

How to pair Bluetooth headphones with a Bluetooth source device.

IMPORTANT: Before you start pairing operation, make sure that:

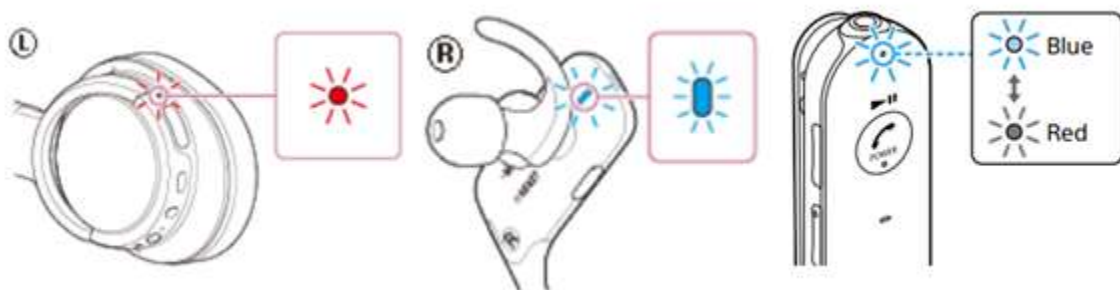
- The smartphone is placed within 1 m (3 feet) of the headset
- The headset is charged sufficiently

Proceed as follows:

1. **If the Bluetooth headphones are turned on, turn them off.**
2. Activate Pairing mode on the Bluetooth headphones. Press and hold the **power button** or the **ID SET** button.



When the indicator starts to blink quickly, release the button. The Bluetooth headphones enter Pairing mode.



NOTES:

- The button that must be held down to enter Pairing mode differs depending on the product you use, so check the instruction manual for your Bluetooth headphones.
- The pairing mode is canceled and this Bluetooth headphone is **turned off after about five minutes**. If the pairing mode is canceled while performing this procedure, start over from step 1.

- When pairing for the first time, press and hold the POWER button for about **2 seconds** while the Bluetooth headphone are turned off.
- 3. Operate the Bluetooth wireless device that you want to connect to, and **perform the pairing procedure**. The operation method differs depending on the device, so check the instruction manual for your Bluetooth wireless device.

NOTES:

- The list of detected devices appears on the display of the Bluetooth wireless device.
- Some devices cannot display the list of detected devices.
- Depending on the device, Bluetooth connection may start automatically.
- 4. Select the model number of the headphones shown in the display of Bluetooth wireless device. If the model number of this unit does not display, repeat from step 1.

NOTES:

- If a passcode input is required on the display of the Bluetooth wireless devices, input 0000 (four zeros). The Passcode may also be referred to as a Passkey, PIN code, PIN number or Password.
- If pairing does not work, see the following FAQ.
[Unable to pair the Bluetooth wireless devices.](#)

NOTES:

- Once Bluetooth devices are paired, there is **no need to pair them again**, except in the following cases:
 - Pairing information has been **deleted after repair**, etc.
 - The headset is already paired with **8 devices** and another device is to be paired.

The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the paired device with the oldest connection time is replaced by the new one.

- When the pairing information for the headset has been **deleted** from the **Bluetooth device**.
- When the headset is **initialised**, all pairing information is deleted.
- The headset can be paired with **multiple** devices, but can only play music from one paired device at a time.

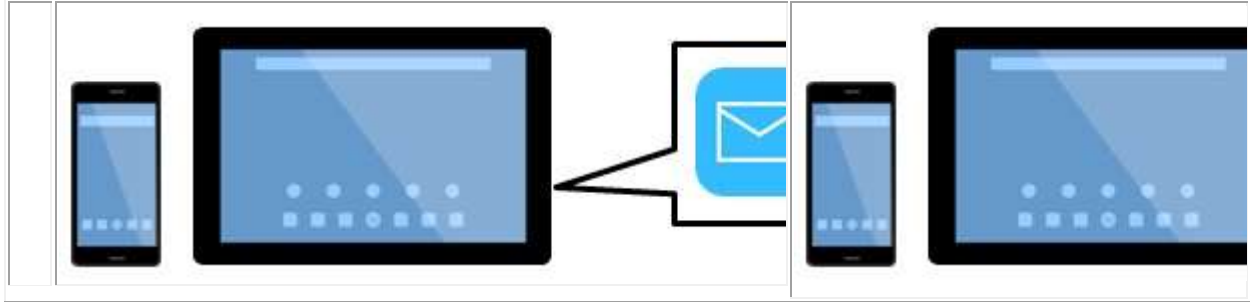
Sound of Bluetooth headphones/speakers cuts or noise occurs

Various reasons can cause noise interference to the sound of Bluetooth headphones or speakers. Please check the following solutions for each cause:
Alternatively, you can visit our [Sony Headphones Troubleshooting Guide](#) for other options.

	Reasons	Workarounds
C as e 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.
C as e 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.

What is Bluetooth pairing?

[What's Bluetooth pairing?](#)

Bluetooth pairing is a form of information registration for linking devices. By registering device information (pairing) between devices, they can connect. 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 trade phone numbers with a person you want to call, connecting Bluetooth devices requires you first to pair them to register the pairing information of each device. After pairing devices the first time, there is no need to repeat this pairing process. That is because each device has saved the necessary information and can therefore easily connect



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. It's a bit like forgetting someone's phone number means that you cannot call him or her!



Should that happen, you will have to pair them again for them to be able to connect. In the same way, when you change your mobile device (e.g. when you buy a new smartphone), you must pair the new device and the headphone or speaker again.

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.](#)
- [Walkman](#)
- [Walkman device \(NWZA Series, NWZE Series, NWZS Series, NWZX Series\)](#)

- [Android device \(smartphone, tablet\)](#)
- [iOS device \(iPhone, iPad\)](#)
- [Windows 7 - 8 - 10 - MAC](#)
- [Sony Android TVs](#)

NOTE: [Not all Sony Android TVs can be used with Bluetooth headphones or speakers, please verify that your TV model is in the list.](#)

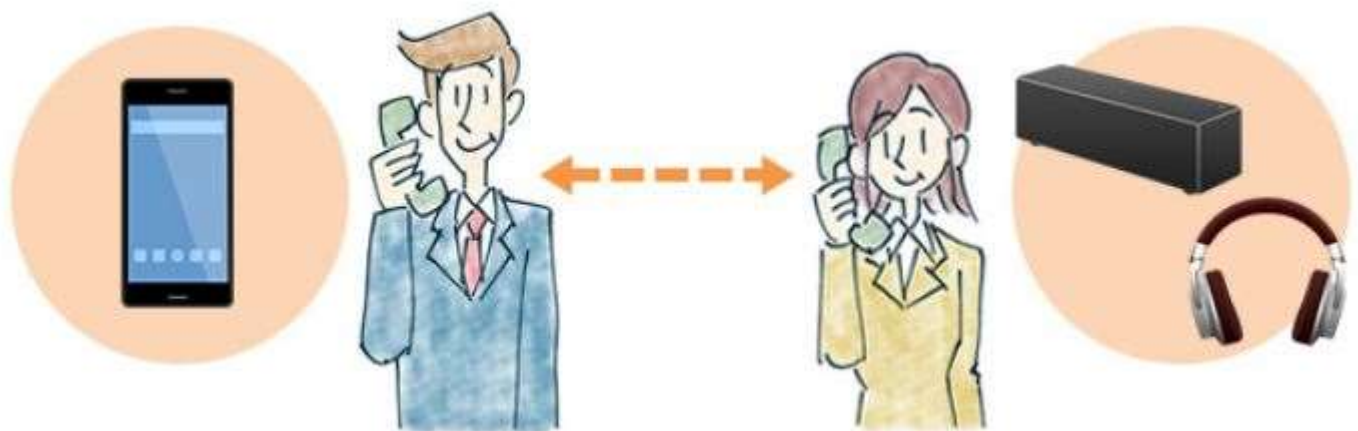
NOTE: There is a limited amount of Bluetooth devices that can be registered to Bluetooth headphones. If you have reached the maximum registration limit and you attempt to register a new device, pairing information of one of the devices you previously registered (the earliest device in your connection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



Bluetooth connection

A Bluetooth connection is a transmission between two Bluetooth devices. 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 the pairing process 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 help guide or instruction, available on this support website.

How to pair a Bluetooth speaker with a source device.

This page introduces instructions for pairing your Bluetooth speaker with a source device such as a Walkman or smartphone.

Preparation

Before you start the pairing operation, please confirm the following:

- **Refer to the operating instructions or help guide for model-specific information.**
- **Place the source device within 1 m (3 feet) of the Bluetooth speaker.**
- **Make sure the Bluetooth speaker and source device are both sufficiently charged.**

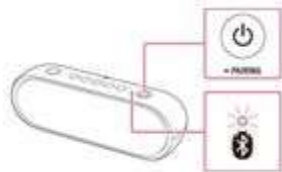
Bluetooth Speaker pairing procedure

1. Turn on the speaker. The  (power) indicator will light up or/and the  (Bluetooth) indicator begins to flash.

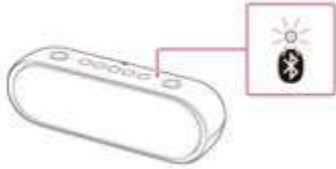
NOTE:

- When you turn on the speaker for the first time after purchase, the  (Bluetooth) indicator will begin to flash quickly and the speaker automatically enters pairing mode. Proceed to step 3.
- When you turn on the speaker, the speaker tries to make a Bluetooth connection with the last connected Bluetooth device. If that device is nearby and its BLUETOOTH function is on, the BLUETOOTH connection will be established

automatically and the  (Bluetooth) indicator will stay lit. When you want to connect another Bluetooth device, terminate the current Bluetooth connection first, by operating the currently connected Bluetooth source device.

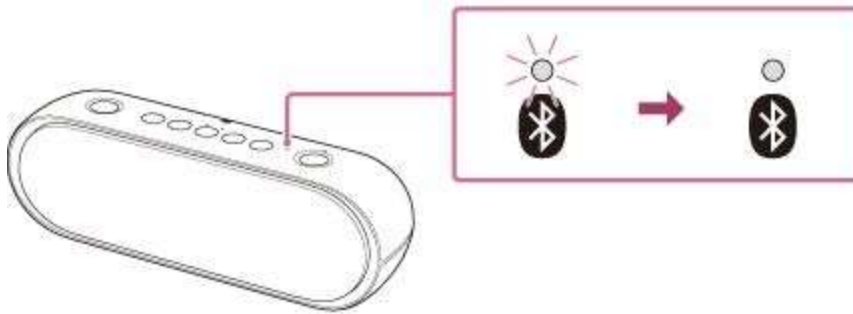


2. Press and hold the  (power) - PAIRING button until you hear the voice guidance and the  (Bluetooth) indicator begins to flash quickly. The speaker enters pairing mode.



3. Perform the pairing procedure on the Bluetooth source device to detect the speaker.
NOTE: Complete pairing operations of the source device within 5 minutes. The pairing mode of the speaker ends after 5 minutes. If pairing mode ends, you must start pairing operations for the speaker over from the beginning.

4. Check that the  (Bluetooth) indicator has switched from flashing to a steady light. When the speaker is successfully connected to the source device, the  (Bluetooth) indicator will stay lit.



Helpful information on Bluetooth pairing

Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:

- When the speaker is restored to factory settings, all pairing information is deleted.
- Pairing information might be deleted after a repair, etc.
- If you exceed the maximum number of Bluetooth devices that can be paired (approx. 8), the oldest pairing information will be overwritten and replaced by any new pairing information.
- When the pairing information for the speaker has been deleted from the Bluetooth source device.

Feeling Blue? 8 tips to help with Bluetooth connection issues

Bluetooth pairing (establishing a connection between two Bluetooth devices) can sometimes be tougher than it looks.

Although this simple technology is widely available, many people occasionally experience a hiccup in their Bluetooth experience.

Have a look at our four Bluetooth episodes or try one of these eight tips to help you manage possible Bluetooth issues!

1. [\[VIDEO\] Bluetooth Series - How to pair devices](#)
2. [\[VIDEO\] Bluetooth Series - Pairing devices with NFC \(Near Field Communication\)](#)
3. [\[VIDEO\] Bluetooth Series - Connecting to a Windows PC or Mac](#)
4. [\[VIDEO\] Bluetooth Series - Essential troubleshooting](#)

1. Make sure both devices are ready to go!

Your smartphone or laptop uses more energy when Bluetooth is ON, so **verify if you are not in any battery saving mode in which Bluetooth is disabled.**

Moreover, make sure that the audio device (headphones, speaker, etc.) you are trying to connect to is set to "Bluetooth" as source input.

[This tip is especially helpful when connecting to computers.](#)

2. First time pairing is not the same as second time pairing!

Many new devices immediately and automatically go into pairing mode the first time you turn them ON, fresh out of the box.

However, **the second time you are pairing a device, it is highly likely you have to set your device to pairing mode manually!**

This procedure is to avoid that your headphones start connecting with every random phone in the street.

3. The 7-second rule

Point 2 seamlessly brings us to a fundamental rule: check the second-pairing procedure of your product!

Do not assume your device automatically starts pairing when you turn it on or select Bluetooth as the source input: you might have to press and hold the pairing button for an extended amount of time: **our rule of thumb is 7 seconds.** You will often hear an audio cue or see flashing lights to inform you that your device has entered pairing mode.

Be sure to check your manual or help guide (available on this website) to find out exactly what your products second-pairing procedure is!

4. Have you tried turning it OFF and ON again?

Sometimes you have both devices right next to each other, confident that both devices are actively scanning and trying to connect; still, nothing appears on your smartphone or computer list. **A simple trick to fix this is to disable and re-enable Bluetooth on your phone/computer and see if the target device appears in the list.** If this doesn't solve your issue, also try restarting your phone/computer.

5. Maybe your Bluetooth device is cheating on you?

If you have connected your Bluetooth device with many other devices around, **it is possible that it is automatically connecting to a previous device!** Make sure you disable that connection before attempting a new one.

6. Avoid menus, use NFC!

If you don't like going through the Bluetooth settings menu, or are experiencing troubles with scanning and finding the target Bluetooth device, **NFC might offer an easy alternative.** If your smartphone is equipped with NFC (Near Field Communication), hold both devices close to each other: it might simplify the connection process. Moreover, it is a cool gimmick at parties!

7. Mind the gap

Bluetooth is nifty technology, but it has its limits. You can take this quite literally because the connection strength between your Bluetooth devices will gradually lessen due to distance and obstacles. If you cross a certain threshold, **you will get disconnected.** Just picture your Bluetooth signal as an invisible cable and take the length of that cable into consideration. As a rule of thumb, 10 metres is your maximum limit, without obstacles of any kind between the connected devices. **Also, remember that pairing requires you to be close to the target device, preferably right next to it.**

8. Make sure it's a profile match!

It is a bit technical, but there are various Bluetooth profiles that can cause mayhem if they are not aligned. For example, there are transmitting and receiving Bluetooth devices (your phone can send music to a speaker, but not the other way around). **Always consider the purpose of the device you're trying to pair.**

Alternatively, if a device allows for more than one mode of connection—phone, music, messages, and address book,—**try disabling certain modes on either connected device to see if that helps your problem.**

Secret tip 9: Make sure your device is sufficiently charged before pairing

If your headphones are insufficiently charged, pairing can sometimes go awry, even if you use NFC.

[Don't forget to use the USB cable that came supplied with your product!](#)

How to pair Bluetooth headphones with a smartphone

Bluetooth connection by using NFC (Near Field Communication)

By holding an NFC-compatible device near to the N-Mark on the headphones, the headphones and mobile device pair and connect via Bluetooth.

This process drastically simplifies Bluetooth pairing:

1. Unlock your mobile device screen
2. Confirm the NFC function on the mobile device is enabled
(Go to Settings – more – NFC)
3. Hold the mobile device close to the N-Mark on the unit until the mobile device vibrates or plays a short sound cue.
The distance should be less than 1 cm, they should nearly touch.
4. You might see a message prompt stating that your device has connected
5. If the first attempt does not succeed, please have a second or third try and remember to keep your mobile device screen unlocked. Try removing your mobile phone cover, as it might block the signal.



Establishing a Bluetooth connection on an Android 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.

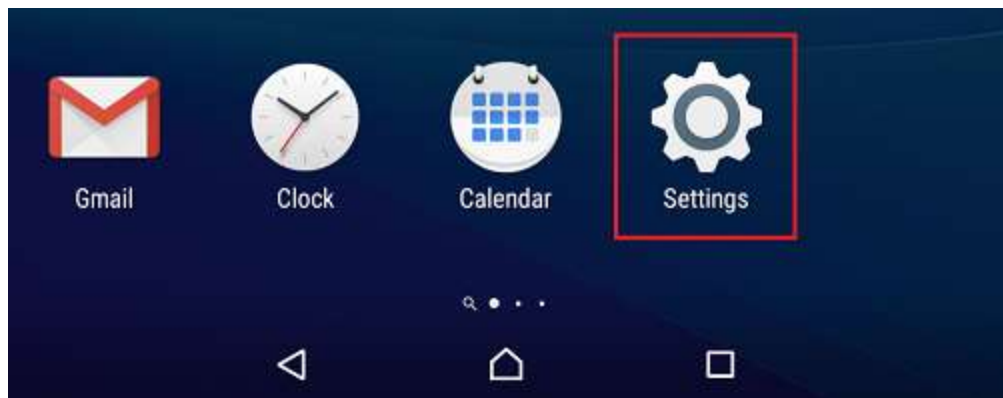
- Example: When pressing the power button to set to the pairing mode.
 - 1. Turn off the headphones or speaker, and then wait a moment while pressing and holding the power button.
 2. When the power lamp flashes in red and blue, the device enters the pairing mode.
2. Perform pairing with the Bluetooth device you want to connect.

NOTE: The operating procedure of Android 6.0 is explained below.

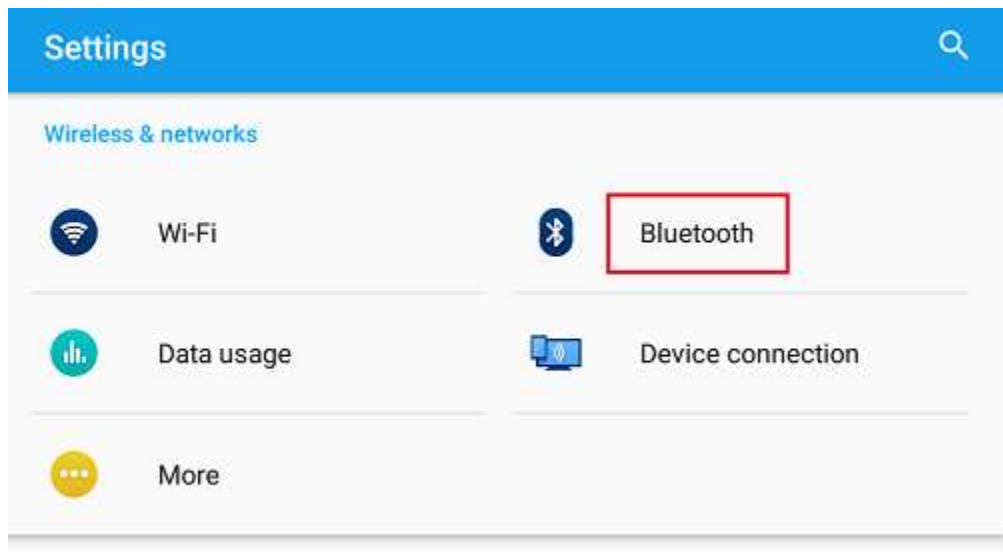
1. Tap the **HOME** button.



2. Tap **Settings**.



3. Tap **Bluetooth**.



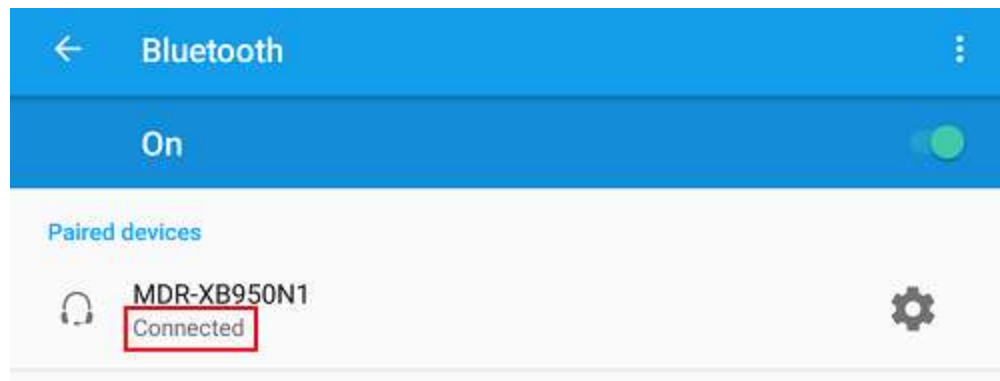
4. Tap the device name displayed in the **Bluetooth** items.



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.



Establishing a Bluetooth connection on 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.



3. How to delete device information to pair again.

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

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.

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 pairing mode.
3. Turn on the headphones or speaker.

4. Perform the connecting procedure again.