

## Questions & Answers

- Can I use Bluetooth headphones, speakers, and sound bars with Android TV?

It depends on the TV model and Bluetooth device. For TV models that can be connected to Bluetooth devices through Bluetooth, refer to the following. Applicable TV models

Applicable Bluetooth devices Applicable TV

- Sound is delayed from the headset when viewing videos. Due to the characteristic of Bluetooth wireless technology, sound may delay when viewing videos. Also, a slight delay occurs in the receiving end when making calls or during music playback.
- Error: "Either your mobile device isn't connected, or you need to open the Alexa App and try again" is played, and the function cannot be used (Android OS devices).IMPORTANT: If model-specific information is required to complete any of the steps in this solution, refer to the operating instructions supplied with the product. Please verify the link below to check out the requirement
- Amazon Alexa does not work with my wireless headphone.IMPORTANT: If model-specific information is required to complete any of the steps in this solution, refer to the

operating instructions supplied with the product. Please verify the link below to check out the requirement

- Guide to using Amazon Alexa with wireless headphonesIMPORTANT: If model-specific information is required to complete any of the steps in this solution, refer to the Help Guide or manual supplied with the product. Just push the button on your headphones and talk to
- Can I use the in-flight plug adaptor to charge my headphones?The in-flight plug adaptor lets you enjoy balanced sound from the in-flight entertainment system while travelling in a plane. WARNING! The In-flight adaptor is NOT MEANT to charge your device.  
Plugging the in-flight
- The software update for my headphones doesn't complete.If any of these issues occur when doing firmware update, The update stops midway. The message “Software transfer failed” was displayed mid-update, and the update does not continue. The update freezes at the “Please
- When in the cold outdoors, the audio suddenly sounds lower, and the touch sensor control panel malfunctions.If there is a sudden temperature change, such as when going from a warm indoor setting to the cold outdoors, the touch sensor control panel may malfunction. When the touch sensor control panel malfunctions the

- Using the Wireless Headphones Ambient Sound Mode and noise canceling function

When you want to enjoy music without worrying about ambient noise, turn on the noise canceling function, and when you want to be aware of the ambient sound, turn on Ambient Sound Mode. The headset can be used comfortably
- Using the wireless headphones touch sensor control panel

**IMPORTANT:** If model-specific information is required to complete any of the steps in this solution, refer to the operating instructions supplied with the product. There is a touch sensor control panel in the right
- The touch sensor control panel of my headphones isn't responding

**IMPORTANT:** For details on operation method, refer to the instructions manual supplied with the product.

Follow these steps if the touch sensor control panel of your headphones doesn't respond:

On your mobile device
- [VIDEO] Sony | Headphones Connect - How the App Works Tutorial: Learn how to turn captions on or off when watching Internet videos from YouTube

Customize your music with Sony | Headphones Connect. Everyday music becomes even more enjoyable with easy controls. It
- Google Assistant Spoken notifications settings for wireless headphones

Some settings must be configured in order to use Google Assistant. For details other than how to

configure the Spoken notifications settings, check the following pages as well. Initial settings Music app settings

- Using Google Assistant with wireless headphones. Google Assistant assists you in operating your headphones using only your voice without the need of operating your smartphone and lets you perform operations when listening to music, contact your friends, set reminders
- Initial settings of Google Assistant on your wireless headphones. **IMPORTANT:** If model-specific information is required to complete any of the steps in this solution, refer to the operating instructions supplied with the product. Preparations Wireless Headphones that support Google
- Calling Google Assistant with wireless headphones. **IMPORTANT:** If model-specific information is required to complete any of the steps in this solution, refer to the Help Guide or manual supplied with the product. The following operations are available using the button
- Support for the Music Center (SongPal) app. Music Center (SongPal) is the app designed by Sony to manage Wireless Audio devices, and is essential to the setup of Wireless Stereo, Surround and Multi-room features. The app also allows you to browse and play
- Bluetooth connection and troubleshooting for audio products This page introduces Frequently Asked Questions about the Bluetooth for audio products. Technology

Overview What is Bluetooth wireless technology? Which Bluetooth profiles are supported? Pairing/Connection Basic

- How to pair your Bluetooth device to a laptop / desktopStep 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
- Headphones Troubleshooting GuideClick on the topic to view the Troubleshooting: No Power Cannot Charge Cannot perform Bluetooth pairing No Sound Sound skipping / Noise occurs If your questions aren't covered in this guide, please enter your
- How do I replace the ear pads / cushions / sponge of my Headphones?Because different headphone models requires different methods to replace the ear pads, please visit your nearest Authorized Service Center to let our technicians help you with the replacement.  
Note: Replacement
- [VIDEO] Bluetooth Series | How to pair with NFCTutorial: Learn how to turn captions on or off when watching Internet videos from YouTube
- [VIDEO] Bluetooth Series | How to pair your deviceTutorial: Learn how to turn captions on or off when watching Internet videos from YouTube
- [VIDEO] Bluetooth Series | How to connect to a Windows or MacTutorial: Learn how to turn captions on or off when watching Internet videos from YouTube

- [VIDEO] Bluetooth Series | Essential troubleshooting tips Tutorial: Learn how to turn captions on or off when watching Internet videos from YouTube
- How to delete the Bluetooth device information of your playback device Select your device below for steps on how to delete Bluetooth device information. NOTE: Depending on the OS version, the method may differ, for details refer to the manual supplied with the device or contact the
- [VIDEO] Intermittent sound or audio dropout is experienced when playing music with Bluetooth headphones Tutorial: Learn how to turn captions on or off when watching Internet videos from YouTube
- Is my audio device aptX enabled? To find out whether your audio device is aptX enabled, you may refer to the following website:  
  
[https://www.aptx.com/products?field\\_product\\_brand\\_tid=25](https://www.aptx.com/products?field_product_brand_tid=25)
- What is One-touch function? The One-touch function by Sony incorporates Near Field Communication (NFC) technology. By using Sony devices with the One-touch function, users can easily and instantly register and pair their Bluetooth devices
- Which Bluetooth profiles are supported? This model supports the following Bluetooth profiles: Advanced Audio Distribution Profile (A2DP) Transmit and receive high-quality music content Audio Video Remote Control Profile (AVRCP) Manage volume levels Hands-free

- Why is the unit turned OFF when connected to the computer?If the USB cable is connected to a computer while the unit is turned on, the unit will be turned off automatically.
- How to listen to music from a mobile device through an NFC-capable device using one-touch connection.NOTE: Not all mobile devices are supplied with the Near Field Communication (NFC) function. To see if your device is compatible with the NFC function , check the operating instructions of the mobile device. By
- What is an NFC compatible smartphone?The NFC compatible smartphones are smartphones with built-in Near Field Communication (NFC) function. These smartphones have Android 2.3.3 operating system or newer. Look for the NFC logo on the smartphone or mobile
- What is the passcode, or password, for pairing with another Bluetooth device?The passcode of your device is set to 0000 (four zero). When paring with another Bluetooth device, if the passcode of your device is required on the screen of another Bluetooth device, please enter 0000 (four zero)
- What is the maximum communication range of the Bluetooth connection?The range of the Bluetooth connection is approximately 30 feet (10 meters). However, maximum communication range will vary depending on obstacles (person, metal, wall, etc.) or electromagnetic environment. NOTE:

- Playing music from your smartphone on another device using "Throw"  
(Bluetooth)IMPORTANT: Not all devices have Throw (Bluetooth) feature. For details, refer to the manual supplied with the product. Just simply by tapping on the throw icon, you can stream music on your smartphone(\*) to your
- What is NFC?Near Field Communication (NFC) is a standards-based connectivity technology that makes it more convenient to make transactions, exchange digital content and connect devices. It is a technology enabling short-range
- What is one-touch listening?1IMPORTANT: Not all Sony products are compatible with one-touch listening. To check whether your product is compatible with one-touch listening, refer to the manual supplied with your product. One-touch listening
- Why can't pairing be done?Please check the following when this symptom occurs. Make sure both Bluetooth devices are placed within 1m (3ft) of each other. Ensure the BLUETOOTH Profile of the connecting BLUETOOTH audio device. Pairing cannot
- Why does the sound skip or the playback speed change during Bluetooth communication with Bluetooth Audio Transmitter WLA-NWB1?The communication condition may improve by sliding MODE switch to MODE 2. In MODE 2 the reception stability takes priority. Bluetooth wireless technology operates within a range of about 10 meters. Sound breaks

- What is the pairing procedure? Please refer to the steps below. Connecting with the supported smartphone by one touch. Download the app NFC Easy Connect to the smartphone from the Google Play and install it. Set the NFC switch to ON the unit.
- How long does it take to fully charge the unit? Once the unit is connected to a PC, it starts to charge. It takes about 4.5 hours to charge the empty battery completely. Note: The charging time may vary depending on the battery remaining power or its condition.
- What are the system requirements of the computer? System requirements of Personal Computer with any of the following operation systems and USB port pre-installed.  
Operation Systems: When using Windows: Microsoft Windows 8/Windows 8 Pro  
Microsoft Windows 7 Ultimate
- Why the unit cannot be charged? Please check the followings: Use the USB cable supplied with this unit. Sometimes you cannot charge the unit via another USB cable. Be sure to use the USB cable supplied with this unit. Check that this unit and
- Why is the playback sound not good? It may not be connected by A2DP. When the unit is turned on, it connects with the previous device by HFP or HSP. If you control the device to play back, HFP or HSP connection remains unchanged and the playback sound
- What are the NFC compatible Smartphones? Smartphones with the NFC function built-in (OS: Android 2.3.3 or later, excluding Android 3.x). An app for the NFC function needs to be installed on the smartphone. Download the app NFC Easy Connect from the Google

- What is the difference between Multi pairing and Multi point?Multi pairing: It registers up to eight devices. Multi point: It can connect one music player (A2DP profile) and one communication device (HFP or HSP profile) simultaneously.
- How to resolve if the unit cannot be recognized by a computer?Check the following. Use the USB cable supplied with this unit. The USB cable is not connected properly to the USB port of the computer. Connect the USB cable again. Check that this unit and the computer are directly
- How to pair your Bluetooth headphones with another deviceThis 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
- I Can't pair the Bluetooth headphones or speaker to a computerIMPORTANT: 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
- Repair Cost & Service ChargesFor repair cost and service charges, please visit:  
<https://www.sony.co.in/microsite/warranty-repair/warranty-info/#service-charge>

- How can I compare Sony product specifications?If you're interested in comparing Sony product specifications, this is the way to do it! Visit the Sony website Go to the Electronics tab and choose a product category Choose the products you want to compare
- Where can I buy genuine Sony products?Wondering where to buy Sony products? Click on the links below to find retail stores near you. Australia Hong Kong India Indonesia Korea Malaysia New Zealand Phillipines Singapore Taiwan Thailand Vietnam Middle
- How do I register a Sony product for the standard manufacturer's warranty?For Alpha customers, click here to register. For all other products, registration is not required. Online registration does NOT affect the warranty of your unit. You will need to ensure the safe keeping of your
- Location of service & repair centers in IndiaYou can find our repair and service centers here.
- How to take care of your HeadphonesHere are some tips on how to extend the life of your Headphones
- Let us help you find what you are looking for...manuals, firmwares, drivers, specifications and moreThe best way to find your information is to first reach your Product Page before you start searching with other keywords. 1. Getting to your Product page The product page is the best platform to start your journey:
- Environmental Policy & Electronic Waste (“E-Waste”) Management

- **Warranty Information**For information on Sony warranties, please refer to your local website in the Asia Pacific Region. Australia India Indonesia Korea Malaysia Middle East & Africa area New Zealand Phillipines Singapore Taiwan Thailand
- **Contact Sony India**
- **Support by Sony mobile app:** stay informed about news, software/firmware updates and more!**Want to be informed about the latest firmware / drivers that you need? Or maybe you want to know the best picture settings for your camera? Well, the Support by Sony app\* keeps you informed about the latest updates**
- **Windows 8 Compatibility Information**For the compatibility status of Sony products with Windows 8, which is scheduled to be released by Microsoft Corporation on October 26, 2012, and upgrade information, please refer to the relevant product category
- **What is Bluetooth wireless technology?What is Bluetooth?** Bluetooth is a wireless communication technology that can be used for close-range data transmission from one digital device to another. Bluetooth is essentially a one-to-one wireless connection
- **Where can I find the model and serial numbers for my Digital Music Player or other Portable Audio devices?**The model and serial numbers can be found on the device itself or in the bar code on the original box. Barcode Label on the Original Box Digital Music Player Headphone Digital Voice Recorder Barcode Label on the

- Understanding digital audio – an A-Z guide  
Confused by some of the language used to describe audio equipment? We've created a quick guide to help you out. The basics: how digital audio is recorded  
Because real-world sound varies continuously, digital recording
- Windows 10 Compatibility Information  
Thank you for choosing Sony products. For the compatibility status of Sony products with Windows 10, which is scheduled to be released by Microsoft Corporation on July 29, 2015, and upgrade information, please refer
- Windows 10 information - 28th July 2015 Update  
As announced by Microsoft on June 1, 2015, Windows 10 - their latest operating system - is scheduled to launch on July 29, 2015. Please refer to Microsoft website for details. Sony is now testing Windows 10 and
- Check my service & repair job status  
To check and track your repair / service job status, visit to the following: <https://web.sony-asia.com/in/track-repair/>
- Unable to charge my device from the USB port on a Microsoft Windows 8.1 computer.  
This issue can be fixed by a driver update through Windows Update. About affected models and how to install a driver update, refer to the following support web site. Asia Pacific
- Driver Update for USB Charging with a Windows 8.1 PC.  
Windows 8.1 was released on October 18, 2013 from Microsoft Corporation. It was recently discovered that some

products may not charge properly when attached to a USB port of a computer running the Windows 8.1 operating

- Repair & Service related FAQs
- Notes on connecting to the internet with products manufactured by Sony  
When you connect a product manufactured by Sony such as a TV or Blu-ray recorder to the internet, use a router to connect, or connect the product to a LAN port with a router function.

Wired/wireless connection via

- Do products that use magnets affect medical devices such as pacemakers?  
Medical devices such as pacemakers, defibrillators, or variable pressure shunts for hydrocephalus treatment may be affected depending on the magnetic field of the magnet in the product.

If you use one of these medical