

FAQ and Troubleshooting steps:

Sound cuts out or noise occurs while playing music on my earbud headphones

The earbud headphones use a left and right simultaneous Bluetooth® transmission method. This means the Bluetooth connection stability is improved compared to more conventional headphones. However, intermittent audio, or no audio may occur under the following situations:

- In a location where the Wi-Fi signal is inconsistent, such as on a train, an airport, or rail station
- When using in an environment with a congested Wi-Fi signal, near to other wireless audio devices using Wi-Fi, microwaves, phones.

Follow these troubleshooting steps to resolve the sound issues:

- For WF-1000XM3 only
Update the headset software to the latest version using the Sony | Headphones Connect app. For more details, visit the product page of the headset on the Sony Support website.
- Reconnect your headphones to the Bluetooth® device.
 1. Place earbud headphones in the charging case and then close the lid.
 2. After a few seconds, remove them from the charging case and then reconnect with the Bluetooth device.
- Set the **Sound quality** mode to **Priority on stable connection**.
 1. Launch the **Sony | Headphones Connect** app.
 2. Set the **Sound quality** mode to **Priority on stable connection**.

Notes:

- When the **Noise Canceling** function is set to on, you may hear white noise, a small electrical noise with continuous static sound. The white noise is generated because of the characteristics of the **Noise Canceling** function. This is not a malfunction of the headset. If you are bothered by the white noise, use the headset with the Noise Canceling function **OFF**.
- When you use the headset while walking or running, vibration may be heard, linked with the body movements. This is due to the characteristic of the headset combined with the vibration of the movement, and is not a malfunction.
- When the **Noise Canceling** function is set to **ON**, or the **Ambient Sound Control** is set to **ON**, the wind noise may be louder depending on the usage conditions. If this is the case, check the following:
 - WF-1000XM3: Move the slide bar to **Wind Noise Reduction** in the Ambient Sound Control setting. If the wind noise isn't reduce sufficiently, turn off the **Noise Canceling** function and **Ambient Sound Control** settings.

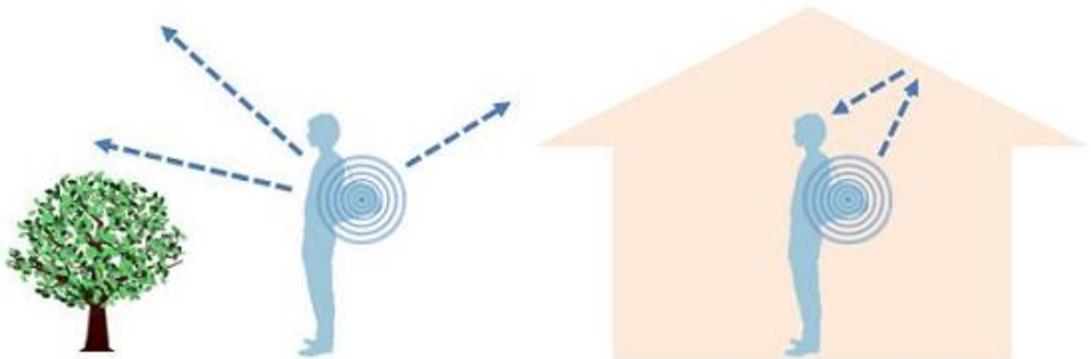
The sound is poor or skips when using a Bluetooth connection

The following situations may affect the quality of the Bluetooth® connection between your unit and the connected device:

- The communication between the devices will be poor if there is an obstruction between the unit and the connected device. Try the following:
 1. Change the position or location of the unit or connected device.
 2. If the connected device has a cover on it, take it off to improve the communication distance.
 3. If the connected device is in a bag or in a pocket, try moving the position of the device.



4. Place the devices closer together to improve signal transmission.



- Signal interference may occur when a Wi-Fi® device is in use near the unit if they both use the same 2.4 GHz frequency band. To resolve the issue, try the following:
 1. Turn off the Wi-Fi function of the connected device.
 2. If a Wi-Fi device is in use near the unit, turn off its Wi-Fi function or use the device at least ten meters away from the unit.
 3. Use the unit as far away as possible from a microwave oven, ticket gates, other Bluetooth device or places that generate electromagnetic radiation.

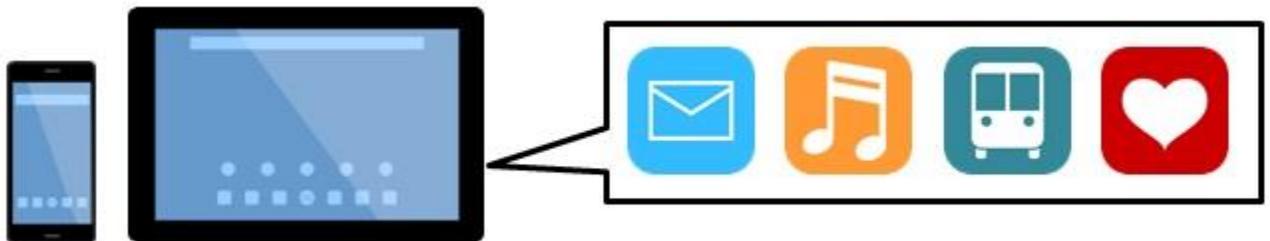
Note: Turn off the noise-cancelling function if you are using a noise canceling headphone.



- If multiple devices are connected to your router, speed may be slow. Turn off the other devices or disconnect the Wi-Fi connection to the router, then check if the signal strength has improved.



- Bluetooth transmission is affected if too many applications are running at the same time on the connected device. Close applications that you are not using to avoid slowing down the Bluetooth transmission.



- The sound may skip if the music being played has a high bit rate. Check the specifications of the connected device and the format of the audio file.
 - For **MDR-1000X, WH-1000XM2, WF-1000X, WF-SP700N, WI-1000X, MDR-10RBT, MDR-1RBT, MDR-AS700BT, MDR-EX31BN, MDR-**

XB950BT, or **MDR-ZX770BN**, set the sound quality mode to **Priority on stable connection** mode.

1. Turn off your headset.
2. If the unit is currently set to Standard mode (default), press the **POWER** button while holding down the **VOL-** button for more than two seconds to turn it on.
3. If the headset is currently set to **Priority on sound quality** mode.
 1. Turn on the headset while holding down the **VOL-** button.
 2. Turn off the headset.
 3. Press the **POWER** button while holding down the **VOL-** button for more than two seconds to turn it back on.

Note: The battery charge light flashes red first and then blue when the sound quality mode switches to **Priority on stable connection** mode.

- For all other models, set the bit rate to the one that the unit supports.
 - Not all units have this function. For details on how to set the bit rate, check your device manual.

If the sound still skips after performing the steps above, restore the unit to factory default. For model-specific instructions, check your device manual.

1. Delete pairing data, and then pair the unit and device again.
2. Reset the unit.
3. Initialize the unit.