

FAQ

Basic information of Bluetooth pairing and Bluetooth connection

IMPORTANT:

1. Bluetooth headphones and speakers can't connect with multiple devices at a time.
2. Just think of how making multiple phone calls to multiple devices at once is not possible: If your headphones are already connected to one mobile device, they cannot be simultaneously connected with another mobile device.
3. To tackle this, operate the mobile device that was first connected, and cancel the Bluetooth connection with the headphones or speaker. You can then connect to another mobile device.

Read the explanation on Bluetooth pairing and Bluetooth connection below.



Bluetooth pairing

Bluetooth pairing is a form of information registration for linking devices. By registering device information (pairing) between devices, they can connect to one another.

In order to use a Bluetooth device, you must first pair it with another Bluetooth device. Pairing is a bit like exchanging phone numbers. Similar to how you must exchange phone numbers with a person you want to call, connecting Bluetooth devices requires you to first pair them to register the pairing information of each device. After pairing the devices the first time, there is no need to repeat this pairing process again. That is because each device has saved the necessary

information and can therefore easily connect.



In addition, similar to how forgetting someone's phone number means that you cannot call him or her, if the pairing information stored by your Bluetooth device is deleted (e.g. device reset), you will be unable to connect it to the device you previously registered.



Should that happen, you will have to pair them again in order for them to be able to connect to each other. In the same way, when you change your mobile device (e.g. when you buy a new smartphone), you must create a new pairing between the new device and the headphone or speaker.

Refer to the following pages for the pairing procedures for Bluetooth devices.

- [How to pair Bluetooth headphones with a Bluetooth source device.](#)

- [How to pair a Bluetooth speaker with a source device.](#)

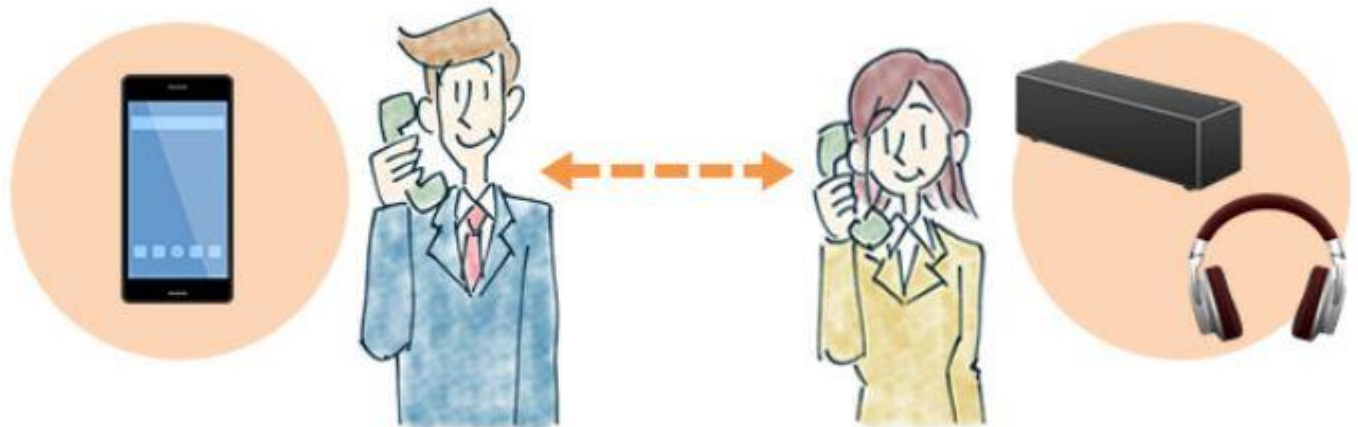
NOTE: There is a limited amount of Bluetooth devices that can be registered to the Bluetooth headphones. If you have reached the maximum registration limit and you attempt to register a new device, the pairing information of one of the devices you previously registered (the earliest device in your connection history) will be deleted.



Bluetooth connection

A Bluetooth connection is a transmission between two Bluetooth devices. In order to complete the Bluetooth connection, you must first register the information of each device with the other. After pairing the devices the first time, there is no need to repeat pairing to connect again.

Establishing a connection between two Bluetooth devices is like making a phone call. Similar to how you can call someone if you both know one another's phone number, two devices can connect if they have been paired, thereby storing one another's pairing information.



The connection and disconnection procedures for Bluetooth devices differ depending on the product. For details, refer to your product's instruction manual or help guide. If you cannot pair or connect your Bluetooth product, refer to the following page.

- [I cannot connect to headphones or speakers via a Bluetooth pairing from a mobile device.](#)

Frequently Asked Questions about Bluetooth for audio products.



Technology Overview

- [What is Bluetooth wireless technology?](#)
- [Which Bluetooth profiles are supported?](#)



Pairing/Connection

- [How to pair Bluetooth headphones with a source device.](#)
- [How to pair and connect Walkman with Bluetooth device](#)
- [What is the passcode, or password, for pairing with another Bluetooth device?](#)
- [What is the maximum number of Bluetooth wireless devices that can be paired?](#)
- [Is it necessary to pair with each connection?](#)



Troubleshooting

- [I cannot connect to the headphones or speakers via a Bluetooth pairing from the mobile device.](#)
- [I can't seem to pair my headphones or speakers with my computer using Bluetooth, or there is no sound even though the Bluetooth pairing succeeded.](#)
- [Sound from the Bluetooth headphones/speakers cuts or noise occurs.](#)



NFC

- [What is NFC?](#)
- [What is an NFC compatible smartphone?](#)
- [What is One-touch function?](#)
- [Compatible devices with one-touch listening](#)
- [How to listen to music from a mobile device through an NFC-capable device using one-touch connection.](#)

Sound from the Bluetooth headphones/speakers cuts or noise occurs.

Various reasons can cause noise interference to the sound of Bluetooth headphones or speakers. Please check the following solution for each cause:

Case 1: When using the Bluetooth device close to Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc

Case 2: When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio

Case 3: When using the Bluetooth device closes to the other Bluetooth devices


Case 4: When using the device away from the player, such as in a different room



Case 5: When playing music (audio data) via the Bluetooth device placed in a case



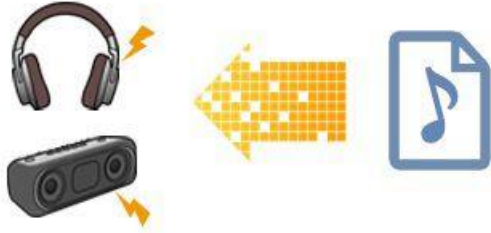
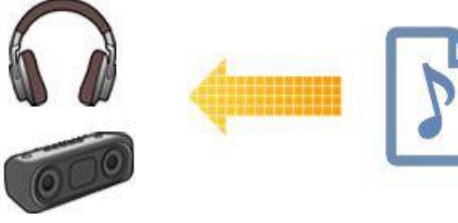
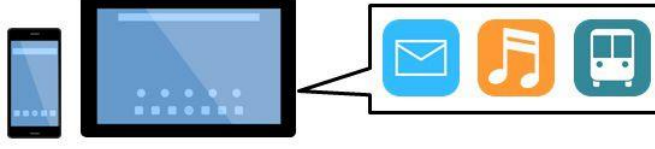
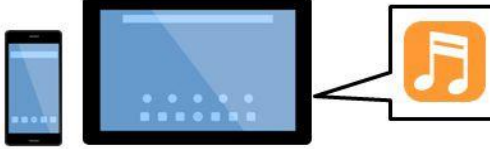
Case 6: When playing music (audio data) streamed via the Internet

Case 7: When playing music with a large file size

Case 8: When a lot of applications are running at the same time when use the Bluetooth function
If the problem persists

	Reasons	Workarounds
Case 1	<p>When using the Bluetooth device close to Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. are devices that emit radio waves. Bluetooth devices may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.</p> 	<p>Please use the Bluetooth device away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference.</p> <p>If you use a headphone set with a noise canceling function, turn the noise canceling function off.</p>
Case 2	<p>When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio. This is because the human body blocks the</p>	<p>Move the Bluetooth device to a position where there is no obstacle, such as a human body, to Bluetooth communication when using the Bluetooth device in a pocket or a bag.</p>

	<p>Bluetooth antenna of the Bluetooth device and creates an obstacle for Bluetooth transmission.</p> 	
<p>Cas e 3</p>	<p>When using the Bluetooth device closes to the other Bluetooth devices. Bluetooth devices may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.</p> 	<p>Turn off the Bluetooth function of the other Bluetooth devices.</p>
<p>Cas e 4</p>	<p>When using the device away from the player, such as in a different room. Bluetooth communication gradually becomes weaker the further away Bluetooth headphones/speakers are placed from a Bluetooth player. When using Bluetooth headphones/speakers and a Bluetooth player in different rooms with the doors closed, Bluetooth communication may be weak.</p>	<p>Keep the Bluetooth headphones/speakers as close to the Bluetooth player as possible.</p>
<p>Cas e 5</p>	<p>When playing music (audio data) via the Bluetooth device placed in a case. If a protective case uses metal objects or thick materials, Bluetooth communication is interfered by those objects/materials and the signal may be weak.</p>	<p>Remove the case of the Bluetooth player.</p>

<p>Cas e 6</p>	<p>When playing music (audio data) streamed via the Internet. Sound is affected by the communication condition of the Internet since music (audio data) that is streamed to a Bluetooth player is transferred to Bluetooth headphones/speakers. Furthermore, playing music (audio data) that has a large volume has more impact on sound.</p> 	<p>Play downloaded audio contents, not stream via the Internet.</p> 
<p>Cas e 7</p>	<p>When playing music with a large file size or High-Resolution audio format. The file size becomes large when music files are compatible with the High-Resolution audio format. Music files with a large size may affect Bluetooth communication.</p> 	<p>Change the settings Bluetooth audio streaming playback quality of your Bluetooth headphones or speaker to Priority on stable connection.</p> 
<p>Cas e 8</p>	<p>When a lot of applications are running at the same time when use the Bluetooth function.</p> 	<p>Quit apps which you are not using on the device to reduce the load.</p> 

If the problem persists, try the solution bellow:

1. Restart your devices.
2. Reconnect the Bluetooth connection.
3. If you have the Near Field Communication(NFC) function, use it to reconnect.

NOTE:

- For details on operation method, refer to the manual supplied with the product.
- If the remaining battery level of your device is low, charge the battery first and then try the procedure above.

How to pair Bluetooth headphones with a Bluetooth source device.

This page introduces instructions for pairing your headphones with your source device, such as a Walkman, smartphone, computer or Sony TV.

Preparation

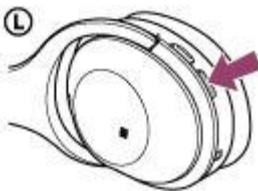
Before you start the pairing operation, please confirm the following:

- Refer to the operating instructions or help guide for model-specific information.
- Place the source device within 1 m (3 feet) of the headphones.
- Make sure the headphones and Bluetooth source device are both sufficiently charged.

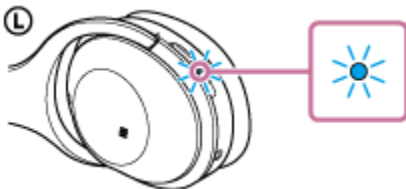
Bluetooth headphones pairing procedure:

1. Press and hold on the  (power) button for approx. 7 seconds.

NOTE: When you are registering a device for the first time after purchase or you have reset the headphones to factory settings (there is no registered device information in the headphones), the headphones will switch automatically to pairing mode when powered on.



2. The indicator will flash.



3. Confirm that the indicator continues to flash after releasing your finger from the button. Voice guidance "**BLUETOOTH pairing**" (performing Bluetooth pairing) will play.

4. Perform the pairing procedure on the source device to detect your Bluetooth headphones.
NOTE: Complete pairing with the source device within 5 minutes because the headphones pairing mode ends after 5 minutes. If pairing mode ends, you must restart pairing operations.

Bluetooth source device pairing procedure:

Select your source device from the following list to confirm the relevant pairing procedure.

- [Walkman](#)
- [Android device \(smartphone, tablet\)](#)
- [iOS device \(iPhone, iPad\)](#)
- [Windows 7](#)
- [Windows 8](#)
- [Windows 10](#)
- [Mac](#)
- [Sony Android TVs](#)

NOTE: [Not all Sony Android TVs can be use with Bluetooth headphones or speakers, please verify that your TV model is in the list.](#)

Helpful information on Bluetooth pairing

Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:

- When you perform a factory settings reset, all pairing information is deleted.
- Pairing information has been deleted after repair, etc.
- If you exceed the maximum number of Bluetooth devices that can be paired (approx. 8), the oldest pairing information will be overwritten and replaced by any new pairing information.
- When the pairing information for the headset has been deleted from the Bluetooth source device.