I cannot connect to the headphones or speakers via a Bluetooth pairing from the mobile device.

Pairing was previously possible, but now the device cannot reconnect.

Check the following.

1. Confirm how the devices you are using are combined.
2. Update the Music center (SongPal) app.
3. Delete device information, and then reattempt pairing.
Related Info

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1. Confirm how the devices you are using are combined.

There is a possibility that the Bluetooth connection is already made with a device that you did not want to connect or the Bluetooth connection is not correctly set.



Please check the following video:

How to switch the Bluetooth pairing connection to a different device

Tutorial:
Learn how to turn captions on or off when watching Internet videos from YouTube

When using more than **one** Bluetooth device with the headphones or speakers, you may **not be able to** connect to the intended device. Please confirm how the devices you are using are combined.

- **When using NFC-compatible headphones or speakers, or a Bluetooth device.**
- **When using an Android device (when you do not know whether it is non NFC-compatible or NFC-compatible.**
- **When using an iOS device.**

When using NFC-compatible headphones or speakers, or a Bluetooth device.

Touch the NFC mark on the Bluetooth device with the headphones or the speaker again. Cancel the screen of the mobile device.



That concludes the connection.

When using an Android device (when you do not know whether it is non NFC-compatible or NFC-compatible.

Perform the connecting procedure below:

1. Set the speaker or headphones to the pairing mode.

   NOTE: The procedure to set to the pairing mode differs according to your device. For details, refer to the manual supplied with the product.
   - Example: When pressing the **FUNCTION-PAIRING** or power button to set to the pairing mode.
   -
     1. Turn off the headphones or speaker, and then wait a moment while pressing and holding the Bluetooth or power button.
     2. When the BLUETOOTH indicator or power lamp flashes in red and blue, the device enters the pairing mode.
     3. If passkey is required on the BLUETOOTH mobile device, enter “0000.” “Passkey” may be called “Passcode,” “PIN code,” “PIN number,” or “Password.”

2. Perform pairing with the Bluetooth device you want to connect.
   NOTE: The operating procedure of Android 6.0 is explained below.

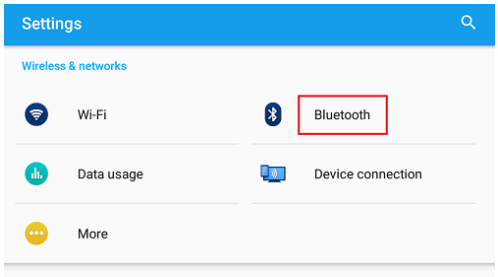
    1. Tap the **HOME** button.

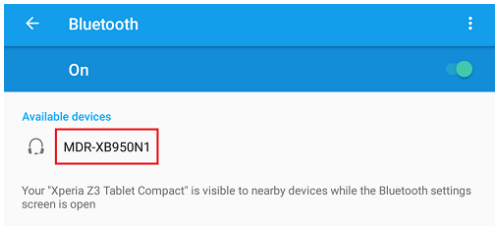
    2. Tap **Settings**.

    3. Tap **Bluetooth**.

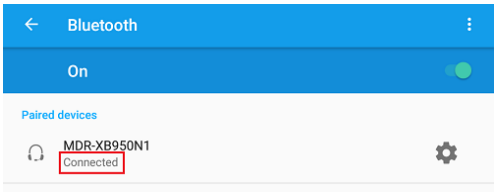
    4. Tap the device name displayed in the **Bluetooth** items.

    NOTE: If the device name is not displayed in the **Bluetooth** items, there is a possibility that the **Bluetooth** function is set to off. Set the **Bluetooth** function to on.



When pairing is complete, **connected** is displayed in the **Bluetooth** device name.



That concludes the connection.

When using an iOS device.

Perform the connecting procedure below:

1. Set the speaker or headphones to the pairing mode.

   NOTE: The procedure to set to the pairing mode differs according to your device. For details, refer to the manual supplied with the product.
   - Example: When pressing the power button to set to the pairing mode.
   -
     1. Turn off the headphones or speaker, and then wait a moment while pressing and holding the power button.
     2. When the power lamp flashes in red and blue, the device enters the pairing mode.

2. Perform pairing with the Bluetooth device you want to connect.

   NOTE: The operating procedure of iOS 10 is explained below.

   1. Tap **Settings** on the **HOME** screen.



2. Tap **Bluetooth**.



3. Set Bluetooth to **ON**.
4. Tap the device name displayed in the Bluetooth items.



NOTE: If the device name is not displayed in the **Bluetooth** items, there is a possibility that the **Bluetooth** function is set to off. Set the **Bluetooth** function to on.



When pairing is complete, **Connected** is displayed in the **Bluetooth** device name.



That concludes the connection.

2. Update the Music center (SongPal) app.

If Music Center (SongPal) is installed on your mobile device, update it to the latest version. If you are in an environment in which you cannot use the latest version of Music Center (SongPal), try uninstalling Music Center (SongPal) and reconnecting.

3. Delete device information, and then reattempt pairing.

If the device information of the headphones or speaker is registered to your mobile device, use the following procedure to delete the device information, then reattempt pairing.

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

When using an Android device
When using an iOS device

When using an Android device

1. Turn off the headphones or speaker.
2. Set the Bluetooth settings on your Android device to **ON** and delete the device information of the headphones or speaker.
3. Turn on the headphones or speaker.
4. Perform the connecting procedure again.
   For details, refer to the Step 1.

When using an iOS device

1. Turn off the headphones or speaker.

2. Delete the device information of the headphones or speaker registered to your iOS device.
   NOTE: The operating procedure of iOS 10 is explained below.
   1. Tap **Settings** on the **HOME** screen.
   2. Tap **Bluetooth**.
   3. Tap the ⓘ mark to the right of **headphones** or **speaker** in the device list.
      NOTE: If the device name is not displayed in the Bluetooth items, there is a possibility that the Bluetooth function is set to off. Set the Bluetooth function to on.
   4. Tap **Forget this Device**, then iOS device will be paring mode.
3. Turn on the headphones or speaker.
4. Perform the connecting procedure again. For details, refer to the Step 1.

Related Info

For more information regarding Bluetooth connection with Walkman, Headphone, Computer or Sound Bar, refer to:

- Frequently Asked Questions about Bluetooth for audio products.
- How to pair Bluetooth headphones with a source device.
- I cannot pair my headphones or speakers with my computer using the Bluetooth function.

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

Microsoft Windows 8.1 or 8

Microsoft Windows 7

Apple Mac OS

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.

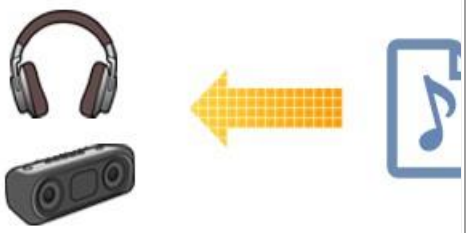
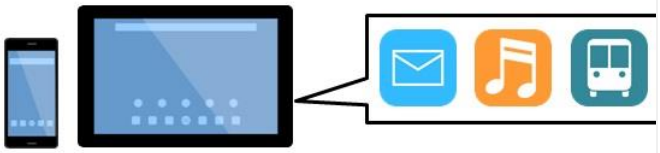
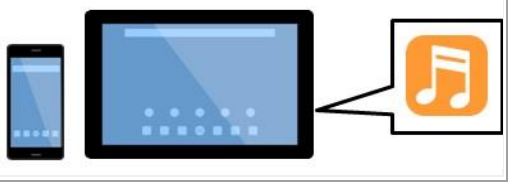
Sound from the Bluetooth headphones/speakers cuts or noise occurs.

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	**When using the Bluetooth device close to Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc.** Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. are devices that emit radio waves. Bluetooth devices may be affected by these radio waves when using them in a location with a mixture of multiple radio waves. 	Please use the Bluetooth device away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference. If you use a headphone set with a noise canceling function, turn the noise canceling function off.
Case 2	**When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio.** This is because the human body blocks the Bluetooth antenna of the Bluetooth device and creates an obstacle for Bluetooth transmission. 	Move the Bluetooth device to a position where there is no obstacle, such as a human body, to Bluetooth communication when using the Bluetooth device in a pocket or a bag.
Case 3	**When using the Bluetooth device closes to the other Bluetooth devices.** Bluetooth devices may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.	Turn off the Bluetooth function of the other Bluetooth devices.

		
Case 4	**When using the device away from the player, such as in a different room.** 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.	Keep the Bluetooth headphones/speakers as close to the Bluetooth player as possible.
Case 5	**When playing music (audio data) via the Bluetooth device placed in a case.** If a protective case uses metal objects or thick materials, Bluetooth communication is interfered by those objects/materials and the signal may be weak.	Remove the case of the Bluetooth player.
Case 6	**When playing music (audio data) streamed via the Internet.** 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. 	Play downloaded audio contents, not stream via the Internet. 

Case 7	**When playing music with a large file size or High-Resolution audio format.** 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. 	Change the settings Bluetooth audio streaming playback quality of your Bluetooth headphones or speaker to **Priority on stable connection**. 
Case 8	**When a lot of applications are running at the same time when use the Bluetooth function.** 	Quit apps which you are not using on the device to reduce the load. 

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.

Basic information of Bluetooth pairing and Bluetooth connection.

IMPORTANT:

Bluetooth headphones and speakers can’t connect with multiple devices at a time. Just think of how making multiple phone calls to multiple devices at once is not possible. If your headphones are already connected to one mobile device, they cannot be simultaneously connected with another mobile device. To tackle this, operate the mobile device that was first connected, and cancel the Bluetooth connection with the headphones or speaker. You can then connect to another mobile device.



Please check the following video:

How to switch the Bluetooth pairing connection to a different device

Tutorial:
Learn how to turn captions on or off when watching Internet videos from YouTube

Bluetooth pairing

Bluetooth pairing is a form of information registration for linking devices. By registering device information (pairing) between devices, they can connect to one another.

In order to use a Bluetooth device, you must first pair it with another Bluetooth device. Pairing is a bit like exchanging phone numbers. Similar to how you must exchange phone numbers with a person you want to call, connecting Bluetooth devices requires you to first pair them to register the pairing information of each device. After pairing the devices the first time, there is no need to repeat this pairing process again. That is because each device has saved the necessary information and can therefore easily connect.



In addition, similar to how forgetting someone's phone number means that you cannot call him or her, if the pairing information stored by your Bluetooth device is deleted (e.g. device reset), you will be unable to connect it to the device you previously registered.



Should that happen, you will have to pair them again in order for them to be able to connect to each other. In the same way, when you change your mobile device (e.g. when you buy a new smartphone), you must create a new pairing between the new device and the headphone or speaker.
Refer to the following pages for the pairing procedures for Bluetooth devices.

- How to pair Bluetooth headphones with a source device.
- How to pair a Bluetooth speaker with a source device.

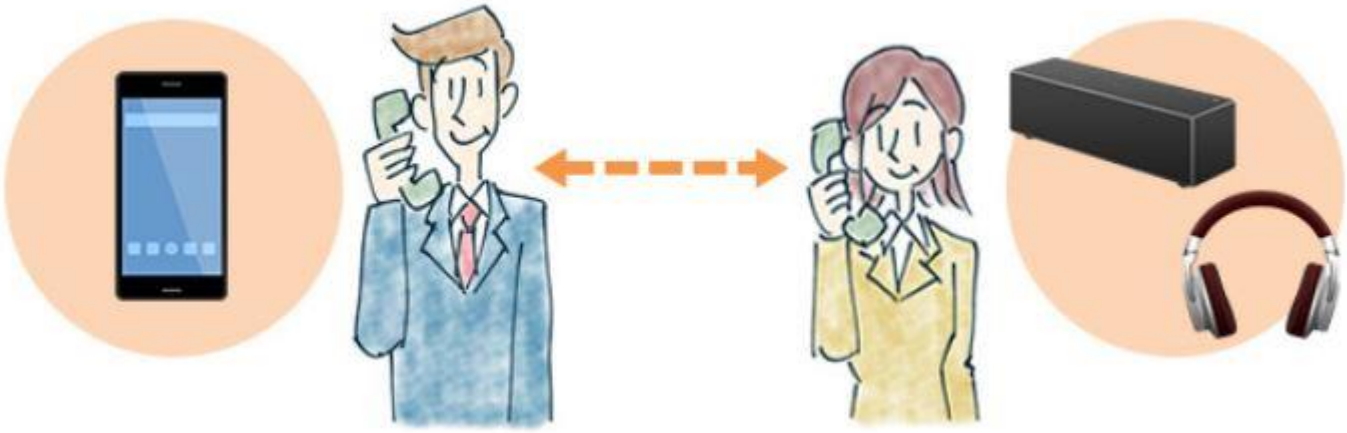
NOTE: There is a limited amount of Bluetooth devices that can be registered to the Bluetooth headphones. If you have reached the maximum registration limit and you attempt to register a new device, the pairing information of one of the devices you previously registered (the earliest device in your connection history) will be deleted.



Bluetooth connection

A Bluetooth connection is a transmission between two Bluetooth devices. In order to complete the Bluetooth connection, you must first register the information of each device with the other. After pairing the devices the first time, there is no need to repeat pairing to connect again.

Establishing a connection between two Bluetooth devices is like making a phone call. Similar to how you can call someone if you both know one another's phone number, two devices can connect if they have been paired, thereby storing one another's pairing information.



The connection and disconnection procedures for Bluetooth devices differ depending on the product. For details, refer to your product's instruction manual or help guide.
If you cannot pair or connect your Bluetooth product, refer to the following page.

- I cannot connect to headphones or speakers via a Bluetooth pairing from a mobile device.