

# How to pair your Bluetooth device to a laptop / desktop

## Step 1: Make sure your laptop / desktop has a Bluetooth module

The first important step is to make sure the laptop / desktop has a Bluetooth module. Some laptop / desktop might not come with this hardware. Check the manual of your laptop / desktop on the availability of the Bluetooth module.

If your laptop / desktop does not come with a Bluetooth module, an external Bluetooth module adapter can be purchased to help you enable Bluetooth function on your laptop / desktop.

## Step 2: Put the device you want to connect into pairing mode

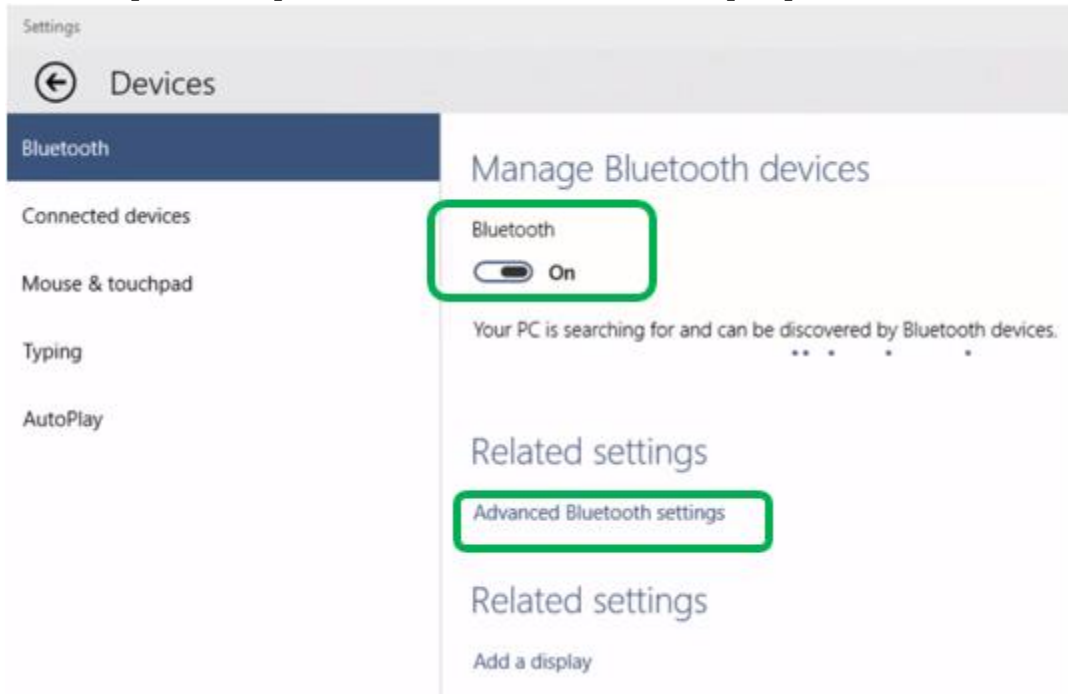
Make the device you want to connect to your laptop or desktop **discoverable**. You do this by **initiating pairing mode**. The way to do this varies, depending on the device you want to use (headphones, speakers, smartphone, etc.). Check the manual of your product for more information on pairing mode.

- For Bluetooth speakers or headphones, there will be a pairing button available that you will need to press and hold for several seconds to activate pairing mode on Bluetooth speakers or headphones.
- If it's the very first time you are using your speakers or headphones, it's highly likely that they will automatically go into pairing mode when you turn them on.
- However, remember that the second and consecutive times you pair a device, **pairing mode might differ with the first time you've paired it with a device when you unboxed it:**  
E.g. The MDR-1000X immediately goes into pairing mode when using it for the first time; the second time you want to pair these headphones you will have to **press and hold the pairing mode button for 7 seconds**.
- Ensure your device is not already connected to a previous device: Bluetooth devices often automatically connect with previously paired devices when they are nearby and Bluetooth is enabled.

## Step 3: Enable Bluetooth on your laptop/desktop

Windows 10 & 8

1. Go to **[Settings]**
2. Click on **[Devices]**
3. Click the **[Bluetooth]** tab and ensure Bluetooth is set to **[ON]**

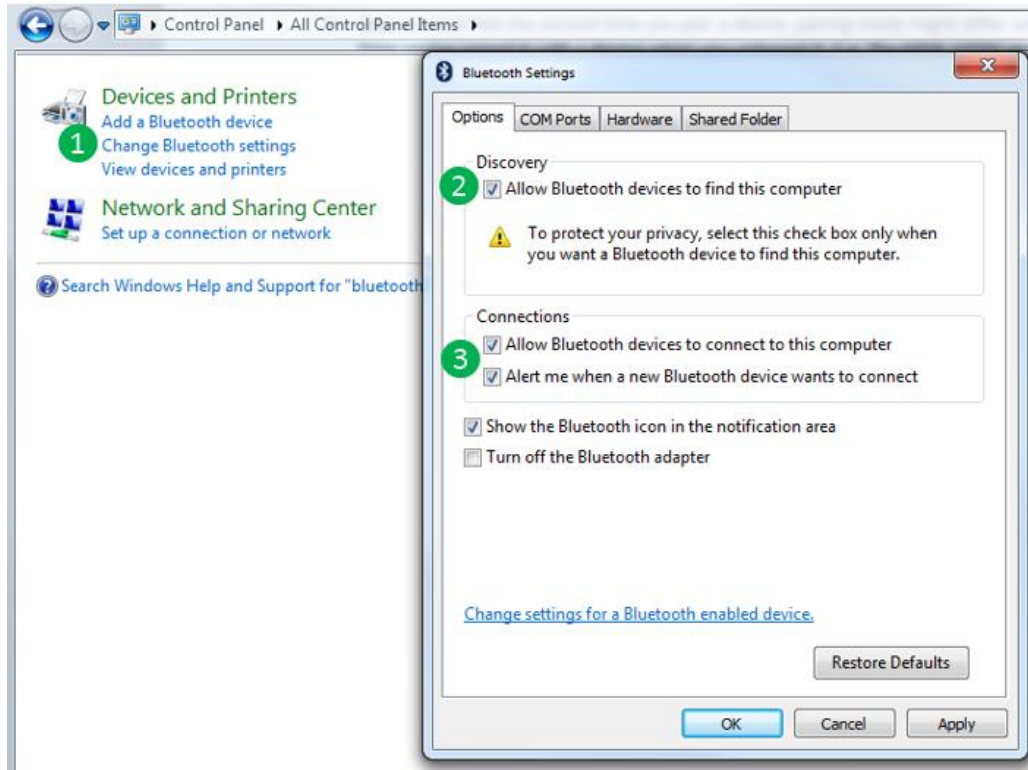


4. Otherwise, select **[More Bluetooth options]** / **[Advanced Bluetooth settings]** underneath Related Settings
5. This will open the Bluetooth settings window. In the first tab **[Options]** you will see a **[Discovery]** section with the **[Allow Bluetooth devices to find this PC]** option
6. Check the option, and don't forget to click the **[Apply]** button at the bottom

## Windows 7

1. Go to **[Control Panel]**

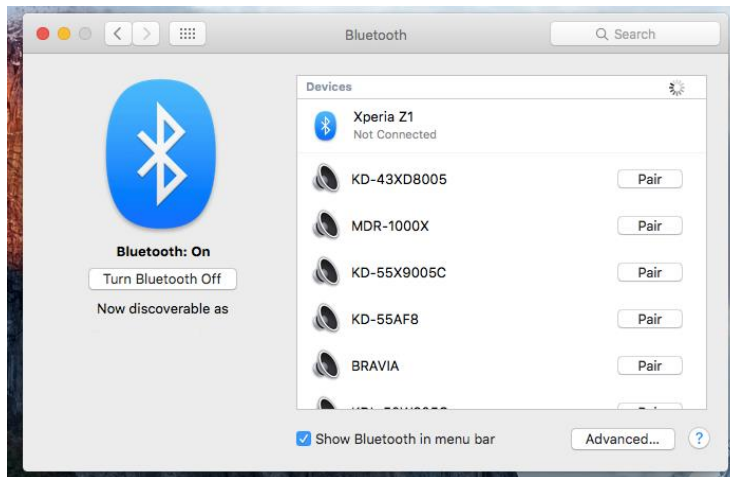
2. Use the search function to search for **[Bluetooth]**



3. Click on **[Change Bluetooth settings]** and ensure the necessary settings are enabled:
  1. Allow Bluetooth devices to find this computer
  2. Allow Bluetooth devices to connect to this computer
  3. Alert me when a new Bluetooth device wants to connect
4. Don't forget to press **[Apply]**

## iOS / Mac

1. On your Mac, choose Apple menu > System Preferences, then click Bluetooth. Your Mac is now discoverable.
2. Alternatively, go the top menu bar and click on the Bluetooth icon if it is available. Ensure Bluetooth is enabled.

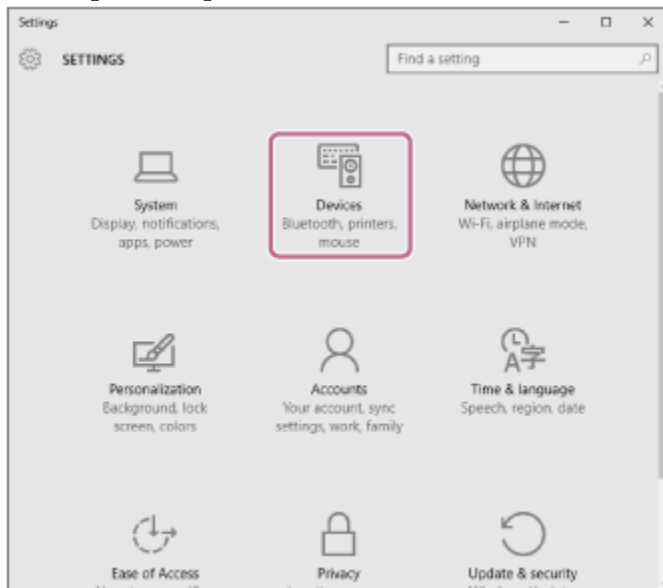


## Step 4: Pairing and setting up your device

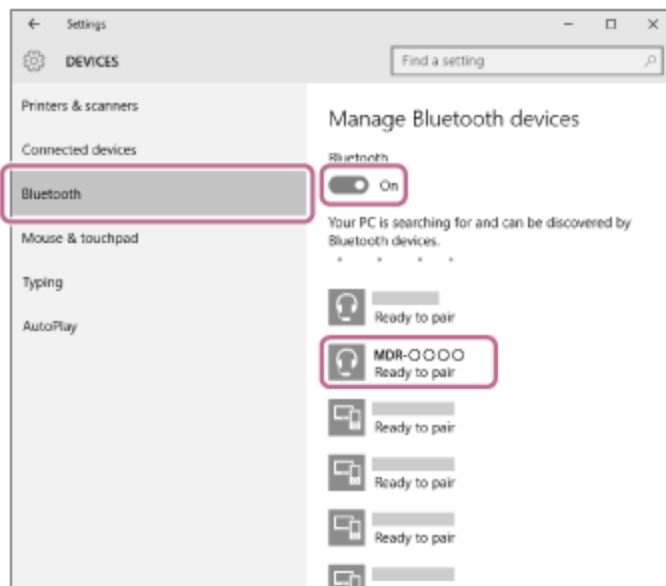
### Windows 10 & 8

1. Click the **[Start]** button and select **[Settings]**

2. Select **[Devices]**



3. Click the **[Bluetooth]** tab, and then click the **[Bluetooth]** button to turn on the BLUETOOTH function.



4. Select your device and click **[Pair]**

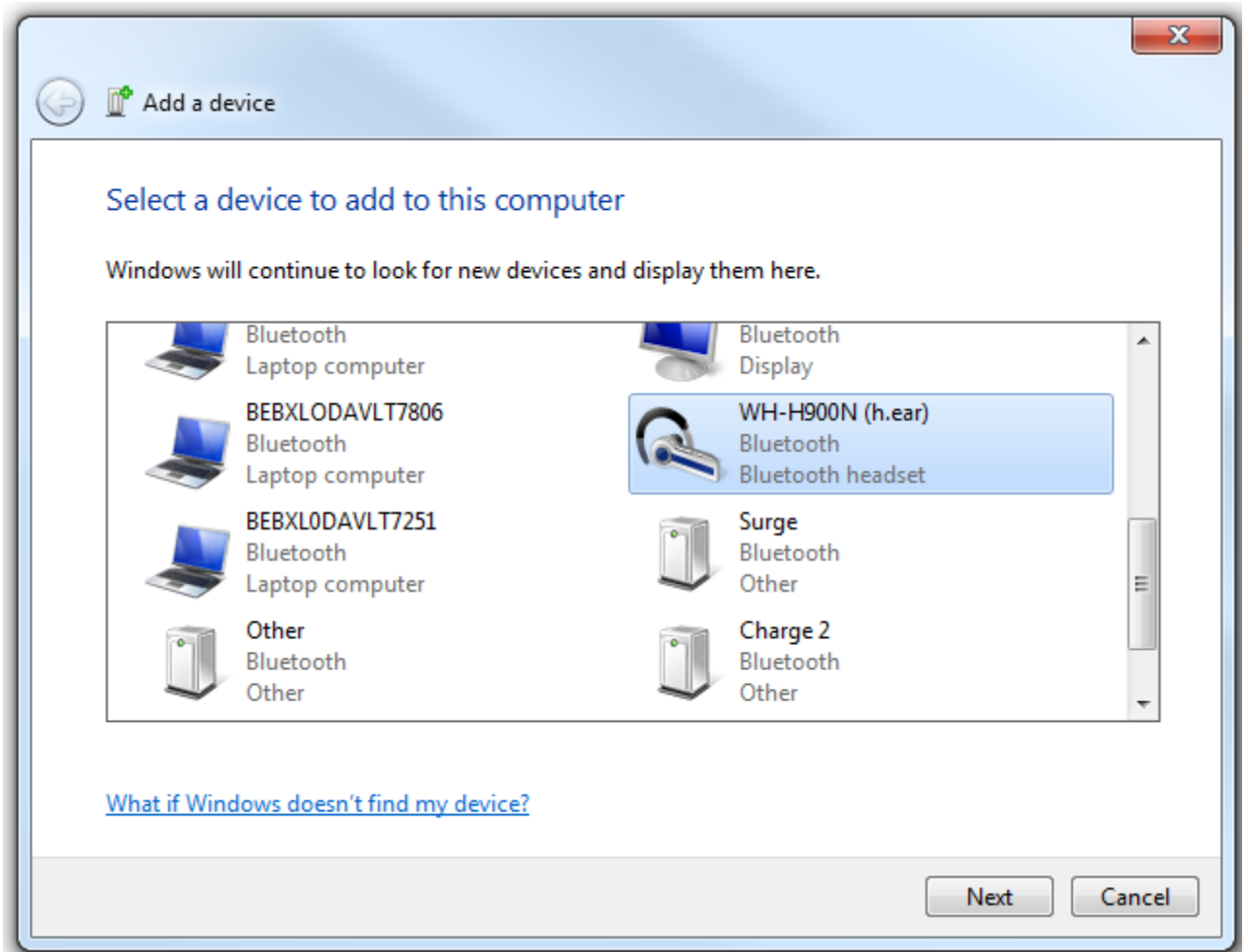
5. Check your sound settings to make sure that sound is played via the correct output.

## Windows 7

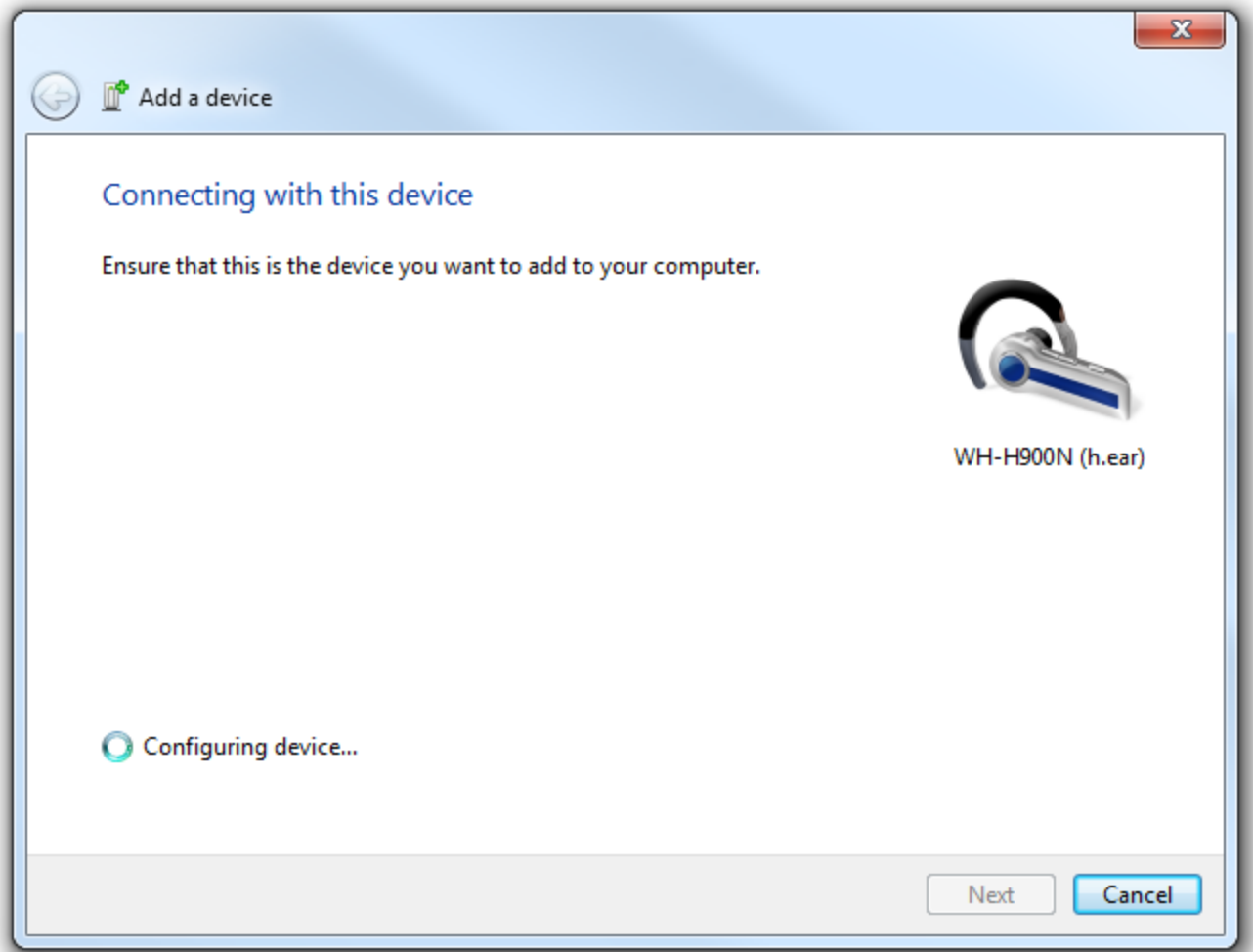
1. Click **[Start]**

2. Go to [Control Panel]
3. Select [Devices and Printers] (sometimes located under [Hardware and Sound] )
4. Under [Devices and Printers], click [Add a device]
5. Make sure the Bluetooth headset has been set to "Pairing Mode"
6. In the list, locate the device you want to connect (there might be many other devices around you, eager to connect).

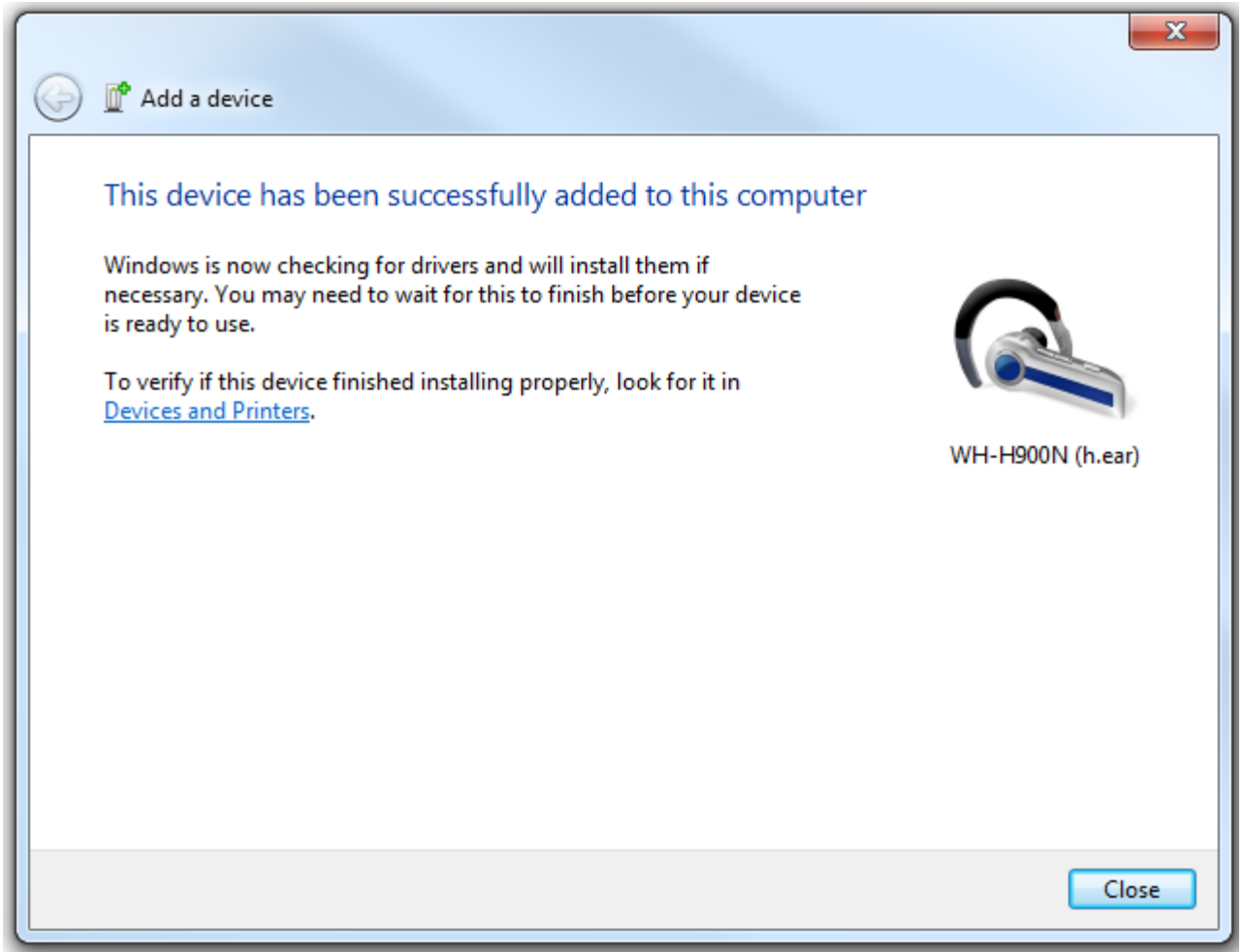
**In the following example, we are connecting the WH-H900 headphones, after putting them in pairing mode by pressing the ON button for 7 seconds.**



7. In the [Add a device] window, select the Bluetooth headset and you will see a [Connecting to device] notification

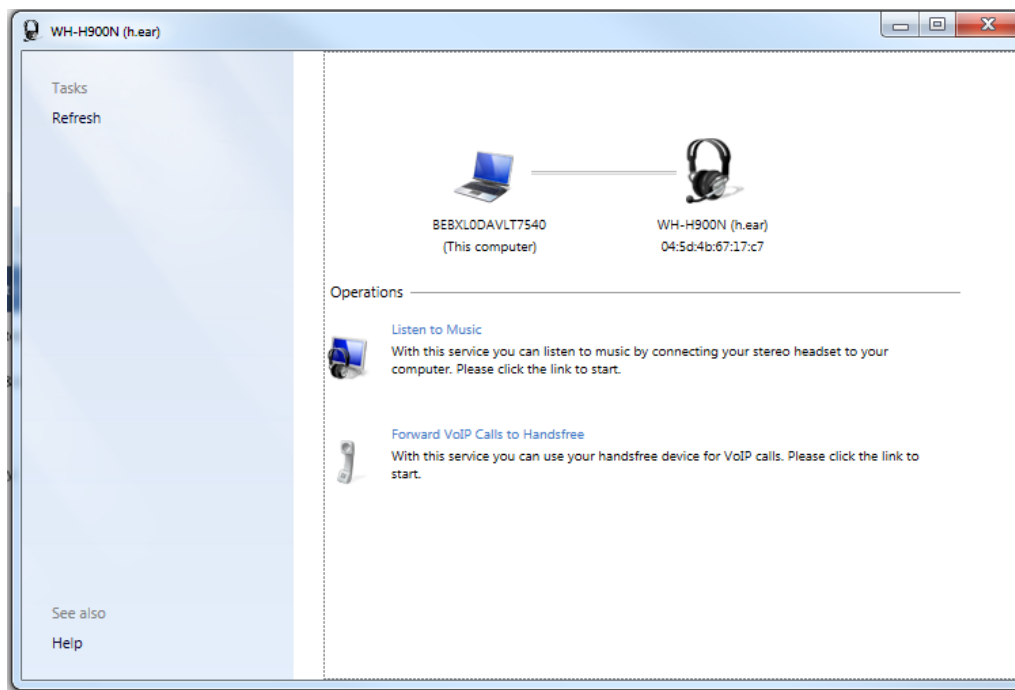


8. At this point, your computer might automatically install the required drivers, and this will prompt a notification near the taskbar area. Depending on your headphone or speaker model, you might have to enter the pairing code. The default code is 0000.
9. Once the device is added you will see the following screen:



10. When you click on the **[Devices and Printers]** button, it will take you to an overview of the devices connected to your laptop/desktop. If you double-click your device, you will see the following options screen:



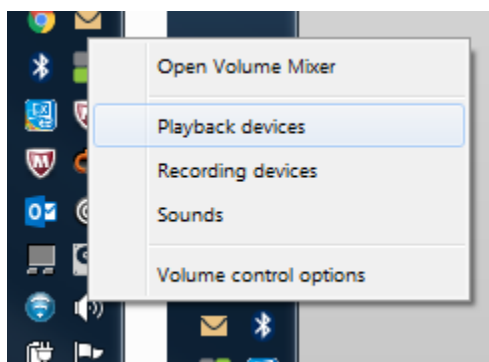


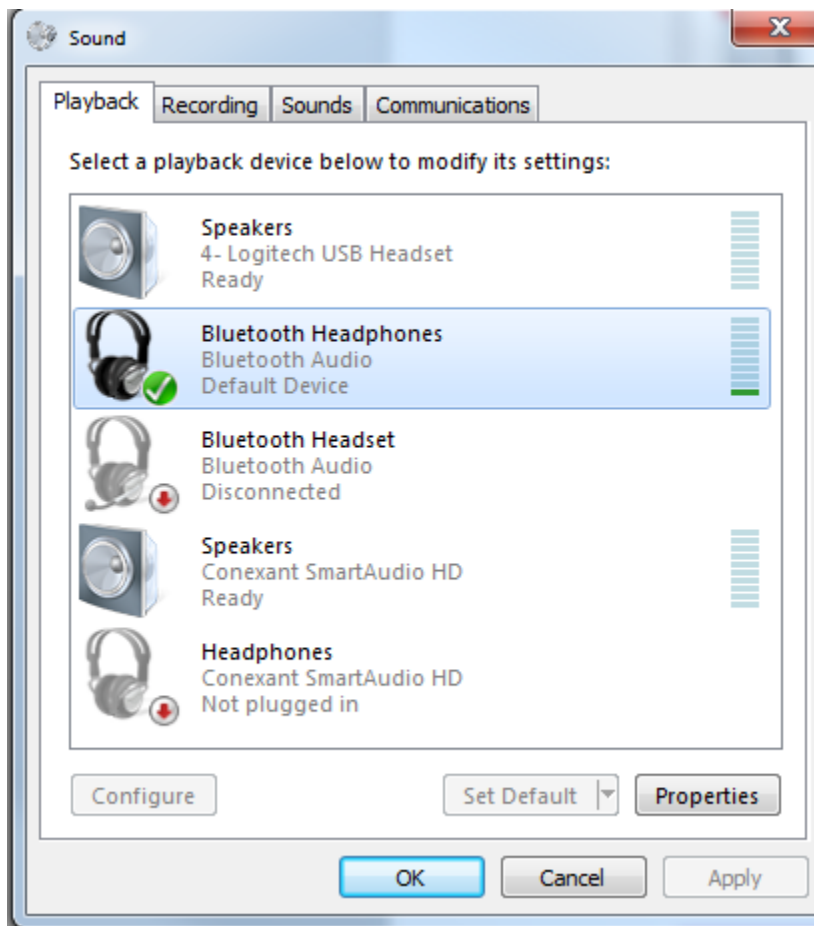
11. If your headphones are equipped with a microphone, you will have the option to choose the operations you want to use your headphones for:

1. Listen to music
2. Forward VoIP Calls to Handsfree

**Note that the second option will reduce your sound quality compared to the first option because it takes preference on signal strength over sound quality.**

12. Finally, right-click on the sound icon in the taskbar to select **[Playback devices]** and make sure your headphones are selected as the **Default Playback Device**



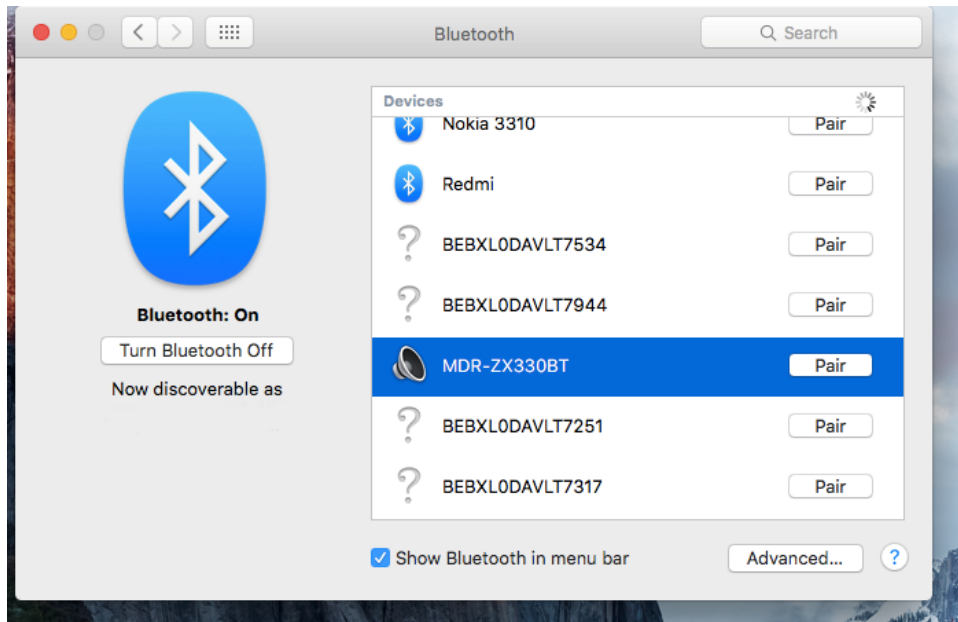


## iOS / Mac

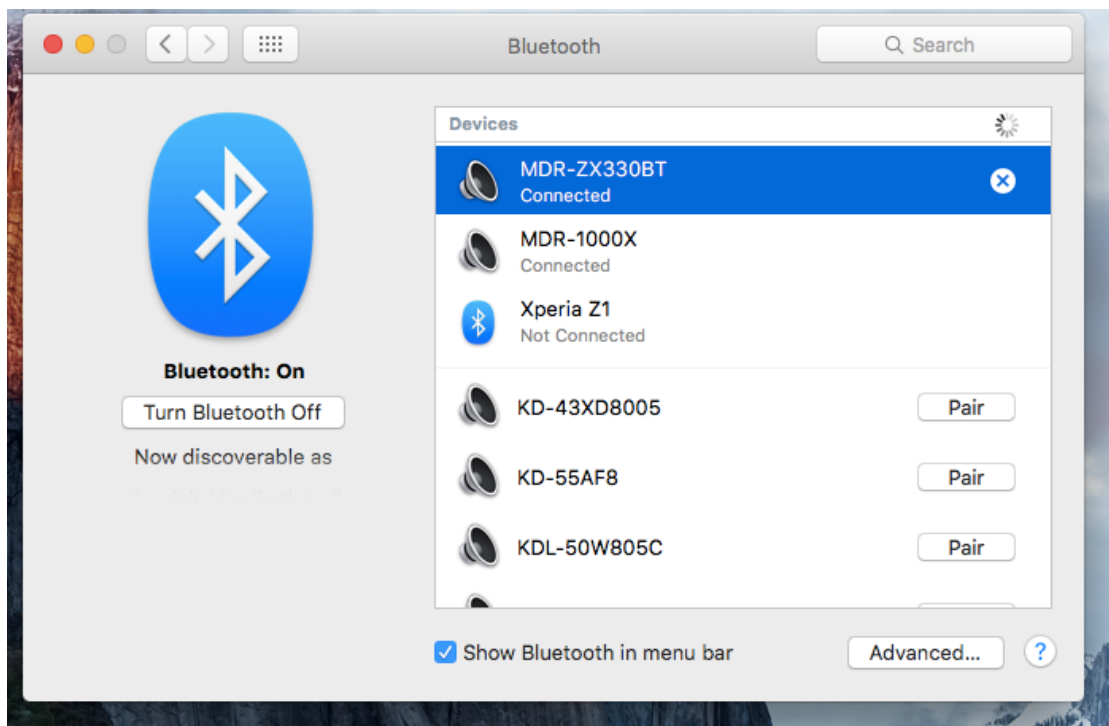
1. If you have successfully put your speakers or headphones into pairing mode, they should appear in the Bluetooth list. If you do not immediately see them, make sure to scroll down to see if they're not hidden further in the menu.

In the following example, we have paired both the MDR-1000X and the MDR-ZX330BT

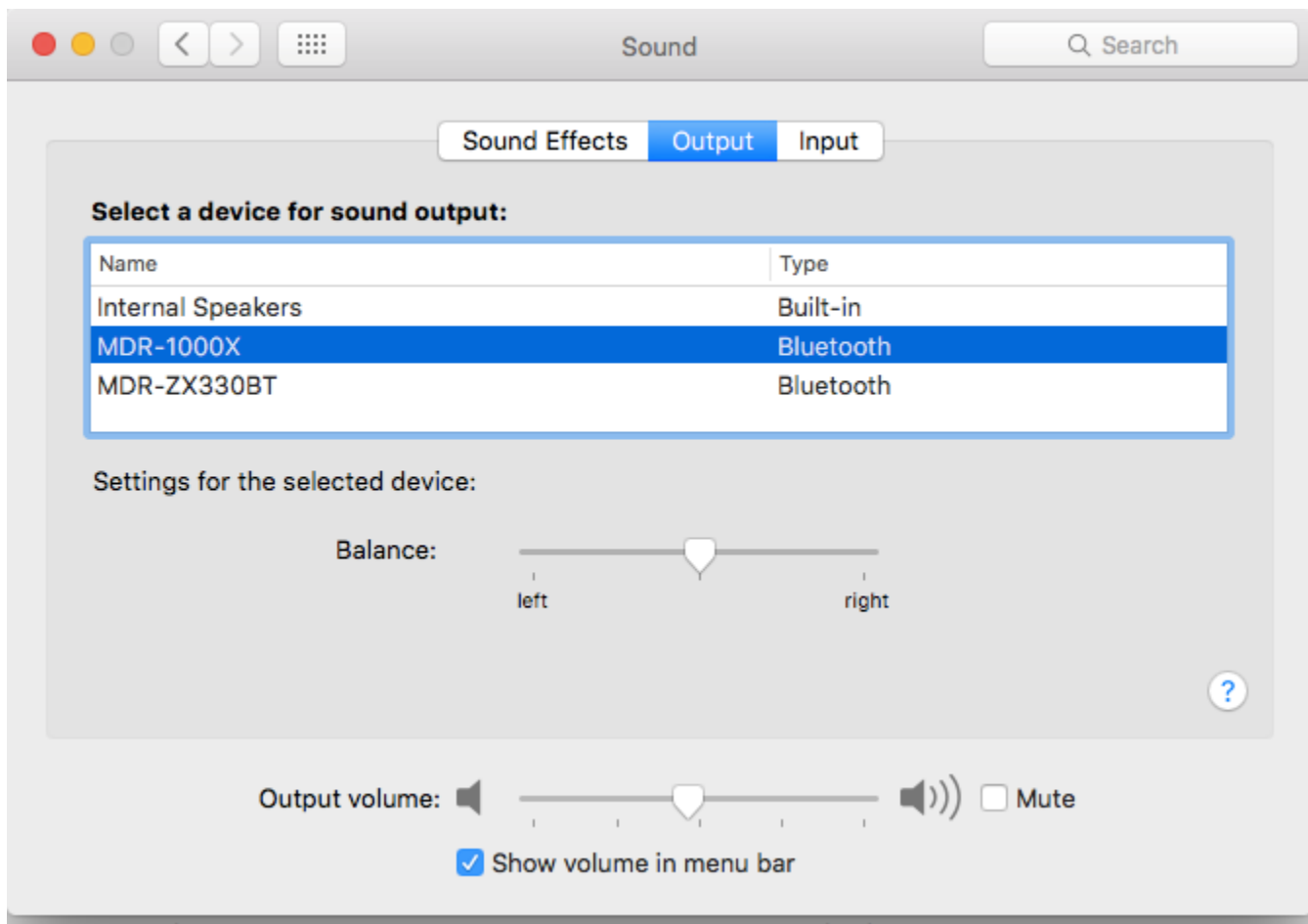
2. Select your device in the list and click the **[Pair]** button



3. You can connect multiple devices (but not necessarily play them at the same time, you will have to select the output source)



4. Don't forget to check your sound settings in system preferences to enable the correct output:



## Additional troubleshooting tips

### Turn Bluetooth OFF and ON again

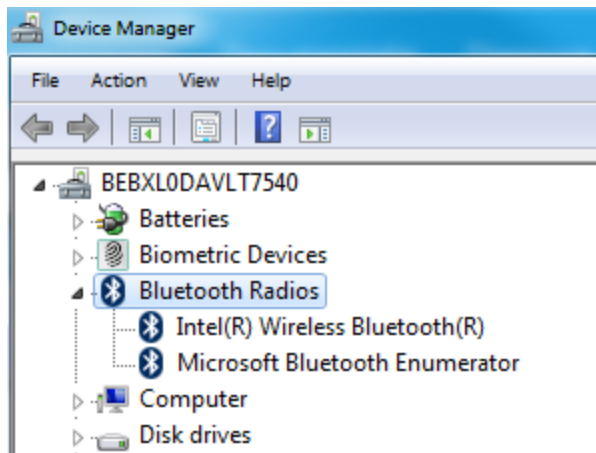
Try switching Bluetooth OFF and ON again if you are certain your device is in pairing mode but is not showing in your device list on your computer.

### Remember to turn OFF Airplane mode (Windows 10)

1. Go to [Start]
2. Select [Settings]
3. Go to [Network & Internet]
4. Change the option [Airplane Mode] to [OFF]

## Check your Bluetooth drivers

1. Click **[Start]** and search for **[Device Manager]** (This will prompt the window on the screenshot below to pop up)
2. Look for all Bluetooth listings by opening the **[Network Adapters category]** and/or the **[Bluetooth Radios category]** (if available).



3. Check if the driver has no yellow exclamation mark or down arrow sign
  1. Exclamation mark: update or reinstall your computer's Bluetooth drivers
  2. Down arrow: Bluetooth is disabled: right click and enable to activate Bluetooth

## How to pair your Bluetooth headphones with another device


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

### Preparation

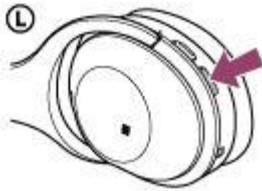
Before you start the pairing operation, please confirm the following:

- 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.

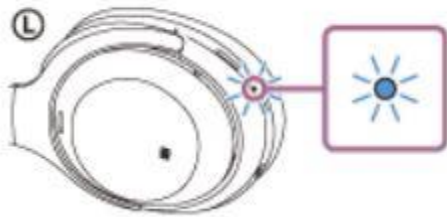
### Bluetooth headphones pairing procedure:

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.

# I Can't pair the Bluetooth headphones or speaker to a computer

**IMPORTANT: Not all Sony Headphones and Speakers have Bluetooth capability. To verify whether your Sony product has this function, check the specifications on the manual supplied with the product.**

According to your computer setup (operating system, speakers configuration, etc.), the procedure you have to go through in order to successfully pair your headphones or speakers with your computer - and hear sound through them - will vary.

## Preparation

- Make sure to turn up the volume level on the computer.
- Place your device within one meter of the computer.
- Make sure your computer supports the Advanced Audio Distribution Profile (A2DP) Bluetooth profile.
- The drivers needed to connect your device to a computer are already included in the operating system.
  - If your computer is asking for a Bluetooth driver, contact your computer manufacturer.
  - If you're using a VAIO computer, Bluetooth drivers are available online. Downloads are posted on your model support page.

## Pair your headphones or speaker to the computer

Select your operating system below for steps on how to pair your device with a computer.

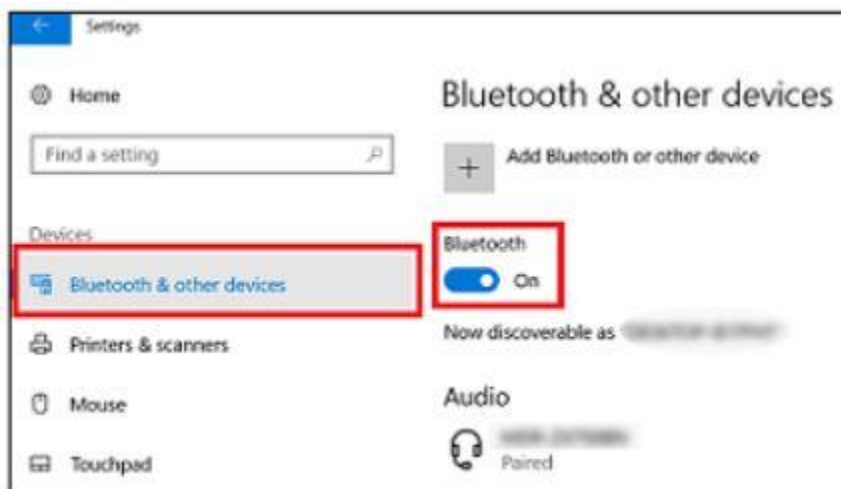
### [Microsoft Windows 10](#)

1. On your audio device, press the **POWER** button to enter pairing mode.
  - Press the button for two seconds if this computer is the first Bluetooth device you're pairing to your device.
  - Press the button for seven seconds if this computer is the second Bluetooth device you're pairing to your device.
2. On the computer, press the **Windows Key**.
3. Click **Settings**.

4. Click **Devices**.

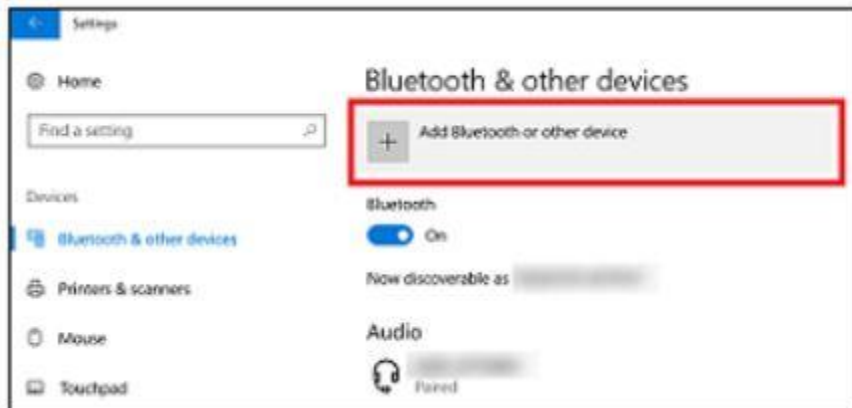


5. Click **Bluetooth & other devices** and then click on the slider under **Bluetooth** to turn the Bluetooth On.

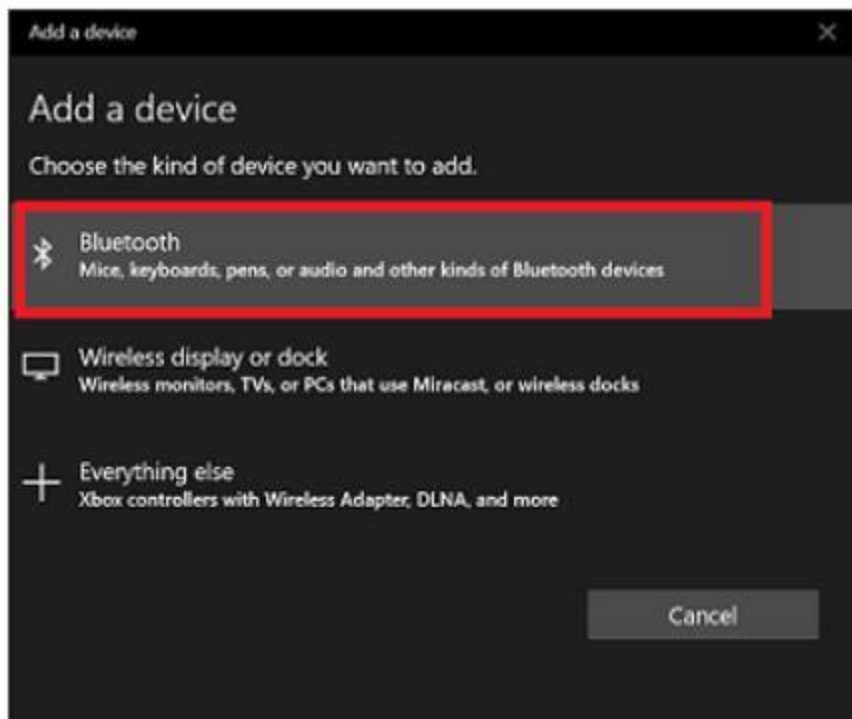


6. Under **Bluetooth & other devices**, click on **Add Bluetooth or other device**.

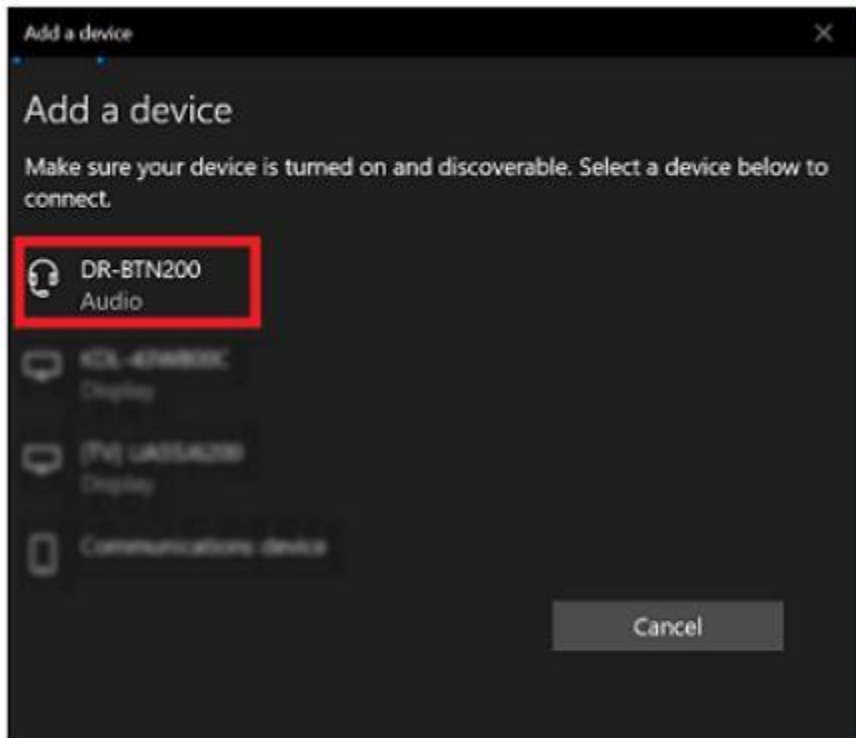




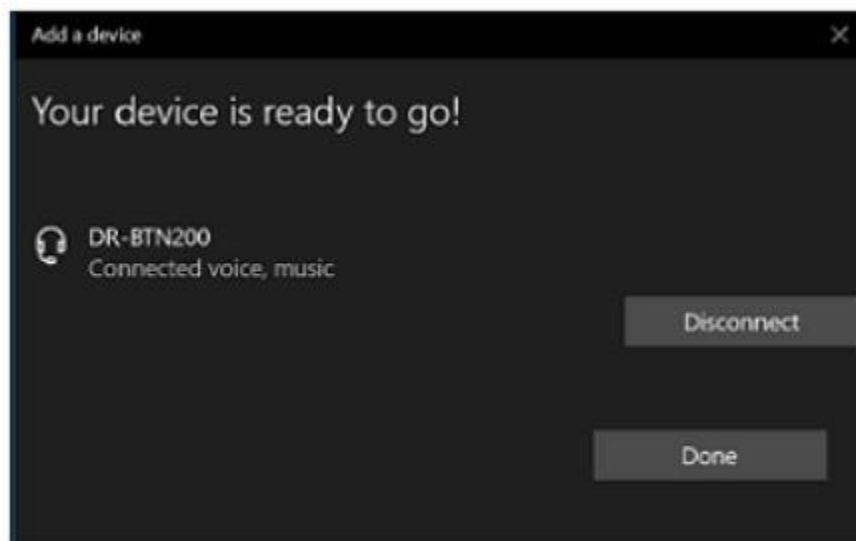
7. On the **Add a device** window that will pop up, click on **Bluetooth**.



8. Click on the model number of your device.  
On this example, we used a DR-BTN200 Bluetooth headphone.



9. A window will pop up indicating the Bluetooth connection is complete.



#### NOTES:

- If a passkey input is required, enter 0000.
- On some devices, you'll hear **Bluetooth is connected** after the Bluetooth connection is complete.

- If the model number of your device doesn't appear on the computer, try again from **step 6**.

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### Microsoft Windows 8.1 or 8

1. On your audio device, press the **POWER** button to enter pairing mode.
  - Press the button for two seconds if this computer is the first Bluetooth device you're pairing to your device.
  - Press the button for seven seconds if this computer is the second Bluetooth device you're pairing to your device.
2. On the computer, press the **Windows Key**.
3. Type **Add Bluetooth device**.
4. Select the **Settings category**, on the right-hand side.
5. Click **Add a device**, in the **Devices window**.



6. Locate your device model from the list of devices.
7. Select the model name of your device.
  - After the computer has loaded the device and the drivers, you should see that the device has connected successfully.

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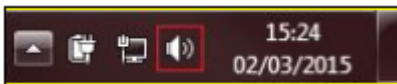
### Microsoft Windows 7

**Important: If your device won't connect to a newly purchased computer, download the most recent Bluetooth driver for the computer. Contact the computer manufacturer if you need assistance in downloading the driver.**

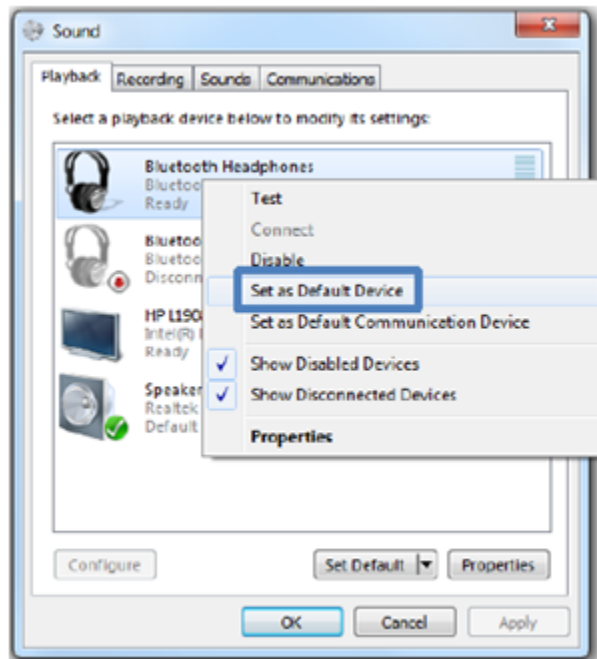
1. On your audio device, press the **POWER** button to enter pairing mode.
  - Press the button for two seconds if the computer is the first Bluetooth device you're pairing to your device.
  - Press the button for seven seconds if the computer is the second Bluetooth device you're pairing to your device.
  - Allow approximately 20 seconds for the computer to detect your device.
  - After the computer detects your device, it will then automatically proceed to install the driver after which the device will be added to the computer's list of

devices.

2. On the computer, double-click on your device model name that appears in the device list.
  - A window pops up with two options:
    - Listen to the music
    - Forward VoIP Calls to Handsfree
3. Select **Listen to music**.
  - A green tick will appear next to the Bluetooth connection established message after a connection is made.
  - To hear sound from your device, you may need to set them as the default speakers. If you don't hear sound from your device, continue with the next steps.
4. Right-click the **Volume mixer**, represented by a speaker icon in the system tray.
5. Select **Playback devices**.



6. Right-click on your device in the list of devices.



7. Select **Set as Default Device**.
8. Click **Apply**.
9. Click **OK**.

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## Apple Mac OS

1. On your audio device, press the **POWER** button to enter pairing mode.
  - Press the button for two seconds if this computer is the first Bluetooth device you're pairing to your device.
  - Press the button for seven seconds if this computer is the second Bluetooth device you're pairing to your device.

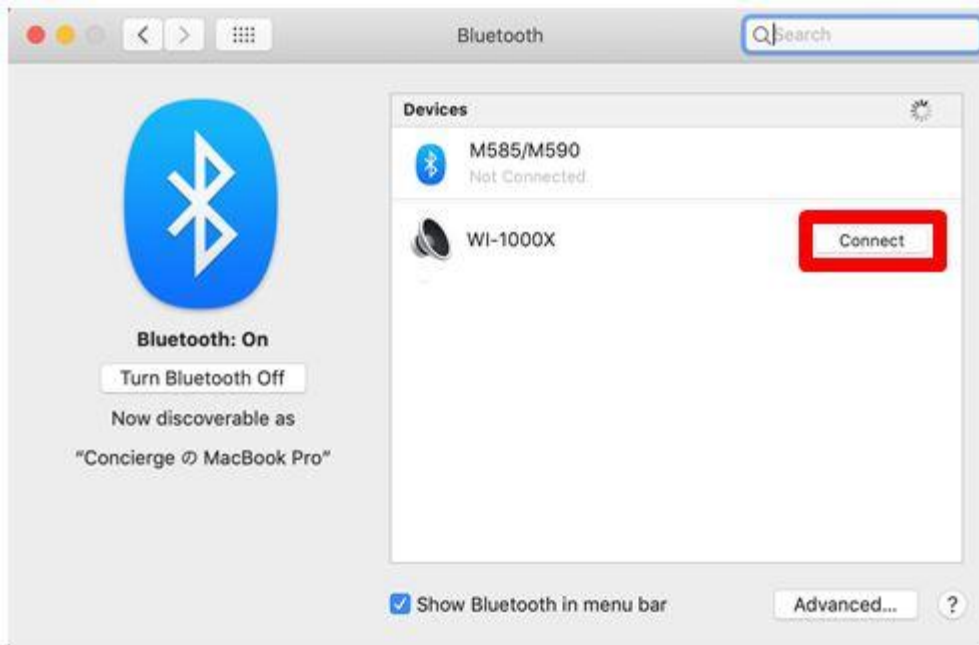
2. On the computer, click the **Bluetooth tray icon**.

3. Select **Open Bluetooth Preference**.

The image below is an example of macOS Mojave.



4. Locate your device model name from the devices list.



5. Click **Connect**.
  - After a few moments, you should see that the device pairing has completed successfully.

**Note:** If you still can't pair your device to your computer or no sound is heard, pair it to a different Bluetooth device such as a computer, smartphone, or tablet that supports A2DP profile.

# 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




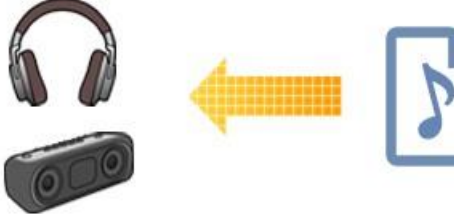
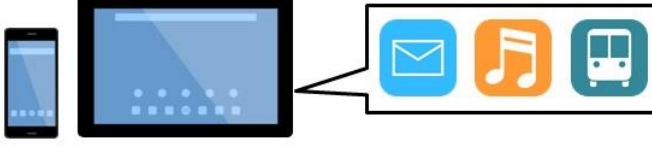

Case 6: When playing music (audio data) streamed via the Internet

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><b>When using the Bluetooth device close to Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc.</b></p> <p>Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. are devices that emit radio waves.</p> <p>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><b>When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio.</b></p>	<p>Move the Bluetooth device to a position where there is no obstacle, such as a human body, to Bluetooth</p>

	<p>This is because the human body blocks the Bluetooth antenna of the Bluetooth device and creates an obstacle for Bluetooth transmission.</p> 	<p>communication when using the Bluetooth device in a pocket or a bag.</p>
Cas e 3	<p><b>When using the Bluetooth device closes to the other Bluetooth devices.</b> 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>
Cas e 4	<p><b>When using the device away from the player, such as in a different room.</b> 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>
Cas e 5	<p><b>When playing music (audio data) via the Bluetooth device placed in a case.</b> 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>

Case 6	<p><b>When playing music (audio data) streamed via the Internet.</b></p> <p>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> 
Case 7	<p><b>When playing music with a large file size or High-Resolution audio format.</b></p> <p>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 <b>Priority on stable connection</b>.</p> 
Case 8	<p><b>When a lot of applications are running at the same time when use the Bluetooth function.</b></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.

## **Tips to help with Bluetooth connection issues**

Bluetooth pairing and/or connection can sometimes be tougher than it looks. Although this simple technology is widely available, many people occasionally can experience a hiccup in their Bluetooth experience. Try one of these 8 tips to help you manage possible Bluetooth issues!

### **1. Make sure both devices are ready to go!**

Your smartphone or laptop uses more energy when Bluetooth is ON, so **verify if you are not in any sort of battery saving mode in which Bluetooth is disabled**. Also, make sure that the audio device (headphones, speaker, etc.) you are trying to connect to is set to Bluetooth as source input.

### **2. First time pairing is not the same as second time pairing!**

Many new devices immediately and automatically go into pairing mode the first time you turn them ON, fresh out of the box.

However, **the second time you are going to pair a device, it is highly likely you have to manually put your device into pairing mode!**

This is to avoid that your headphones start connecting with every random phone in the street.

### **3. The 7-second rule**

Point 2 seamlessly brings us to a very important rule: check the second-pairing procedure of your product!

**Do not assume your device automatically starts pairing when you turn it on or select Bluetooth as the source input:** you might have to press and hold the pairing button for an extended amount of time: **a common rule is 7 seconds**. You will often hear an audio cue or see some flashing lights to inform you that your device has entered pairing mode.

Be sure to check your manual or help guide to find out exactly what your products second-

pairing procedure is!

#### 4. Have you tried turning it OFF and ON again?

Sometimes you have both devices right next to each other, confident that both devices are actively scanning and trying to connect; still, nothing appears on your smartphone or computer list. **A simple trick to fix this is to disable and re-enable Bluetooth on your phone/computer and see if the target device appears in the list.** If this doesn't solve your issue, also try restarting your phone/computer.

#### 5. Maybe your Bluetooth device is cheating on you?

If you have connected your Bluetooth device with many other devices around, **it is possible that it automatically connects to a previous device!**

Make sure you have cut that connection before attempting a new one.

#### 6. Avoid menus, use NFC!

If you don't like going through the Bluetooth menu, or are experiencing troubles with scanning and finding the target Bluetooth device, **NFC might offer an easy alternative.** If your smartphone is equipped with NFC (Near Field Communication), just hold both devices close to each other: it might simplify the connection process. Moreover, it is a cool gimmick at parties!

#### 7. Mind the gap

Bluetooth is nifty technology, but it has its limits. You can take this quite literally because the connection strength between your Bluetooth devices will gradually lessen due to distance and obstacles. If you cross a certain threshold, **you will get disconnected**. Just picture your Bluetooth signal as an invisible cable and take the length of that cable into consideration. As a rule of thumb, 10 metres is your maximum limit, without obstacles of any kind between the connected devices. **Also, remember that pairing requires you to be close to the target device, preferably right next to it.**

#### 8. Make sure it's a profile match!

It is a bit technical, but there are various Bluetooth profiles that can cause mayhem if they are not aligned. For example, there are transmitting and receiving Bluetooth devices (your phone is able to send music to a speaker, but not the other way around). **Always consider the purpose of the device you're trying to pair with.**

Alternatively, if a device allows for more than one mode of connection—phone, music,

messages, and address book,—**try disabling certain modes on either connected device to see if that helps your problem.**