What can I do to solve a problem?

If the headset 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 headset.
  You may be able to resolve some issues by charging the headset battery.
- Reset the headset.
- Initialize the headset.

  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.

The headset is not turned on.

- Make sure the battery is charged enough to turn the headset on.
- The headset cannot be turned on while charging the battery. Remove the USB Type-C cable and turn on the headset.

Charging cannot be done.

- Be sure to use the supplied USB Type-C cable.
- Check that the USB Type-C cable is firmly connected to the headset and the USB AC adapter or computer.
- Make sure that the USB AC adaptor is firmly connected to the AC outlet.
- Check that the computer is turned on.
- Check that the computer is not in standby, sleep or hibernation mode.
- When using Windows 8.1, update using Windows Update.

Charging time is too long.

- Check that the headset and the computer are directly connected, not via a USB hub.
- Check that you are using a commercially available USB AC adapter capable of supplying an output current of 1.5 A or more.
- Check that you are using the supplied USB Type-C cable.

The headset cannot be recognized by a computer.

- Check that the USB Type-C cable is properly connected to the USB port of the computer.
- Check that the headset and the computer are directly connected, not via a USB hub.

- There may be a problem with the USB port of the connected computer. Try connecting to another USB port on the computer if one is available.
- Try the USB connection procedure again in cases other than those stated above.

The remaining battery charge of the headset is not displayed on the screen of an iPhone or iPod touch.

- The remaining battery charge is shown only on the screen of an iPhone or iPod touch (iOS 5.0 or later) that supports HFP (Hands-free Profile).
- Check that the iPhone or iPod touch is connected with HFP (Hands-free Profile). Otherwise, the remaining battery charge will not be correctly displayed.