Troubleshooting steps

1) What can I do to solve a problem?

If the speaker does not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this Help Guide and try any corrective actions listed.
- Charge the speaker.
  You may be able to resolve some issues by charging the battery.
- Push the RESET button of the speaker.
- Initialize the speaker.
  This operation resets volume settings, etc., and deletes all pairing information.
- Look up information on the issue on the customer support website.
- If the operations above do not work, consult your nearest Sony dealer.

2) Unable to turn on the speaker or charge the built-in battery

- Charge the built-in battery.
- Make sure the AC adaptor is firmly connected to the speaker and AC outlet.

3) The power suddenly turns off

- The battery may be running low. Charge the speaker by connecting the speaker to an AC outlet via the AC adaptor.
- The auto power off function may have activated. After 15 minutes in certain circumstances, such as when the volume of the audio input is low, the power will automatically turn off. Raise the volume of the connected device for use, or set the auto power function to off.

4) No sound/Sound from only one speaker/Low sound level/Distorted sound/Humming or noise in the speaker output/No voice or low voice from callers

- Check that both the speaker and the connected device are turned on.
- Turn up the volume of the speaker and the connected device.
- Check that the connected device is playing.
- Make sure the audio cable is disconnected from the AUDIO IN jack during playback in BLUETOOTH mode.
- Make sure the audio cable is firmly connected to the AUDIO IN jack during playback in AUDIO IN mode.
- If you are connecting a computer to the speaker, make sure the audio output setting of the computer is set for a BLUETOOTH device.
- Check that the speaker has established BLUETOOTH connection with the BLUETOOTH device.
- Pair the speaker and the BLUETOOTH device again.

- If the device that is connected to the AUDIO IN jack is monaural, sound will only be output from the left speaker (L ch).
- If the connected device has an equalizer function, set it to off.
- Keep the speaker away from a microwave oven, Wi-Fi, etc.
- Bring the speaker and the BLUETOOTH device closer together. Remove any obstacles between the speaker and the BLUETOOTH device.
- If the CHARGE indicator is flashing in orange, turn off the speaker and charge the battery sufficiently.
- The device with a built-in radio or tuner cannot be connected to the speaker via BLUETOOTH since noise may occur in broadcasts.
- Locate the speaker farther away from a TV, radio or tuner, etc. since noise may occur in broadcasts.
- When using the Speaker Add function or Wireless Party Chain function, if any other BLUETOOTH device(s) such as a BLUETOOTH mouse or BLUETOOTH keyboard is connected to the BLUETOOTH device, terminate the connection between them.
- There are some BLUETOOTH devices that can have the wireless playback quality changed. If your device is compatible with this function, select a setting that prioritizes stable connection over sound quality. For details, refer to the operating instructions supplied with the device.
- Select “Priority on stable connection” for the wireless playback quality of the speaker.
- Install the latest version of SongPal on the connected device. If you cannot use the latest version of SongPal or you cannot connect the speaker and a BLUETOOTH device via BLUETOOTH connection, uninstall SongPal.
- When listening to music, select an A2DP BLUETOOTH connection by operating the BLUETOOTH device.
- When receiving/making a phone call, select an HFP or HSP BLUETOOTH connection by operating the BLUETOOTH device.
- When receiving/making a phone call, check that output of the BLUETOOTH device is set for the speaker.

5) Sound becomes low while in use

- The sound may become low in the following cases. This is not a malfunction.
    - When the battery is running low and the CHARGE indicator flashes in orange while the speaker is being powered by the built-in battery only.
    - When the battery is running low as a result of using the speaker at a loud volume for a long time even if the speaker is connected to an AC outlet.
- If the sound becomes low while in use, follow the procedure below.
    1. Turn off the speaker.
    2. Charge the battery sufficiently.

6) Unable to pair the speaker with a BLUETOOTH device

- Bring the speaker and the BLUETOOTH device to within 1 m (3 ft) of each other.
- To use the Speaker Add function or Wireless Party Chain function, pair with the speaker where the  (BLUETOOTH) indicator flashes in white.

- If the (BLUETOOTH) indicator is not flashing quickly in white, press and hold the (power) PAIRING button until you hear beeps and the (BLUETOOTH) indicator begins to flash quickly in white.
- Connect the speaker to an AC outlet or charge the battery of the speaker sufficiently.
- Once the speaker is initialized, an iPhone/iPad/iPod touch may not be able to connect to the speaker. In this case, delete pairing information on the iPhone/iPad/iPod touch then pair them again.

7) Unable to connect the speaker to a BLUETOOTH device with One-touch connection (NFC)

- Keep the NFC-compatible device close to the speaker until the device reacts. If you fail to connect, move the device slowly over the N marked part of the speaker.
- Check that the NFC function of the device is set to on.
- If the device is attached with a case, remove it.
- NFC reception sensitivity varies depending on the device. If you repeatedly fail to connect the speaker with a device by one touch, connect/disconnect it to the speaker by on-screen operation.
- Check that your device is compatible with NFC. Look up information on the issue on the customer support website.
- To use the Speaker Add function or Wireless Party Chain function, pair with the speaker where the (BLUETOOTH) indicator flashes in white.

8) Unable to connect a BLUETOOTH device with the speaker in the Speaker Add function

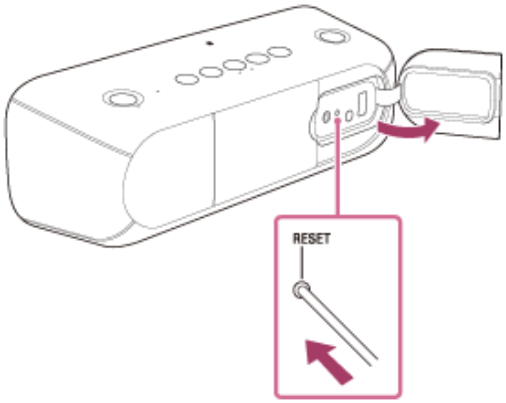
- After connecting two SRS-XB30 speakers, perform the pairing procedure between a BLUETOOTH device and the speaker where the (BLUETOOTH) indicator is flashing in white. Then, make a BLUETOOTH connection.

9) Unable to connect with a speaker in the Wireless Party Chain function

- After connecting two speakers, perform the pairing procedure between a BLUETOOTH device and the speaker where the (BLUETOOTH) indicator is flashing in white. Then, make a BLUETOOTH connection.

10) Using the RESET button

If the speaker cannot be turned on or cannot be operated despite it being turned on, open the cap on the rear side and push the RESET button with a pin or other pointed objects. The speaker is reset and turns off.



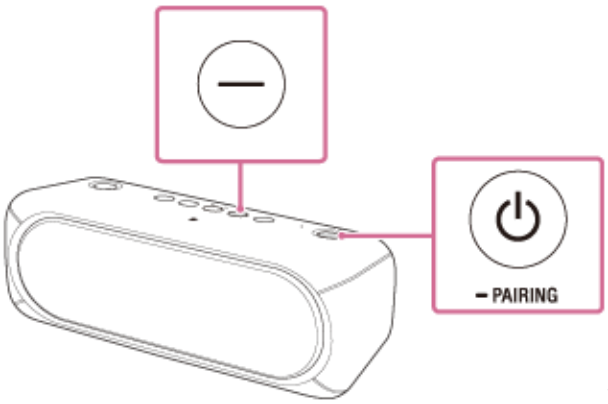
After pushing the RESET button, turn on the speaker. If it does not turn on, consult your nearest Sony dealer.

Note

- The speaker cannot be reset while the power is off.
- Pairing information is not deleted by pushing the RESET button. This is different from the speaker initialization.
- To reset the speaker while it is being powered by the built-in battery, push and hold the RESET button until the (power) indicator turns off.
- After resetting, the volume, function, and EXTRA BASS settings may be different.

11) Initializing the speaker

With the speaker turned on, press and hold the – (volume) button and the (power) PAIRING button at the same time for more than 5 seconds until the speaker turns off.



The speaker is initialized. Settings such as volume, etc., are restored to the factory default settings, and all pairing information is deleted.

For further queries/ assistance please visit: http://www.sony.co.in/electronics/support/portable-speakers-srs-series/srs-xb30