

Troubleshooting

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.

No sound

- Check that both the headset and the connected device (i.e., smartphone) are turned on.
- Check that the headset and the transmitting Bluetooth device are connected via Bluetooth A2DP.
- Turn up the volume if it is too low.
- Check that the connected device is playing back.
- If you are connecting a computer to the headset, make sure the audio output setting of the computer is set for a Bluetooth device.
- Pair the headset and the Bluetooth device again.
- Check that the headphone cable is connected firmly.

Low sound level

- Turn up the volume of the headset and the connected device.
- Connect the Bluetooth device to the headset once again.

Low sound quality

- Turn down the volume of the connected device if it is too loud.
- Keep the headset away from microwave ovens, Wi-Fi devices, etc.
- Bring the headset closer to the Bluetooth device. Remove any obstacles between the headset and the Bluetooth device.
- Keep the headset away from a TV.

- Switch the Bluetooth connection to A2DP by operating the Bluetooth device when HFP or HSP is set.
- If you connect a device with a built-in radio or tuner to the headset, broadcasts may not be received or the sensitivity may be reduced. Move the headset away from the connected device and try again.
- If you have previously connected the headset to this Bluetooth device, only an HFP/HSP Bluetooth connection may be established when the headset is turned on. Use the Bluetooth device to connect via an A2DP Bluetooth connection.
- When listening to music from a computer on the headset, the sound quality may be poor (e.g., difficult to hear the singer's voice, etc.) for the first few seconds after a connection is established.

This is due to the computer specifications (prioritizes communication at the start of transmission and then switches to prioritizing audio quality several seconds later) and is not a headset malfunction. If the sound quality does not improve after a few seconds, lightly double-tap the touch sensor control panel of the headset (about 0.4-second intervals). Or you can use the computer to establish an A2DP connection. For the operations on your computer, refer to the operating instructions supplied with your computer.

Sound skips frequently.

- Set the headset to “Priority on stable connection” mode. For details, see “[About the sound quality mode](#)”.
- Remove any obstacles between the antenna of the connecting Bluetooth device and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



A: Location of the built-in antenna

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
 - When there is a human body between the headset and the Bluetooth device
Put the Bluetooth device in the same direction as the antenna of the headset to improve the Bluetooth communications.
 - There is an obstacle, such as metal or a wall, between the headset and the Bluetooth device.

- In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Because Bluetooth devices and Wi-Fi (IEEE802.11b/g/n) use the same frequency (2.4 GHz), microwave interference may occur and result in noise, audio dropouts, or communications being disabled if this headset is used near a Wi-Fi device. In such a case, perform the following steps.
 - Use this headset at least 10 m (30 feet) away from the Wi-Fi device.
 - If this headset is used within 10 m (30 feet) of a Wi-Fi device, turn off the Wi-Fi device.
 - Use this headset and the Bluetooth device as near to each other as possible.
- If you are enjoying music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.

The noise canceling effect is not sufficient.

- Make sure that the noise canceling function is turned on.
- Adjust the earpad position to fit your ears.
- The noise canceling function is effective in low frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.

Pairing cannot be done.

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
- The headset automatically enters pairing mode when pairing the first device after purchasing, initializing, or repairing the headset. To pair a 2nd or subsequent device, press and hold



the button of the headset for 7 seconds or more to enter pairing mode.

- When pairing a device once again after initializing or repairing the headset, you may be unable to pair the device if it retains pairing information for the headset (iPhone or other device). In this case, delete the pairing information for the headset from the device and pair them again.

One-touch connection (NFC) does not work.

- Keep the smartphone close to the N-mark on the headset until the smartphone responds. If it still does not respond, slowly move the smartphone in all directions.
- Check that the NFC function of the smartphone is set to On.

- If the smartphone is in a case, remove it.
- NFC reception sensitivity varies depending on the smartphone. If the connection repeatedly fails, connect/disconnect by operating the smartphone.
- You cannot establish a one-touch connection (NFC) while charging the battery, because the headset cannot be turned on. Finish charging before establishing the one-touch connection (NFC).
- You cannot establish a one-touch connection (NFC) when the headphone cable is connected to the INPUT jack. Remove the headphone cable before establishing the one-touch connection (NFC).
- Check that the connecting device supports the NFC function.
- Check that the Bluetooth function of the smartphone is turned on.

Unable to make a Bluetooth connection.

- Check that the headset is turned on.
- Check that the Bluetooth device is turned on and the Bluetooth function is on.
- If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via the Bluetooth function. In that case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
- The Bluetooth device is in sleep mode. Cancel the sleep mode.
- The Bluetooth connection is terminated. Make the Bluetooth connection again.
- In case that the pairing information for the headset has been deleted on the connected device, pair the headset with the device again.

Distorted sound

- Keep the headset away from a microwave oven, Wi-Fi device, etc.

The Bluetooth wireless communication range is short, or the sound skips.

- Set the headset to “Priority on stable connection” mode. For details, see “[About the sound quality mode](#)”.
- Remove any obstacles between the antenna of the connecting Bluetooth device and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



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 - Use this headset at least 10 m (30 feet) away from the Wi-Fi device.
 - If this headset is used within 10 m (30 feet) of a Wi-Fi device, turn off the Wi-Fi device.
 - Use this headset and the Bluetooth device as near to each other as possible.
- If you are listening to music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.

The headset does not operate properly.

- Reset the headset. This operation does not delete pairing information.
- If the headset does not operate properly even after resetting it, initialize the headset.

Cannot hear a person on a call.

- Check that both the headset and the connected device (i.e., smartphone) are turned on.
- Turn up the volume of the connected device and the volume of the headset if they are too low.

- Check the audio settings of the Bluetooth device to make sure the sound comes from the headset during a call.
- Use the Bluetooth device to reestablish the connection. Select HFP or HSP for the profile.
- While listening to music with the headset, stop playback and double-tap the touch sensor control panel lightly to respond to an incoming call.

Low voice from callers

- Turn up the volume of the headset and the connected device.

Initializing the headset to restore factory settings

Turn off the headset while the USB Type-C cable is disconnected and then press and hold

the



button and the NC/AMBIENT button simultaneously for 7 seconds or more.



The blue indicator flashes four times (), and the headset is initialized. This operation resets volume settings, etc., and deletes all pairing information. In this case, delete the pairing information for the headset from the device and then pair them again.

If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

Note

- Even if you initialize the headset, the updated software is retained.
- Even if you initialize the headset after changing the language of voice guidance, the language will not be changed.