off
  - ANC key

### Phone calls

- Receive a phone call
  - Function key
- End a phone call
  - Function key
- Ignore a call
  - Function key (press quickly, two times in a row)

## **Other functions**

- Start pairing
  - Hold down the Function key with the power off (five seconds)
- Start voice assistant
  - Function key (press quickly, two times in a row)

## List of indicator displays and audio messages

The indicator displays and audio messages on this product are shown below.

### Product indicator display

- Power on
  - Flashes according to the remaining battery power.
  - Flashes red three times: plenty of charge remaining
  - Flashes red two times: moderate charge remaining
  - Flashes red one time: small amount of charge remaining
- Standby mode for pairing with Bluetooth device
  - Flashes (between red and blue alternately)
- Searching for paired Bluetooth device
  - Flashes (blue)
- Finished connecting to Bluetooth device
  - Lights up for 20 second (blue) and turns off
- Power off
  - Lights up for 1 second (Red) and turns off

### Indicator display when charging

- Charging
  - Lights up (red)
- Charging completed
  - Not lit

## Audio messages

- Battery High
  - Plenty of battery charge remaining
- Battery Medium
  - Moderate battery charge remaining
- Battery Low
  - Small amount of battery charge remaining
- Power Off
  - Power off
- Pairing
  - Start device registration (pairing)
- Pairing Successful
  - Pairing successful/finished connecting
- Pairing Failed
  - Pairing unsuccessful
- Connected
  - Finished connecting to Bluetooth device
- Disconnected
  - Disconnected from Bluetooth device
- Noise Cancel
  - NOISE CANCELLING enabled
- Ambient Sound
  - AMBIENT SOUND enabled
- Off
  - Disables NOISE CANCELLING, AMBIENT SOUND

## Related links

- “Turning the power on” (p.12)
- “Turning the power off” (p.13)
- “Checking the remaining battery power” (p.14)
- “Registering a Bluetooth device (pairing)” (p.15)
- “Connecting to a Bluetooth device” (p.17)
- “Playing back sound according to your surroundings” (p.29)

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