SONY
Help Guide

Wireless Stereo Headset
WH-XB700

Use this manual if you encounter any problems, or have any questions.
Update the software of the headset and “Sony | Headphones Connect” app to the latest version. For details, refer to the following:
https://www.sony.net/elesupport/

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What can I do to solve a problem?

Power/Charging

- Unable to turn on the headset.
- Charging cannot be done.
- Charging time is too long.
- The headset cannot be charged even if connecting the headset to a computer.
- The remaining battery charge of the headset is not displayed on the screen of smartphone.

Sound

- No sound
- Low sound level
- Low sound quality
- Sound skips frequently.

Bluetooth

- Pairing cannot be done.
- One-touch connection (NFC) does not work.
- Unable to make a Bluetooth connection.
- Distorted sound
- The Bluetooth wireless communication range is short, or the sound skips.
- The headset does not operate properly.
- Cannot hear a person on a call.
- Low voice from callers

Resetting or initializing the headset

- Resetting the headset
- Initializing the headset to restore factory settings

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What you can do with the Bluetooth function

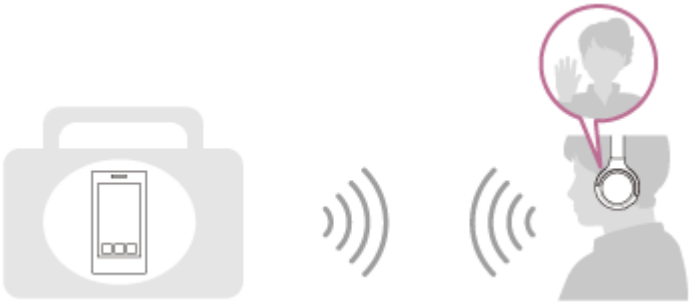
The headset uses BLUETOOTH® wireless technology, allowing you to listen to music or make phone calls wirelessly.

Listening to music

You can receive audio signals from a smartphone or music player to enjoy music wirelessly.

Talking on the phone

You can make and receive a call hands-free, while leaving your smartphone or mobile phone in your bag or pocket.



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About voice guidance

In the factory setting, you will hear the English voice guidance in the following situations via the headset.
You can change the language of the voice guidance and turn on/off the voice guidance using “Sony | Headphones Connect” app. For more details, refer to the following URL:
http://rd1.sony.net/help/mdr/hpc/h_zz/

- When powering on: “Power on”
- When powering off: “Power off”
- When entering pairing mode: “Bluetooth pairing”
- When establishing a Bluetooth connection: “Bluetooth connected”
- When disconnecting a Bluetooth connection: “Bluetooth disconnected”
- When checking the remaining battery charge: “Battery about XX %” (The “XX” value indicates the approximate remaining charge. Use it as a rough estimate.) / “Battery fully charged”
- When the remaining battery charge is low: “Low battery, please recharge headset”
- When automatically turning off due to low battery: “Please recharge headset. Power off”
- When the Google Assistant is not available on the smartphone connected to the headset even if you press the Google Assistant button on the headset: “The Google Assistant is not connected”
- When Amazon Alexa is not available on the smartphone connected to the headset even if you press the Amazon Alexa button on the headset: “Either your mobile device isn’t connected; or you need to open the Alexa App and try again”

Note

- It takes about 6 minutes when you change the language of voice guidance.
- Even if you initialize the headset to restore the factory settings after changing the language of voice guidance, the language will not be changed.
- If the voice guidance is not heard after changing the voice guidance language or updating the firmware, turn the headset off and on again.

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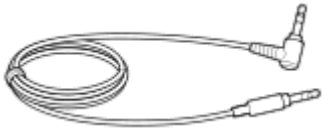
Wireless Stereo Headset
WH-XB700

Checking the package contents

After opening the package, check that all of the items in the list are included. If any items are missing, contact your dealer.
Numbers in ( ) indicate the item amount.

Wireless Stereo Headset
USB Type-C™ cable (USB-A to USB-C™) (approx. 20 cm (7.88 in.)) (1)

Headphone cable (approx. 1.2 m (47.25 in.)) (1)



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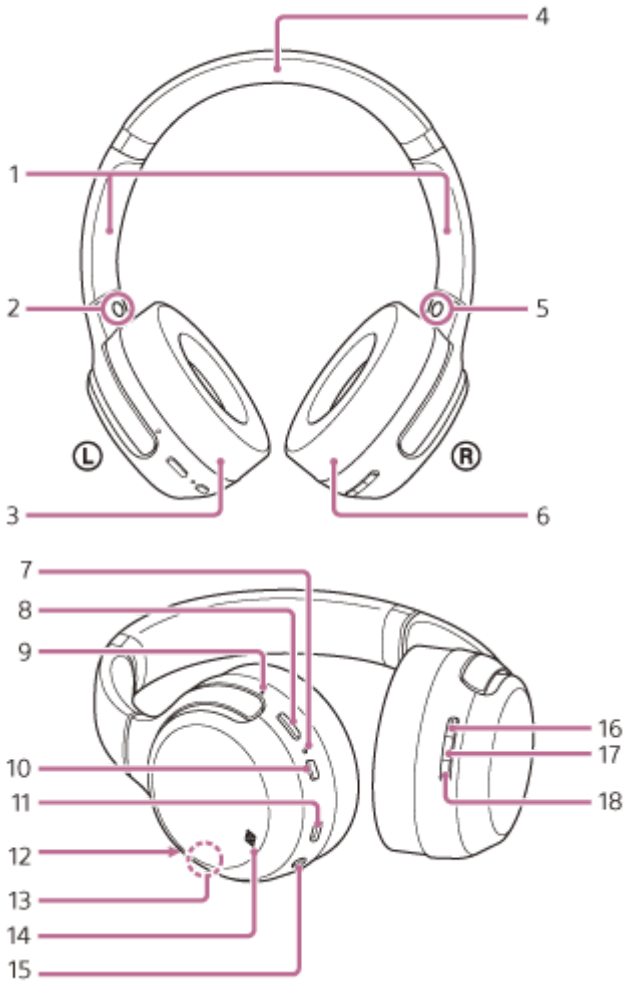
Wireless Stereo Headset
WH-XB700

Location and function of parts



1. Slider
   Slide to adjust the length of the headband.
2. Ⓛ (left) mark
3. Ⓛ left unit
4. Headband
5. Ⓡ (right) mark
6. Ⓡ right unit
7. Indicator (blue/red)
   Lights up in red while charging.
   Lights up in red or blue to indicate the power or communication status of the headset.
8. CUSTOM button
   Operates when using the voice assist function, etc.
9. Tactile dot
   The left unit has a tactile dot.
10. ⏻ (power) button
11. USB Type-C port
    Connect the headset to a computer or a commercially available USB AC adaptor with the supplied USB Type-C cable to charge the headset.
12. Microphone
    Picks up the sound of your voice (when talking on the phone).
13. Built-in antenna
    A Bluetooth antenna is built into the headset.

14. N-Mark
15. Headphone cable input jack
    Connect a music player, etc. using the supplied headphone cable. Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you may not hear the sound properly.
16. Volume + button
    The volume + button has a tactile dot.
17. ▬ (play/call) button
    Controls the various functions when you call or play music on the headset.
18. Volume - button

Related Topic

- About the indicator
- Checking the remaining battery charge

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Wireless Stereo Headset
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About the indicator

You can check various statuses of the headset by the indicator.

● : Turns on in blue / ● : Turns on in red / - : Turns off

Turning on

● - ● (flashes twice)

Turning off

▬ (lights up for about 2 seconds)

Displaying the remaining battery charge

- Remaining charge: More than 20%
  ● - ● (flashes twice)
- Remaining charge: 20% or lower (requires charging)
  ▬ - ▬ - ▬ (flashes for about 15 seconds)

For details, see “Checking the remaining battery charge”.

When the remaining battery charge is low

▬ - ▬ - ▬ (flashes for about 15 seconds)

Charging

- While charging
  ▬
  Turns off after the charging is complete.
- Abnormal temperature
  ● ● - - ● ● - - (flashes twice each)
- Abnormal charging
  ▬ - - ▬ - -

Bluetooth function

- Device registration (pairing) mode
  ● ● - - ● ● - - (flashes twice each)
- Not connected
  ● - - ● - - ● - - ● - - (about 1-second intervals)
- Connection process completed
  ● ● ● ● ● ● ● ● ● (flashes quickly for about 5 seconds)
- Connected
  ● - - - - - - ● - - - - - - (about 5-second intervals)
- Incoming call
  ● ● ● ● ● ● ● ●

The not connected and connected status indications automatically turn off after a period of time has passed. They start flashing again for a period of time when some operation is performed. When the remaining battery charge becomes low, the indicator (red) starts flashing slowly.

Other

- Updating software
  - - - -
- Initialization completed
  (flashes 4 times)
  For details, see “Initializing the headset to restore factory settings”.

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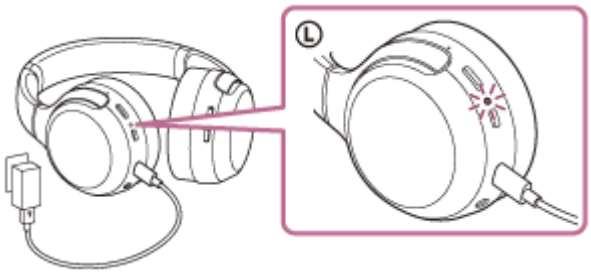
Charging the headset

The headset contains a built-in lithium-ion rechargeable battery. Use the supplied USB Type-C cable to charge the headset before use.

1. **Connect the headset and an AC outlet.**

   Use the supplied USB Type-C cable and a commercially available USB AC adaptor to connect the headset to an AC outlet.



- The indicator (red) of the headset lights up.
- Charging is completed in about 4 hours (*) and the indicator (red) turns off automatically.

* Time required for charging the empty battery to its full capacity. The charging time may differ depending on the conditions of use.

After charging is complete, disconnect the USB Type-C cable.

System requirements for battery charge using USB

USB AC adaptor

A commercially available USB AC adaptor capable of supplying an output current of 0.5 A (500 mA)

Personal Computer

Personal computer with a standard USB port

- We do not guarantee operation on all computers.
- Operations using a custom-built or homebuilt computer are not guaranteed.

Hint

- The headset can be also charged by connecting to a running computer using the supplied USB Type-C cable.
- If charging starts while the headset is turned on, the headset will turn off automatically.

Note

- Charging may not be successful with cables other than the supplied USB Type-C cable.
- Charging may not be successful depending on the type of USB AC adaptor.
- When the headset is connected to an AC outlet or computer, all operations such as turning on the headset, registering or connecting to Bluetooth devices, and music playback cannot be performed.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging the headset once again.

- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after a few recharges.
- If you store the headset for a long time, charge the battery to its full capacity once every 6 months to avoid over-discharge.
- If the headset is not used for a long time, it may take longer to charge the battery.
- If the headset detects a problem while charging due to the following causes, the indicator (red) flashes. In this case, charge once again within the charging temperature range. If the problem persists, consult with your Sony dealer.
  - Ambient temperature exceeds the charging temperature range of 5 °C – 35 °C (41 °F - 95 °F).
  - There is a problem with the battery.
- If the headset is not used for a long time, the indicator (red) may not light up right away when charging. Please wait a moment until the indicator (red) lights up.
- If the usage hours of the built-in rechargeable battery decreases significantly, the battery should be replaced. Consult with your nearest Sony dealer to replace the rechargeable battery.
- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.
- When connecting the headset to a computer, use only the supplied USB Type-C cable, and be sure to directly connect them. Charging will not be properly completed when the headset is connected through a USB hub.

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Available operating time

The available operating times of the headset with the battery fully charged are as follows:

Bluetooth connection

Music playback time

Codec	DSEE	Available operating time
Qualcomm aptX™ audio	AUTO/OFF	Max. 26 hours
AAC	AUTO	Max. 24 hours
	OFF	Max. 30 hours
SBC	AUTO	Max. 24 hours
	OFF	Max. 30 hours

- About 90 minutes of music playback is possible after 10 minutes charging.

Communication time: Max. 30 hours
Standby time: Max. 300 hours

Hint

- By using the “Sony | Headphones Connect” app, you can check which codec is used for a connection or switch the DSEE function.

Note

- Usage hours may be different depending on the settings and conditions of use.

Related Topic

- Supported codecs
- About the DSEE function
- What you can do with “Sony | Headphones Connect” app

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Wireless Stereo Headset
WH-XB700

Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable battery.

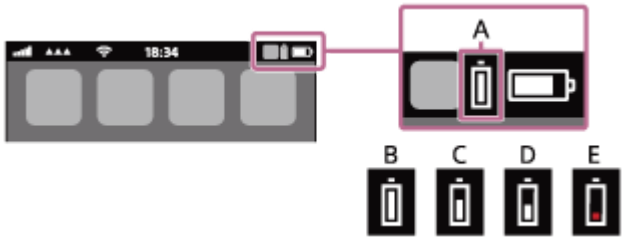
When the ⏻ button is pressed while the headset power is on, the voice guidance indicating the remaining battery charge can be heard.
“Battery about XX %” (The “XX” value indicates the approximate remaining charge.)
“Battery fully charged”
The remaining battery charge indicated by the voice guidance may differ from the actual remaining charge in some cases. Please use it as a rough estimate.
In addition, the indicator (red) flashes (about 15 seconds) if the remaining battery charge is 20% or lower when the headset is turned on.

When the remaining charge is low

The currently operating indicator display changes to red. If you hear the voice guidance say, “Low battery, please recharge headset”, charge the headset as soon as possible.
When the battery becomes completely empty, the headset sounds a warning beep, the voice guidance says, “Please recharge headset. Power off”, and the headset automatically turns off.

When you are using an iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch over an HFP Bluetooth connection, it will show an icon that indicates the remaining battery charge of the headset on the screen.



A: Remaining battery charge of the headset
B: 100% - 70%
C: 70% - 50%
D: 50% - 20%
E: 20% or lower (needs to charge)

The remaining battery charge of the headset is also displayed on the widget of an iPhone or iPod touch running iOS 9 or later. For more details, refer to the operating instructions supplied with the iPhone or iPod touch.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

When you are using an Android smartphone (OS 8.1 or later)

When the headset is connected to an Android smartphone over an HFP Bluetooth connection, select [Settings] - [Device connection] - [Bluetooth] to display the remaining battery charge of the headset. It is displayed as “100%”, “70%”, “50%”, or “20%”. For more details, refer to the operating instructions supplied with the smartphone.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

Hint

- You can also check the remaining battery charge with the “Sony | Headphones Connect” app. Android smartphones and the iPhone/iPod touch both support this app.

Note

- If you connect the headset to an iPhone, iPod touch, or Android smartphone with “Media audio” (A2DP) only in a multipoint connection, the remaining battery charge will not be displayed correctly.
- The remaining battery charge may not be properly displayed immediately after a software update or if the headset has not been used for a long time. In this case, repeatedly charge and discharge the battery multiple times to properly display the remaining battery charge.

Related Topic

- What you can do with “Sony | Headphones Connect” app

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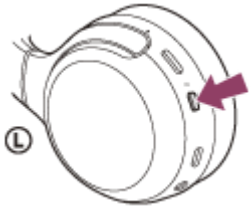
Turning on the headset

1. **Press and hold the ⏻ button for about 2 seconds until the indicator (blue) flashes.**



Related Topic

- Turning off the headset

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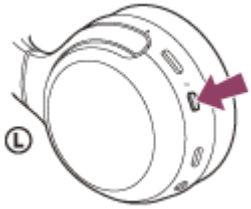
Turning off the headset

1. **Press and hold the ⏻ button for about 2 seconds until the indicator (blue) turns off.**



Related Topic

- Turning on the headset

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How to make a wireless connection to Bluetooth devices

You can enjoy music and hands-free calling with the headset wirelessly by using your device's Bluetooth function.

Device registration (pairing)

To use the Bluetooth function, both of the connecting devices must be registered in advance. The operation to register a device is called device registration (pairing).
If the device to be connected does not support the one-touch connection (NFC), operate the headset and the device to perform device registration (pairing).
If the device supports one-touch connection (NFC), you can perform device registration (pairing) and establish a Bluetooth connection by simply touching the headset with the device.

Connecting the headset to a registered (paired) device

Once a device is registered (paired), it is not necessary to register it again. Connect to a device that is already registered (paired) with the headset using the appropriate method.

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Connecting with the “Sony | Headphones Connect” app

Launch the “Sony | Headphones Connect” app on your Android™ smartphone/iPhone to connect the headset to a smartphone or iPhone. For more details, refer to the “Sony | Headphones Connect” app help guide.
http://rd1.sony.net/help/mdr/hpc/h_zz/

Note

- The connection with some smartphones and iPhone devices may become unstable when connecting using the “Sony | Headphones Connect” app. In that case, follow the procedures in “Connecting to a paired Android smartphone”, or “Connecting to a paired iPhone ” to connect to the headset.

Related Topic

- Connecting to a paired Android smartphone
- Connecting to a paired iPhone
- What you can do with “Sony | Headphones Connect” app
- Installing “Sony | Headphones Connect” app

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Wireless Stereo Headset
WH-XB700

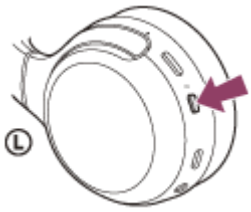
Pairing and connecting with an Android smartphone

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before you start the pairing operation, make sure that:

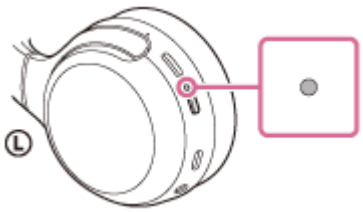
- The Android smartphone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the smartphone is in hand.

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the ⏻ button for about 7 seconds.



Check that the indicator (blue) repeatedly flashes twice in a row. You will hear a voice guidance “Bluetooth pairing”.

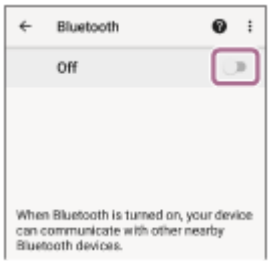


2 Unlock the screen of the Android smartphone if it is locked.

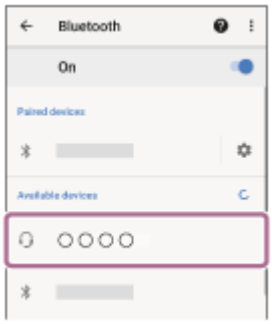
3 Search for the headset on the Android smartphone.

1. Select [Settings] - [Device connection] - [Bluetooth].

2. Touch the switch to turn on the Bluetooth function.



4 Touch [WH-XB700].



If Passkey (*) input is required, input “0000”.
The headset and smartphone are paired and connected with each other. You will hear a voice guidance “Bluetooth connected”.
If they are not connected, see “Connecting to a paired Android smartphone”.
If [WH-XB700] does not appear on the Android smartphone screen, try again from step 3.

* A Passkey may be called “Passcode”, “PIN code”, or “Password”.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- To delete all pairing information, see “Initializing the headset to restore factory settings”.

Note

- When registering a device (pairing), [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation over from step 1.
- 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.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the Bluetooth device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from one paired device at a time.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired Android smartphone
- Listening to music from a device via Bluetooth connection

- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Wireless Stereo Headset
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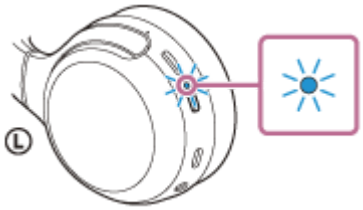
Connecting to a paired Android smartphone

1. **Unlock the screen of the Android smartphone if it is locked.**

2. **Turn on the headset.**

   Press and hold the ⏻ button for about 2 seconds.

   Check that the indicator (blue) continues to flash after you release your finger from the button. You will hear a voice guidance “Power on”.

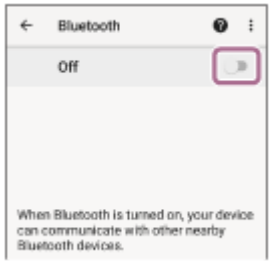


   After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “Bluetooth connected”.
   Check the connection status on the Android smartphone. If it is not connected, proceed to step 3.

3. **Display the devices paired with the Android smartphone.**

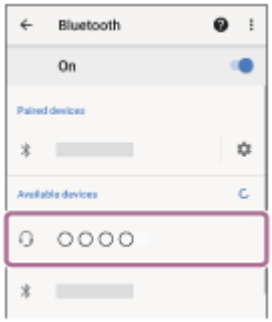
   1. Select [Settings] - [Device connection] - [Bluetooth].

   2. Touch the switch to turn on the Bluetooth function.



4. **Touch [WH-XB700].**

You will hear a voice guidance “Bluetooth connected”.



Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.

Note

- When connecting, [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the device or turn off the power.
- If you cannot connect your smartphone to the headset, delete the headset pairing information on your smartphone and perform the pairing again. As for the operations on your smartphone, refer to the operating instructions supplied with the smartphone.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with an Android smartphone
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Wireless Stereo Headset
WH-XB700

One-touch connection (NFC) with an Android smartphone

By touching the headset with a smartphone, the headset turns on automatically and then pairs and makes a Bluetooth connection.

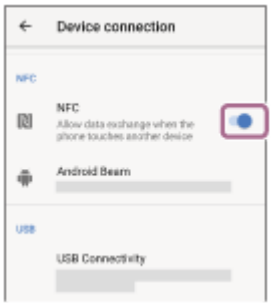
Compatible smartphones
NFC-compatible smartphones installed with Android 4.1 or later.

NFC
NFC (Near Field Communication) is a technology enabling short-range wireless communication between various devices, such as smartphones and IC tags. Thanks to the NFC function, data communication — for example, Bluetooth pairing — can be achieved easily by simply touching NFC-compatible devices together (i.e., at the N-Mark symbol or location designated on each device).

1 Unlock the screen of the smartphone if it is locked.

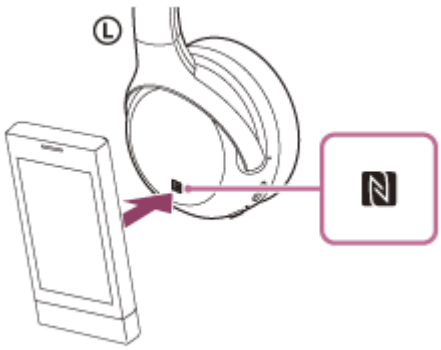
2 Turn on the smartphone's NFC function.

1. Select [Settings] - [Device connection].
2. Touch the switch to turn on the NFC function.

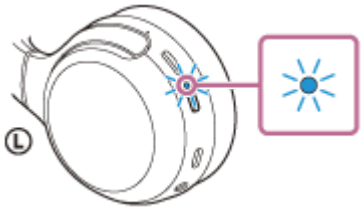


3 Touch the headset with the smartphone.

- Touch the smartphone on the N-Mark of the headset. Keep touching the headset with the smartphone until the smartphone reacts.
- Refer to the operating instructions of the smartphone for the designated location to be touched on the smartphone.



Follow the on-screen instructions to complete the pairing and connection.
When the headset is connected with the smartphone, the indicator (blue) starts flashing slowly. You will hear a voice guidance "Bluetooth connected".



- To disconnect, touch the headset again with the smartphone.
- To connect a paired smartphone, perform step 3.
- Unlock the screen of the smartphone if it is locked.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- If you cannot connect the headset, try the following.
  - Unlock the screen of the smartphone if it is locked, and move the smartphone slowly over the N-Mark.
  - If the smartphone is in a case, remove the case.
  - Check that the Bluetooth function of the smartphone is enabled.
- If you touch the headset with an NFC-compatible smart phone, the smartphone terminates Bluetooth connection with any current device, and connects to the headset (One-touch connection switching).

Related Topic

- How to make a wireless connection to Bluetooth devices
- Disconnecting the Android smartphone with one-touch (NFC)
- Switching the device by one-touch (NFC)
- Listening to music from a device via Bluetooth connection

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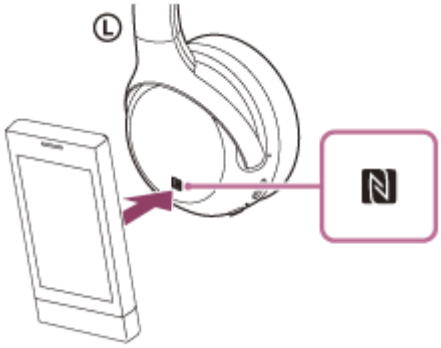
Disconnecting the Android smartphone with one-touch (NFC)

You can disconnect the headset from the connected smartphone by touching the headset with it.

1. **Unlock the screen of the smartphone if it is locked.**

2. **Touch the headset with the smartphone.**

   Touch the smartphone to the N-Mark on the headset. You will hear a voice guidance “Bluetooth disconnected”.



Note

- Under the settings at the time of purchase, if no operations are performed for about 5 minutes after disconnecting, the headset automatically turns off. Press and hold the ⏻ button for about 2 seconds to turn off the power before that time. You will hear a voice guidance “Power off”, the indicator (blue) turns off, and the headset powers off.

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Switching the device by one-touch (NFC)

- If you touch an NFC-compatible smartphone to the headset while the headset is connected to another Bluetooth device, the connection switches to the smartphone (One-touch connection switching). However, the connection cannot be switched when talking on a headset connected to a Bluetooth compatible mobile phone.
- When an NFC-compatible smartphone is connected to the headset, if the smartphone is touched by another NFC-compatible Bluetooth device (headset or speaker), the smartphone is disconnected from the headset and connected to the Bluetooth device.

Note

- Unlock the smartphone screen in advance if it is locked.

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Wireless Stereo Headset
WH-XB700

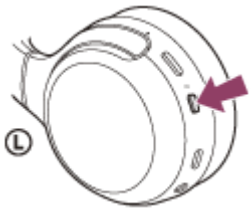
Pairing and connecting with an iPhone

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before you start the pairing operation, make sure that:

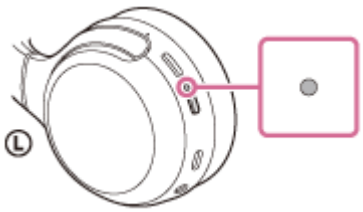
- The iPhone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the iPhone is in hand.

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the ⏻ button for about 7 seconds.



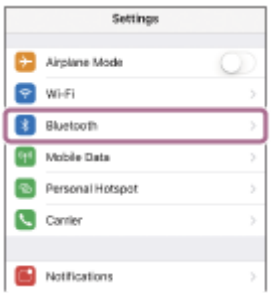
Check that the indicator (blue) repeatedly flashes twice in a row. You will hear a voice guidance “Bluetooth pairing”.



2 Unlock the screen of the iPhone if it is locked.

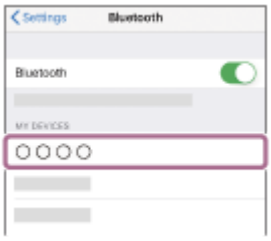
3 Select the Bluetooth setting on the iPhone.

1. Select [Settings].
2. Touch [Bluetooth].



3. Touch the switch to turn on the Bluetooth function.

4 Touch [WH-XB700].



If Passkey (*) input is required, input “0000”.
The headset and iPhone are paired and connected with each other. You will hear a voice guidance “Bluetooth connected”.
If they are not connected, see “Connecting to a paired iPhone ”.
If [WH-XB700] does not appear on the display, try again from step 3.

* A Passkey may be called “Passcode”, “PIN code”, or “Password”.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the iPhone.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- When registering a device (pairing), [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation over from step 1.
- 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.
  - When a 9th device is paired.
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired iPhone
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

- Initializing the headset to restore factory settings

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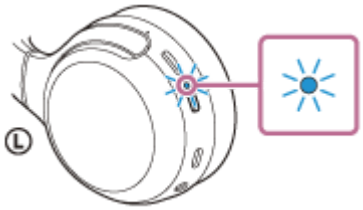
Connecting to a paired iPhone

1 Unlock the screen of the iPhone if it is locked.

2 Turn on the headset.

Press and hold the ⏻ button for about 2 seconds.

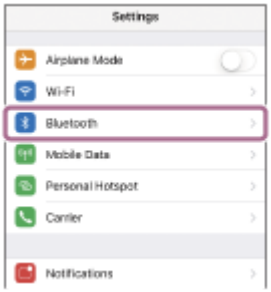
Check that the indicator (blue) continues to flash after you release your finger from the button. You will hear the voice guidance “Power on”.



After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “Bluetooth connected”.
Check the connection status on the iPhone. If it is not connected, proceed to step 3.

3 Display the devices paired with the iPhone.

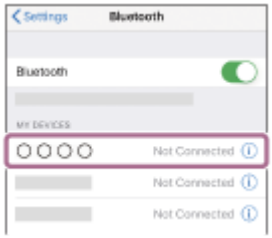
1. Select [Settings].
2. Touch [Bluetooth].



3. Touch the switch to turn on the Bluetooth function.

4 **Touch [WH-XB700].**

You will hear a voice guidance “Bluetooth connected”.



Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the iPhone.

Note

- When connecting, [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the device or turn off the power.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone and perform the pairing again. As for the operations on your iPhone, refer to the operating instructions supplied with the iPhone.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with an iPhone
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Pairing and connecting with a computer (Windows 10)

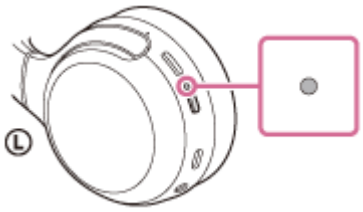
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before you start the pairing operation, make sure that:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the ⏻ button for about 7 seconds.

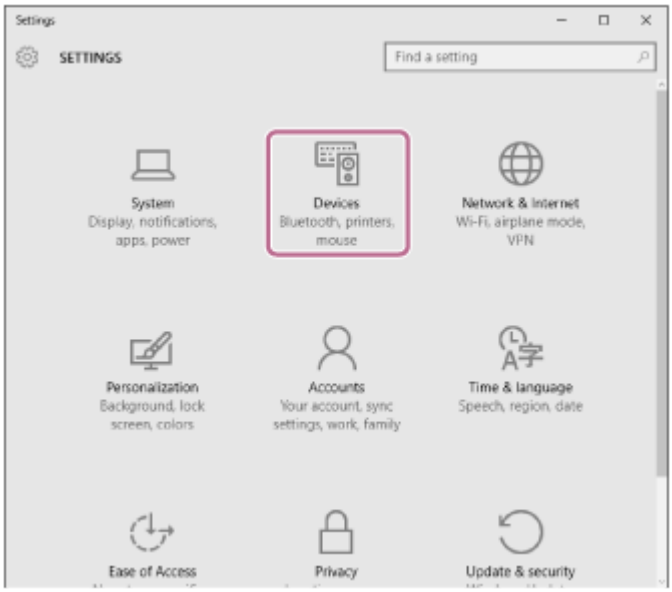
Check that the indicator (blue) repeatedly flashes twice in a row. You will hear a voice guidance “Bluetooth pairing”.



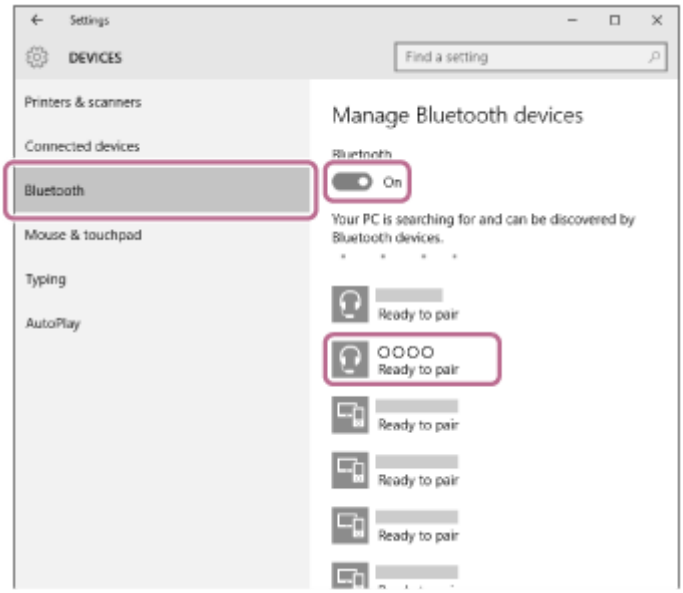
2 Wake the computer up from sleep mode.

3 Register the headset using the computer.

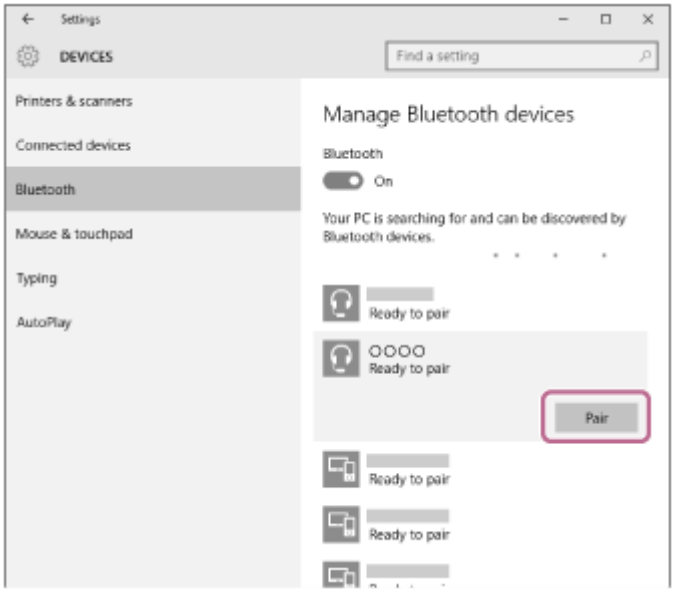
1. Click the [Start] button, then [Settings].
2. Click [Devices].



3. Click the [Bluetooth] tab, click the [Bluetooth] switch to turn on the Bluetooth function, then select [WH-XB700].



4. Click [Pair].



If Passkey (*) input is required, input “0000”.
The headset and computer are paired and connected with each other. You will hear a voice guidance “Bluetooth connected”.

If they are not connected, see “Connecting to a paired computer (Windows 10)”.
If [WH-XB700] does not appear on the display, try again from step 3.

* A Passkey may be called “Passcode”, “PIN code”, or “Password”.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all pairing information, see “Initializing the headset to restore factory settings”.

Note

- When registering a device (pairing), [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation over from step 1.
- 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.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Windows 10)
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Pairing and connecting with a computer (Windows 8.1)

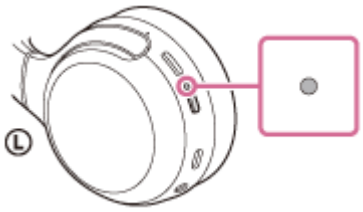
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before you start the pairing operation, make sure that:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the ⏻ button for about 7 seconds.

Check that the indicator (blue) repeatedly flashes twice in a row. You will hear a voice guidance “Bluetooth pairing”.

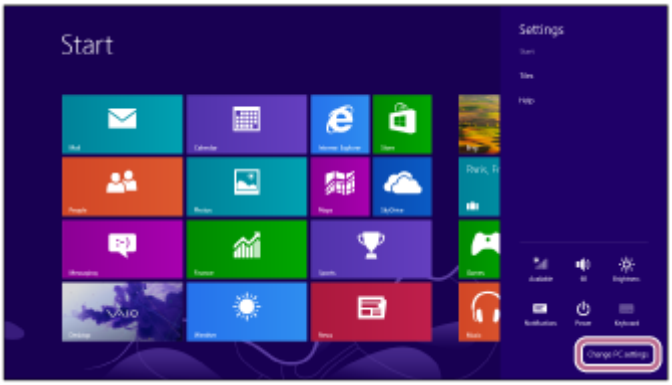


2 Wake the computer up from sleep mode.

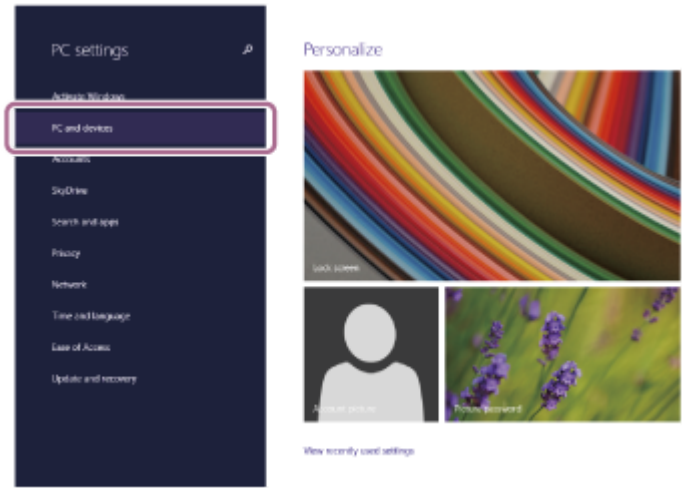
3 Register the headset using the computer.

1. Move the mouse pointer to the top-right corner of the screen (when using a touch panel, swipe from the right edge of the screen), then select [Settings] from the Charm Bar.

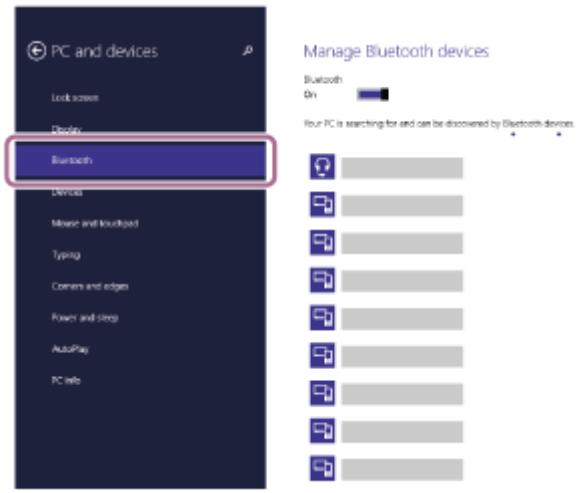
2. Select [Change PC Settings] of the [Settings] charm.



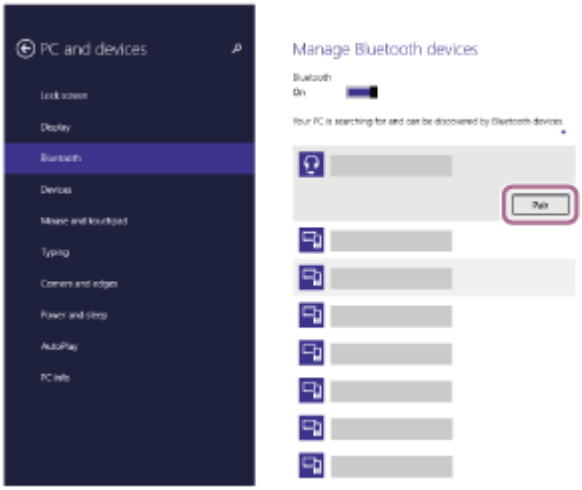
3. Select [PC and devices] of [PC Settings].



4. Select [Bluetooth].



5. Select [WH-XB700], then click [Pair].



If Passkey (*) input is required, input “0000”.
The headset and computer are paired and connected with each other. You will hear a voice guidance “Bluetooth connected”.
If they are not connected, see “Connecting to a paired computer (Windows 8.1)”.
If [WH-XB700] does not appear on the display, try again from step 3.

* A Passkey may be called “Passcode”, “PIN code”, or “Password”.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- When registering a device (pairing), [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation over from step 1.
- 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.
  - When a 9th device is paired.
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Windows 8.1)
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Pairing and connecting with a computer (Windows 7)

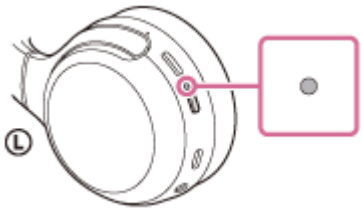
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before you start the pairing operation, make sure that:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the ⏻ button for about 7 seconds.

Check that the indicator (blue) repeatedly flashes twice in a row. You will hear a voice guidance “Bluetooth pairing”.

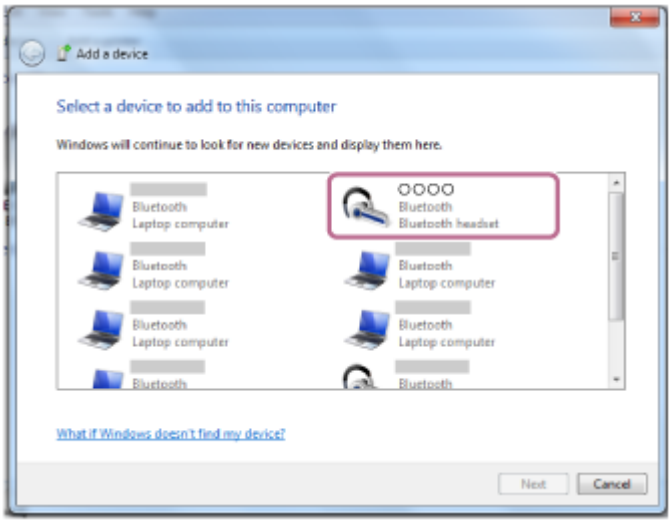


2 Wake the computer up from sleep mode.

3 Search for the headset using the computer.

1. Click the [Start] button, then [Devices and Printers].
2. Click [Add a device].

4 **Select [WH-XB700], then click [Next].**



If Passkey (*) input is required, input “0000”.
The headset and computer are paired and connected with each other. You will hear a voice guidance “Bluetooth connected”.
If they are not connected, see “Connecting to a paired computer (Windows 7)”.
If [WH-XB700] does not appear on the display, try again from step 3.

* A Passkey may be called “Passcode”, “PIN code”, or “Password”.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- When registering a device (pairing), [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation over from step 1.
- 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.
  - When a 9th device is paired.
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.

- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Windows 7)
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Pairing and connecting with a computer (Mac)

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

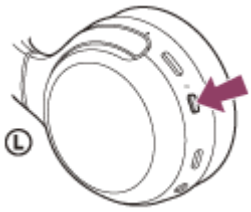
Compatible OS

macOS (version 10.10 or later)
Before you start the pairing operation, make sure that:

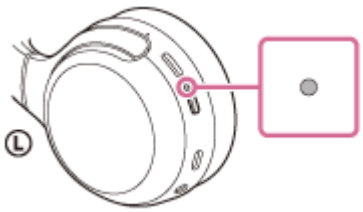
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.
  If the computer speaker is set to the “OFF” mode, no sound is heard from the headset.
  Computer speaker in the ON mode

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the ⏻ button for about 7 seconds.



Check that the indicator (blue) repeatedly flashes twice in a row. You will hear a voice guidance “Bluetooth pairing”.



2 Wake the computer up from sleep mode.

3 Register the headset using the computer.

1. Select [(System Preferences)] - [Bluetooth] from the task bar in the lower right part of the screen.

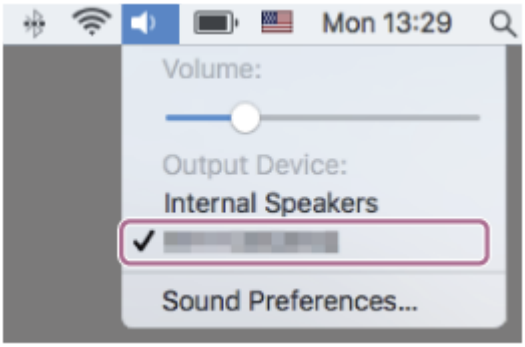
2. Select [WH-XB700] from the Bluetooth screen and click [Connect].

If Passkey (*) input is required, input “0000”.
The headset and computer are paired and connected with each other. You will hear a voice guidance “Bluetooth connected”.
If they are not connected, see “Connecting to a paired computer (Mac)”.
If [WH-XB700] does not appear on the display, try again from step 3.

* A Passkey may be called “Passcode”, “PIN code”, or “Password”.

4 Click the speaker icon in the upper right part of the screen and select [WH-XB700].

Now you are ready to enjoy music playback on your computer.



Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all pairing information, see “Initializing the headset to restore factory settings”.

Note

- When registering a device (pairing), [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation over from step 1.
- 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.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Mac)
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Connecting to a paired computer (Windows 10)

Before starting the operation, make sure of the following:

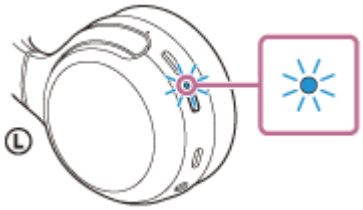
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Wake the computer up from sleep mode.

2 Turn on the headset.

Press and hold the ⏻ button for about 2 seconds.

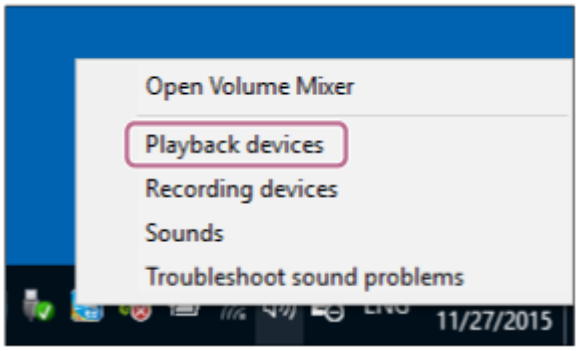
Check that the indicator (blue) continues to flash after you release your finger from the button. You will hear the voice guidance “Power on”.



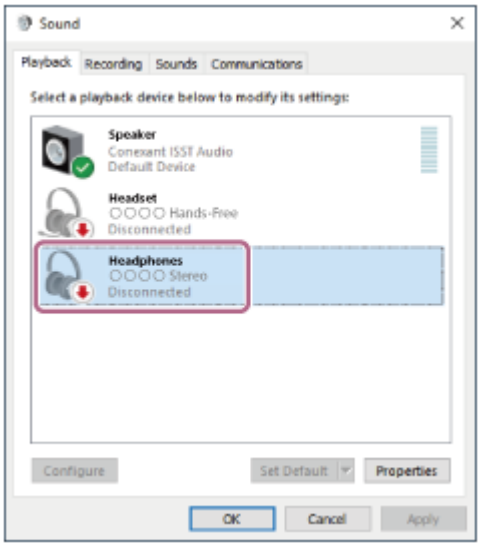
After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “Bluetooth connected”.
Check the connection status on the computer, and if it is not established, proceed to step 3.

3 Select the headset using the computer.

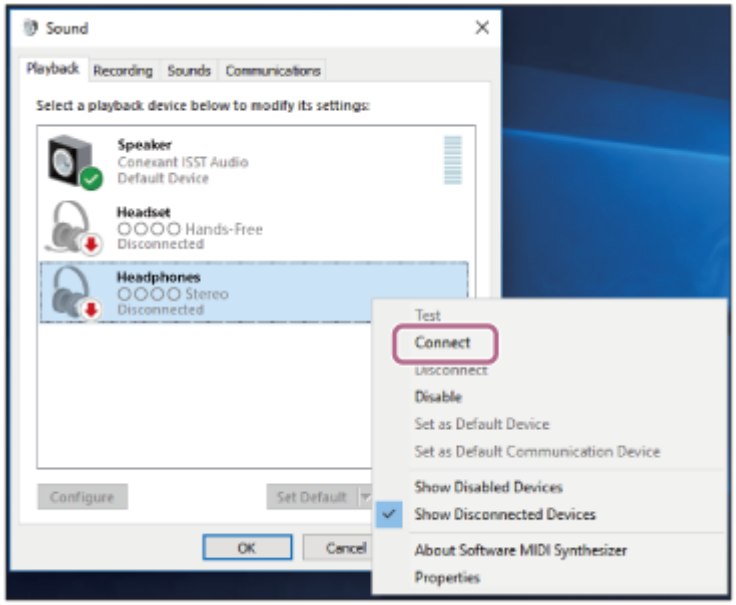
1. Right-click the volume icon on the windows toolbar, then click [Playback devices].



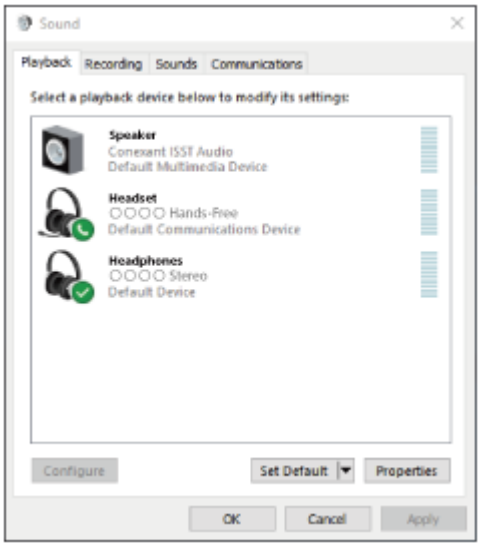
2. Right-click [WH-XB700].
   If [WH-XB700] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then select [Show Disconnected Devices].



3. Select [Connect] from the displayed menu.



The connection is established. You will hear a voice guidance “Bluetooth connected”.



Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the computer.

Note

- When connecting, [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows 10)
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Connecting to a paired computer (Windows 8.1)

Before starting the operation, make sure of the following:

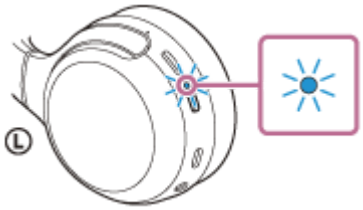
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Wake the computer up from sleep mode.

2 Turn on the headset.

Press and hold the ⏻ button for about 2 seconds.

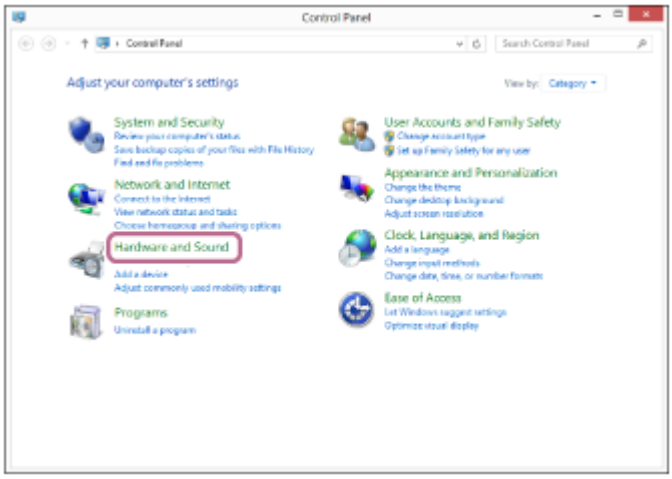
Check that the indicator (blue) continues to flash after you release your finger from the button. You will hear the voice guidance “Power on”.

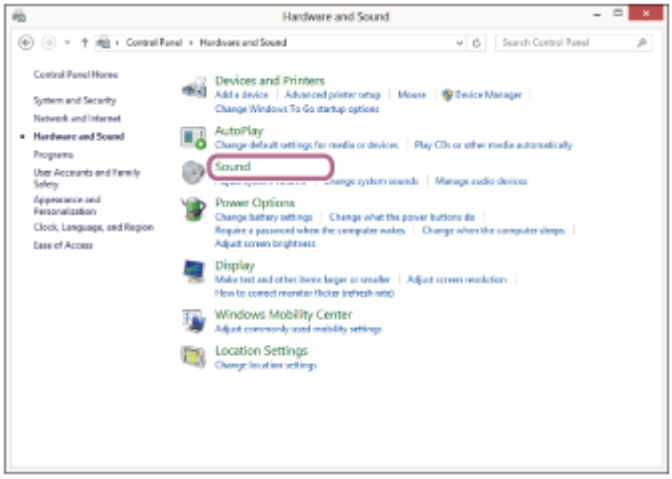


After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “Bluetooth connected”.
Check the connection status on the computer, and if it is not established, proceed to step 3.

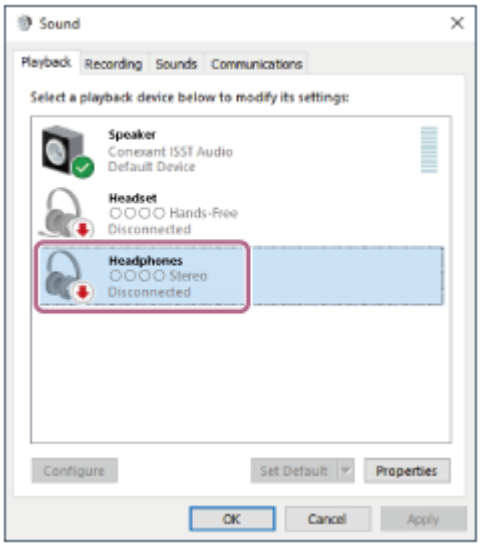
3 Select the headset using the computer.

1. Select [Desktop] on the Start screen.
2. Right-click the [Start] button, then select [Control Panel] from the pop-up menu.
3. Select [Hardware and Sound], then [Sound].

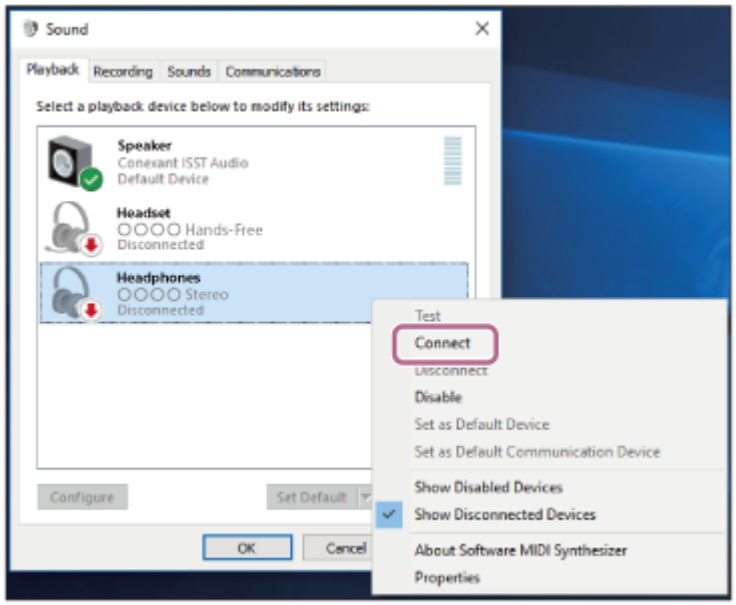




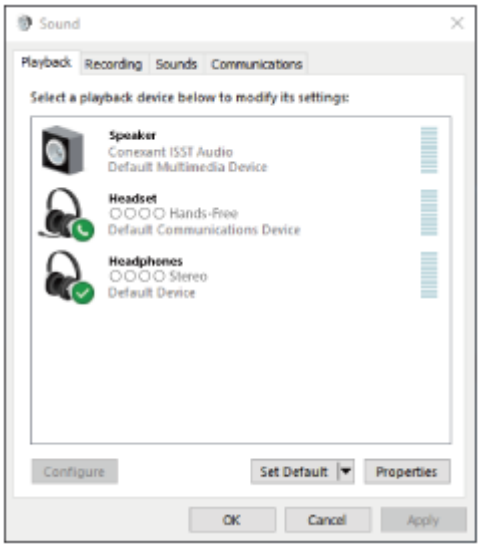
4. Right-click [WH-XB700].
   If [WH-XB700] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then select [Show Disconnected Devices].



5. Select [Connect] from the displayed menu.



The connection is established. You will hear a voice guidance “Bluetooth connected”.



Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the computer.

Note

- When connecting, [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- How to make a wireless connection to Bluetooth devices

- Pairing and connecting with a computer (Windows 8.1)
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Connecting to a paired computer (Windows 7)

Before starting the operation, make sure of the following:

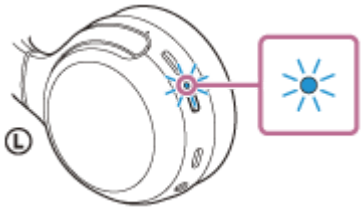
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Wake the computer up from sleep mode.

2 Turn on the headset.

Press and hold the ⏻ button for about 2 seconds.

Check that the indicator (blue) continues to flash after you release your finger from the button. You will hear the voice guidance “Power on”.



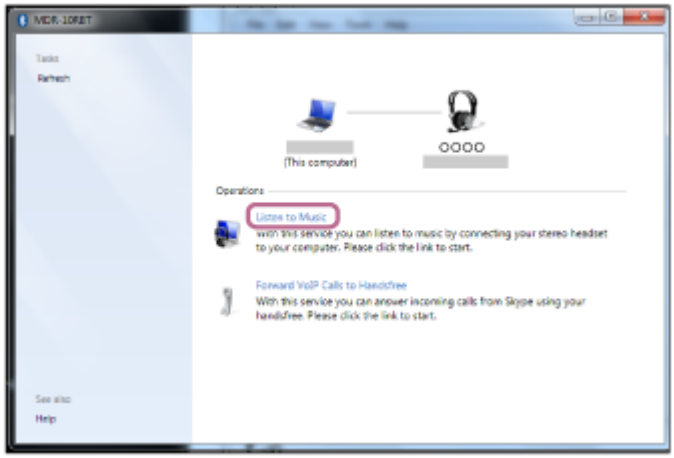
After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “Bluetooth connected”.
Check the connection status on the computer, and if it is not established, proceed to step 3.

3 Select the headset using the computer.

1. Click the [Start] button, then [Devices and Printers].
2. Double-click [WH-XB700] of [Devices].

You will hear a voice guidance “Bluetooth connected”.

3. Click [Listen to Music].



Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the computer.

Note

- When connecting, [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows 7)
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Connecting to a paired computer (Mac)

Compatible OS

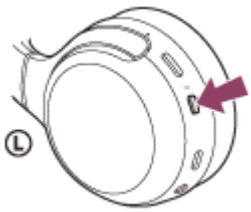
macOS (version 10.10 or later)
Before starting the operation, make sure of the following:

- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.
  If the computer speaker is set to the "OFF" mode, no sound is heard from the headset.
  Computer speaker in the ON mode

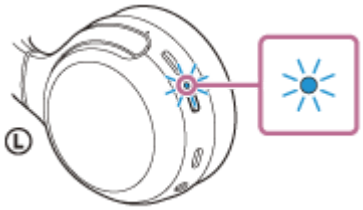
1 Wake the computer up from sleep mode.

2 Turn on the headset.

Press and hold the button for about 2 seconds.



Check that the indicator (blue) continues to flash after you release your finger from the button. You will hear the voice guidance "Power on".

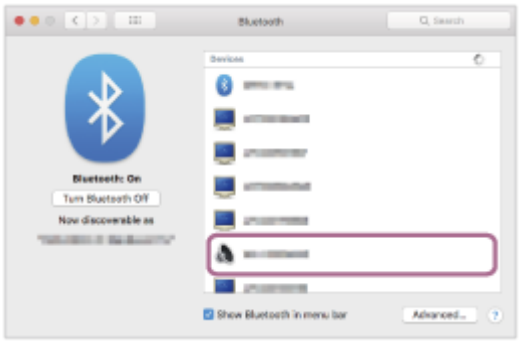


After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance "Bluetooth connected".
Check the connection status on the computer, and if it is not established, proceed to step 3.

3 Select the headset using the computer.

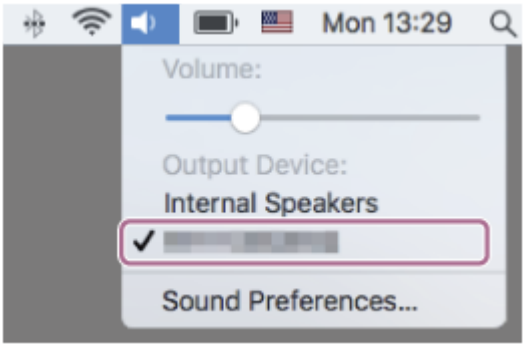
1. Select [(System Preferences)] - [Bluetooth] from the task bar in the lower right part of the screen.

2. Click [WH-XB700] on the Bluetooth screen while pressing the computer Control button and select [Connect] from the pop up menu.



4 Click the speaker icon in the upper right part of the screen and select [WH-XB700].

You will hear a voice guidance “Bluetooth connected”.
Now you are ready to enjoy music playback on your computer.



Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the computer.

Note

- When connecting, [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Mac)
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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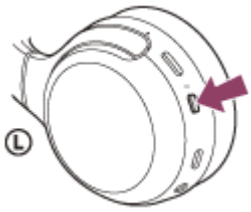
Pairing and connecting with other Bluetooth devices

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before you start the pairing operation, make sure that:

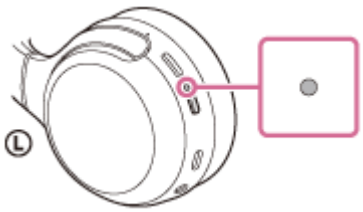
- The Bluetooth device is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the Bluetooth device is in hand.

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the ⏻ button for about 7 seconds.



Check that the indicator (blue) repeatedly flashes twice in a row. You will hear a voice guidance “Bluetooth pairing”.



2 Perform the pairing procedure on the Bluetooth device to search for this headset.

[WH-XB700] will be displayed on the list of detected devices on the screen of the Bluetooth device.
If it is not displayed, repeat from step 1.

3 Select [WH-XB700] displayed on the screen of the Bluetooth device for pairing.

If Passkey (*) input is required, input “0000”.

* A Passkey may be called “Passcode”, “PIN code”, or “Password”.

4 Make the Bluetooth connection from the Bluetooth device.

Some devices automatically connect with the headset when the pairing is complete. You will hear a voice guidance “Bluetooth connected”.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the Bluetooth device.

- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- When registering a device (pairing), [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, start the operation over from step 1.
- 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.
  - When a 9th device is paired.
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired Bluetooth device
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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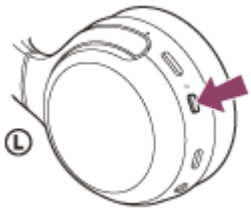
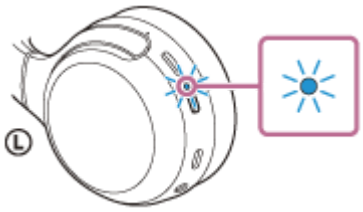
Connecting to a paired Bluetooth device

1 Turn on the headset.

Press and hold the ⏻ button for about 2 seconds.



Check that the indicator (blue) continues to flash after you release your finger from the button. You will hear the voice guidance “Power on”.



After the headset turns on, if it has automatically connected to the last connected device, you will hear a voice guidance “Bluetooth connected”.
Check the connection status on the Bluetooth device. If it is not connected, proceed to step 2.

2 Make the Bluetooth connection from the Bluetooth device.

Refer to the operations in the operating instructions supplied with Bluetooth device. When connected, you will hear a voice guidance “Bluetooth connected”.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the Bluetooth device.

Note

- When connecting, [WH-XB700], [LE_WH-XB700], or both may be displayed on the connecting device. When both or [WH-XB700] is displayed, select [WH-XB700]; when [LE_WH-XB700] is displayed, select [LE_WH-XB700].
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the device or turn off the power.
- If you cannot connect your Bluetooth device to the headset, delete the headset pairing information on your Bluetooth device and perform the pairing again. As for the operations on your Bluetooth device, refer to the operating instructions supplied with the device.

Related Topic

- How to make a wireless connection to Bluetooth devices

- Pairing and connecting with other Bluetooth devices
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Connecting the headset to both a music player and a smartphone / mobile phone (multipoint connection)

Multipoint is a function which allows you to connect 2 Bluetooth devices to the headset and use one device for music playback (A2DP connection) and the other for talking (HFP/HSP connection).
When you wish to use a music player only for music playback and a smartphone only for talking, use a multipoint connection to the headset for each device. The connecting devices must support the Bluetooth function.

1. **Pair the headset with both the music player and the smartphone/mobile phone.**

2. **Connect the headset with the music player.**

   Operate the music player to establish a Bluetooth connection with the headset.

3. **Connect the headset to a smartphone or mobile phone.**

   Operate the smartphone/mobile phone to establish a Bluetooth connection with the headset.

Note

- If the smartphone or mobile phone was connected with the headset the last time, an HFP or HSP connection is automatically established when the headset is turned on, and in some cases an A2DP connection is simultaneously established. In that case, connect from step 2 after disconnecting via smartphone/mobile phone operations.
- When using the Google Assistant, the headset cannot make a multipoint connection.
- When using Amazon Alexa, the headset cannot make a multipoint connection.

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Wireless Stereo Headset
WH-XB700

Connecting the headset to 2 Android smartphones (multipoint connection)

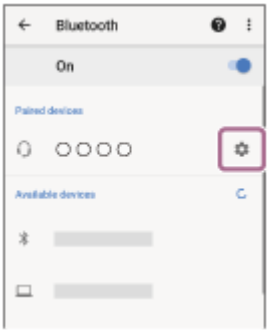
Usually, when you connect the headset to a smartphone, both the music playback function and the phone call function are connected simultaneously.
To make a multipoint connection using 2 smartphones for separately listening to music and making phone calls, set up to connect to only one function by operating the smartphone.

1. **Pair the headset with both smartphones, respectively.**

2. **Use one of the smartphones to establish a Bluetooth connection with the headset.**

3. **On the smartphone connected to the headset, uncheck either [Call audio] (HFP) or [Media audio] (A2DP).**

   Operation example: For connecting only through media audio (A2DP)
   Touch [Settings] - [Device connection] - [Bluetooth] - the setting icon next to [WH-XB700].

   On the [Paired devices] screen, uncheck [Call audio].

4. **Use the smartphone to terminate the Bluetooth connection.**

5. **Use the other smartphone to establish a Bluetooth connection to the headset.**

6. **In the same way, uncheck the function that you did not uncheck in step 3.**

7. **Use the first smartphone to establish a Bluetooth connection again.**

   Both smartphones are connected to the headset with only one function enabled.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.

Note

- When using multipoint connection, the remaining battery charge of the headset will not be correctly displayed on the screen of the device that is connected with “Media audio” (A2DP).
- When using the Google Assistant, the headset cannot make a multipoint connection.
- When using Amazon Alexa, the headset cannot make a multipoint connection.

Related Topic

- Checking the remaining battery charge

4-747-579-11(3) Copyright 2019 Sony Corporation

Wireless Stereo Headset
WH-XB700

Connecting the headset to an Android smartphone and an iPhone (multipoint connection)

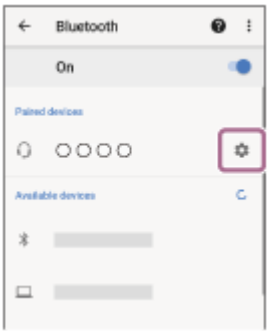
Usually when you connect the headset to a smartphone, the music playback function and the phone call function are both connected simultaneously.
To make a multipoint connection using an Android smartphone and iPhone for separately listening to music and making phone calls, change the settings on the Android smartphone so that only one of the functions is connected. Connect the Android smartphone before connecting the iPhone.
You cannot set the iPhone to connect one function only.

1. **Pair the headset with both Android smartphone and iPhone, respectively.**

2. **Use the Android smartphone to establish a Bluetooth connection with the headset.**

3. **On the smartphone connected to the headset, uncheck either [Call audio] (HFP) or [Media audio] (A2DP).**

   Operation example: For connecting only through media audio (A2DP)
   Touch [Settings] - [Device connection] - [Bluetooth] - the setting icon next to [WH-XB700].



   On the [Paired devices] screen, uncheck [Call audio].

4. **Use the iPhone to establish a Bluetooth connection to the headset.**

   The iPhone is connected with the function unchecked in step 3.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.

Note

- When using multipoint connection, the remaining battery charge of the headset will not be correctly displayed on the screen of the device that is connected with “Media audio” (A2DP).
- When using the Google Assistant, the headset cannot make a multipoint connection.
- When using Amazon Alexa, the headset cannot make a multipoint connection.

Related Topic

- Checking the remaining battery charge

4-747-579-11(3) Copyright 2019 Sony Corporation

Disconnecting Bluetooth connection (after use)

1. **Unlock the screen of the Bluetooth device if it is locked.**

2. **Touch the one-touch connection (NFC) compatible device again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.**

   When disconnected, you will hear a voice guidance “Bluetooth disconnected”.

3. **Turn off the headset.**

   You will hear a voice guidance “Power off”.

Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

Related Topic

- Disconnecting the Android smartphone with one-touch (NFC)
- Turning off the headset

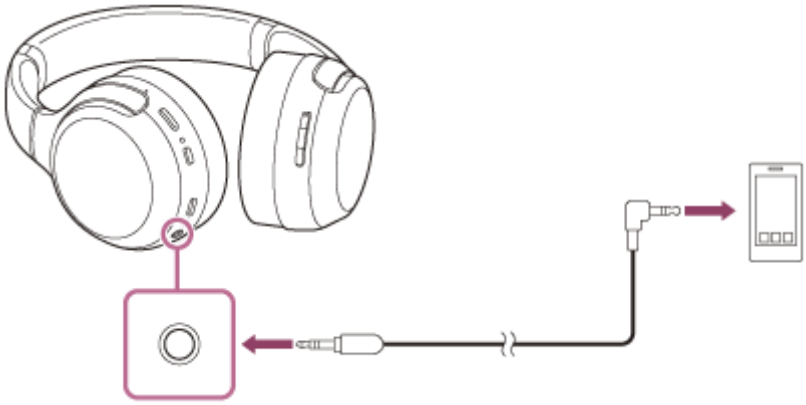
4-747-579-11(3) Copyright 2019 Sony Corporation

Using the supplied headphone cable

If you use the headset at a place where it is restricted to use Bluetooth devices such as on an airplane, you can use the headset as ordinary wired headphones by connecting a device via the supplied headphone cable.

1. **Connect a playback device to the headphone cable input jack with the supplied headphone cable.**

   Be sure to connect the L-shaped plug into the connecting device.



Hint

- You can use the headset as ordinary wired headphones by connecting the supplied headphone cable to the headset even when the battery becomes empty or you turn the headset off.
- When an incoming call arrives, a ring tone is heard via the headset. Answer the call using your smartphone or mobile phone, and talk using the microphone of the smartphone. You can hear the caller's voice from the headset.
- If you disconnect the headphone cable from the smartphone or mobile phone, you can talk using the microphone and speaker of the phone.

Note

- Use the supplied headphone cable only.
- Make sure you insert the plug firmly.
- When using the headphone cable, the Bluetooth function cannot be used.
- The ⏻ , +/-, ▬ (play/call) , and CUSTOM buttons cannot be used. Adjust the volume, playback/pause, and other operations on the playback device.
- If connecting the cable to the headset while it is turned on, the headset will turn off automatically.

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Listening to music from a device via Bluetooth connection

If your Bluetooth device supports the following profiles, you can enjoy listening to music and perform basic remote control operation of the Bluetooth device via a Bluetooth connection.

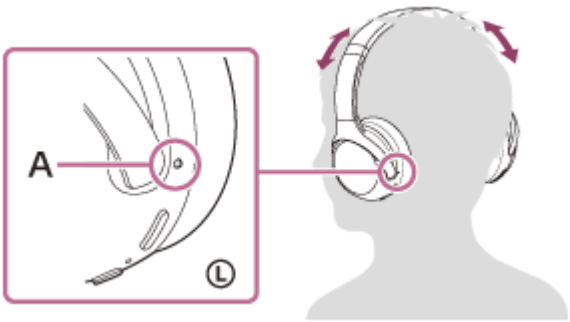
- A2DP（Advanced Audio Distribution Profile）
  You can enjoy high-quality music wirelessly.
- AVRCP（Audio Video Remote Control Profile）
  You can adjust the volume, etc.

The operation may vary depending on the Bluetooth device. Refer to the operating instructions supplied with the Bluetooth device.

1. **Connect the headset to a Bluetooth device.**

2. **Wear the headset.**

   Adjust the length of the headband.
   Put the headset on your head with the Ⓛ (left) mark on your left ear and the Ⓡ (right) mark on your right ear. The Ⓛ (left) unit has a tactile dot.



   A: Tactile dot

3. **Operate the Bluetooth device to start playback and adjust the volume to a moderate level.**

4. **Adjust the volume by pressing the +/- buttons of the headset.**

   When the volume reaches the maximum or minimum, an alarm sounds.

Hint

- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a mobile phone or portable TV that supports SCMS-T content protection.
- Depending on the Bluetooth device, it may be necessary to adjust the volume or set the audio output setting on the Bluetooth device.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.

Note

- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Controlling the audio device (Bluetooth connection)

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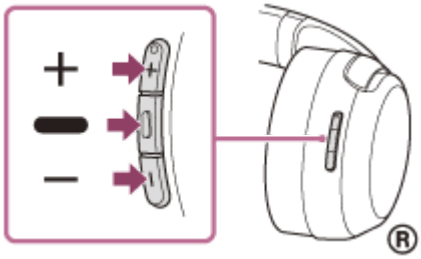
Controlling the audio device (Bluetooth connection)

If your Bluetooth device supports the device operating function (compatible protocol: AVRCP), then the following operations are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.



Each button has the following function:
▬ (play)

- Press once briefly during pause to start playback.
- Press once briefly during playback to pause.
- Press quickly twice to skip to the beginning of the next track. （● ●）
- Press quickly 3 times to skip to the beginning of the previous track (or the current track during playback). （● ● ●）
- Press quickly twice, holding the second press to fast-forward. （● ▬）
- Press quickly 3 times, holding the third press to fast-reverse. （● ● ▬）

+/-

- Adjust the volume.

Note

- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.
- The available functions may vary depending on the connected device. In some cases, it may operate differently or may not work at all when the operations described above are performed.
- When you use an iPhone, Siri may be activated by pressing and holding the ▬ (play) button.

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Disconnecting Bluetooth connection (after use)

1. **Unlock the screen of the Bluetooth device if it is locked.**

2. **Touch the one-touch connection (NFC) compatible device again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.**

   When disconnected, you will hear a voice guidance “Bluetooth disconnected”.

3. **Turn off the headset.**

   You will hear a voice guidance “Power off”.

Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

Related Topic

- Disconnecting the Android smartphone with one-touch (NFC)
- Turning off the headset

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About the sound quality mode

The following 2 sound quality modes during Bluetooth playback can be selected. You can switch the settings and check the sound quality mode with the “Sony | Headphones Connect” app.
Priority on sound quality: prioritizes the sound quality (default).
Priority on stable connection: prioritizes the stable connection.

- When using an AAC or aptX compatible device, set the “Priority on sound quality” mode.
- If the connection is unstable, such as when producing only intermittent sound, select the “Priority on stable connection” mode.

Note

- The playback time may shorten depending on the sound quality and the conditions under which you are using the headset.
- Depending on the ambient conditions in the area where you are using the headset, intermittent sound may still occur even if the “Priority on stable connection” mode is selected.

Related Topic

- What you can do with “Sony | Headphones Connect” app

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Supported codecs

A codec is an audio coding algorithm used when transmitting sound via a Bluetooth connection.
The headset supports the following 3 codecs for music playback via an A2DP connection: SBC, AAC, and aptX.

- SBC
  This is an abbreviation for Subband Codec.
  This is the standard audio coding technology used by Bluetooth devices.
  All Bluetooth devices support SBC.

- AAC
  This is an abbreviation for Advanced Audio Coding.
  AAC is mainly used by Apple products such as iPhone, and it provides higher sound quality than that of SBC.

- aptX
  This is an audio coding technology. aptX is used by some Android smartphones, and it provides higher sound quality than that of SBC.

With the headset set to the “Priority on sound quality” mode, when music in one of the above codecs is transmitted from a connected device, the headset switches to that codec automatically and plays back the music in the same codec.
However, depending on the device to be connected with the headset, you may need to set the device beforehand to listen to music using the desired codec on the headset, even if the device supports a codec of higher sound quality than SBC.
Refer to the operating instructions supplied with the device regarding setting the codec.

Related Topic

- About the sound quality mode

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About the DSEE function

The DSEE function complements the high-range sound, which is often lost from compressed sound sources, in the headset to the equivalent of CD sound quality.
Sound sources compressed by streaming playback, MP3, Bluetooth transmission codec, etc. are played with natural and expansive sound.
The DSEE function can be set up on the “Sony | Headphones Connect” app, and is only available when connected to the headset via Bluetooth connection.
The DSEE function is disabled when transmitting a sound source using aptX.

Related Topic

- What you can do with “Sony | Headphones Connect” app
- Supported codecs

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Receiving a call

You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via a Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Only ordinary phone calls are supported. Applications for phone calls on smartphones or personal computers are not supported.

Ring tone

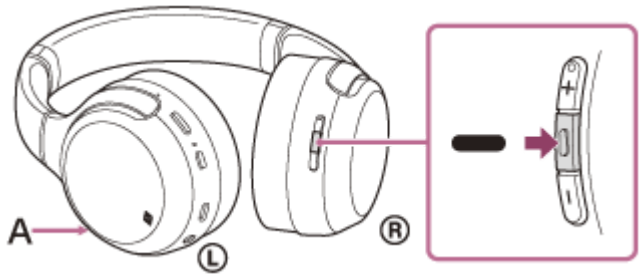
When an incoming call arrives, a ring tone will be heard from the headset, and the indicator (blue) flashes quickly.
You will hear either of following ring tones, depending on your smartphone or mobile phone.

- Ring tone set on the headset
- Ring tone set on the smartphone or mobile phone
- Ring tone set on the smartphone or mobile phone only for a Bluetooth connection

1. **Connect the headset to a smartphone or mobile phone beforehand.**

2. **When you hear a ring tone, press the ▬ (call) button on the headset and receive the call.**

   When an incoming call arrives while you are listening to music, playback pauses and a ring tone will be heard from the headset.



A: Microphone

If no ring tone is heard via the headset

- The headset may not be connected with the smartphone or mobile phone over HFP or HSP. Check the connection status on the smartphone or mobile phone.
- If playback does not pause automatically, operate the headset to pause playback.

3. **Press the + or - button to adjust the volume.**

   When the volume reaches the maximum or minimum, an alarm sounds.

4. **To end the call, press the ▬ (call) button on the headset again.**

   If you received a call during music playback, music playback resumes automatically after ending the call.

Hint

- Some smartphones or mobile phones receive calls with the phone instead of the headset by default. With an HFP or HSP connection, switch the call to the headset by pressing and holding the ▬ (call) button for about 2 seconds or by using your smartphone or mobile phone.
- Volume for a call can be adjusted during a telephone conversation only.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.

Note

- Depending on the smartphone or mobile phone, when an incoming call arrives while you are listening to music, playback may not resume automatically even if you finish the call.
- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone are too close to the headset.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Making a call
- Functions for a phone call
- What you can do with “Sony | Headphones Connect” app

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Making a call

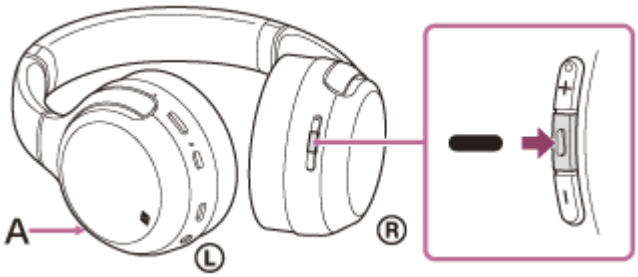
You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via a Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Only ordinary phone calls are supported. Applications for phone calls on smartphones or personal computers are not supported.

1. **Connect the headset to a smartphone or mobile phone beforehand.**

2. **Operate your smartphone or mobile phone to make a call.**

   When you make a call, the dial tone is heard from the headset.
   If you make a call while you are listening to music, playback pauses.
   If no dial tone is heard via the headset, switch the call device to the headset using your smartphone or mobile phone or by pressing and holding the ▬ (call) button down for about 2 seconds.



   A: Microphone

3. **Press the + or - button to adjust the volume.**

   When the volume reaches the maximum or minimum, an alarm sounds.

4. **To end the call, press the ▬ (call) button on the headset again.**

   If you made a call during music playback, music playback resumes automatically after ending the call.

Hint

- Volume for a call can be adjusted during a telephone conversation only.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.

Note

- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Receiving a call
- Functions for a phone call

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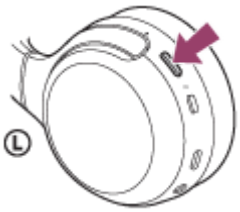
Functions for a phone call

The functions available during a call may vary depending on the profile supported by your smartphone or mobile phone. In addition, even if the profile is the same, the functions may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.

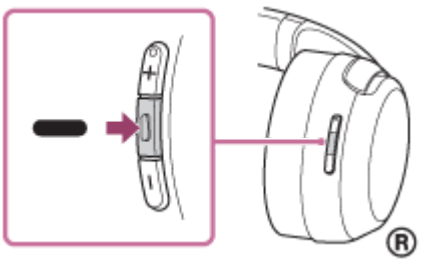
Supported profile: HFP (Hands-free Profile)

During standby/music playback

- Press the CUSTOM button to start the voice dial function of the smartphone/mobile phone (*), or activate the Google app of the Android smartphone or Siri of the iPhone.



You can also start or activate the above functions by pressing and holding the ▬ (call) button.



Outgoing call

- Press the ▬ (call) button once to cancel an outgoing call.
- Press and hold the ▬ (call) button for about 2 seconds to change the call device between the headset and the smartphone or mobile phone.

Incoming call

- Press the ▬ (call) button once to answer a call.
- Press and hold the ▬ (call) button for about 2 seconds to reject a call.

During call

- Press the ▬ (call) button once to finish a call.
- Press and hold the ▬ (call) button for about 2 seconds to change the call device between the headset and the smartphone or mobile phone.

Supported profile: HSP (Headset Profile)

Outgoing call

- Press the ▬ (call) button once to cancel an outgoing call. (*)

Incoming call

- Press the ▬ (call) button once to answer a call.

During call

- Press the ▬ (call) button once to finish a call. (*)

* Some devices may not support this function.

Related Topic

- Receiving a call
- Making a call

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Disconnecting Bluetooth connection (after use)

1. **Unlock the screen of the Bluetooth device if it is locked.**

2. **Touch the one-touch connection (NFC) compatible device again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.**

   When disconnected, you will hear a voice guidance “Bluetooth disconnected”.

3. **Turn off the headset.**

   You will hear a voice guidance “Power off”.

Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

Related Topic

- Disconnecting the Android smartphone with one-touch (NFC)
- Turning off the headset

4-747-579-11(3) Copyright 2019 Sony Corporation

Using the Google Assistant

By using the Google Assistant feature that comes with the smartphone, you can speak to the headset's microphone to operate the smartphone or perform the search.

Compatible smartphones

- Smartphones installed with Android 5.0 or later (The latest version of Google app is required.)
- iPhone/iPod touch (Installation of the Google Assistant application is required.)

1. **If your smartphone is an iPhone/iPod touch, open the Google Assistant app.**

   If your smartphone is an Android smartphone, skip this step.

2. **Open the "Sony | Headphones Connect" app, and set the CUSTOM button as the Google Assistant button.**

   When using the Google Assistant for the first time, open the Google Assistant app and tap the [Finish headphones setup] button on the Conversation View, and follow the on-screen instructions to complete initial settings for the Google Assistant.
   For details on the "Sony | Headphones Connect" app, refer to the following URL.
   http://rd1.sony.net/help/mdr/hpc/h_zz/

3. **Press the CUSTOM button to use the Google Assistant.**

   - Press and hold to input a voice command.
   - Press once to read out the notification.
   - Press twice to cancel the voice command.

For details on the Google Assistant, refer to the following website:
https://assistant.google.com
https://g.co/headphones/help

Hint

- Check or update the software version of the headset with the "Sony | Headphones Connect" app.
- When the Google Assistant is not available for reasons such as not being connected to the network, a voice guidance "The Google Assistant is not connected" is heard.
- If you do not see the [Finish headphones setup] button on the Google Assistant app, please unpair the headphones from the Bluetooth settings of your smartphone and redo the pairing process.

Note

- If the CUSTOM button is set as the Google Assistant button in step 2, the Amazon Alexa function cannot be operated from the headset.
- The Google Assistant may not be used in some countries, regions, or languages.

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Using Amazon Alexa

By using Amazon Alexa feature that comes with the smartphone, you can speak to the headset to operate the smartphone or perform the search.

Compatible smartphones

- Smartphones installed with Android 5.1 or later, or iOS 10.0 or later.
- Installation of the latest Amazon Alexa app is required.

1. **Open the Amazon Alexa app.**

2. **Open the “Sony | Headphones Connect” app, and set the CUSTOM button as the Amazon Alexa button.**

   For details on the “Sony | Headphones Connect” app, refer to the following URL.
   http://rd1.sony.net/help/mdr/hpc/h_zz/

3. **Press the CUSTOM button to use Amazon Alexa.**

   - Press to input a voice command.
   - Press once to cancel the voice command.
   - If there is no voice, it will be canceled.

For details on Amazon Alexa, refer to the following website:
https://www.amazon.com/b?node=16067214011

Hint

- Check or update the software version of the headset with the “Sony | Headphones Connect” app.
- When Amazon Alexa is not available for reasons such as not being connected to the network, a voice guidance “Either your mobile device isn’t connected; or you need to open the Alexa App and try again” is heard.

Note

- If the CUSTOM button is set as the Amazon Alexa button in step 2, the Google Assistant function cannot be operated from the headset.
- Alexa is not available in all languages and countries/regions.
  See www.amazon.com/alexa-availability for details.

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Using the voice assist function (Google app)

By using the Google app feature that comes with the Android smartphone, you can speak to the headset's microphone to operate the Android smartphone.

1. **Set the assist and voice input selection to the Google app.**

   On the Android smartphone, select [Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input], and set [Assist app] to the Google app.
   The above procedure is an example. For details, refer to the operating instructions of the Android smartphone.
   Note: The latest version of the Google app may be required.
   For details on the Google app, refer to the operating instructions or the support website of the Android smartphone, or the Google Play store website.
   The Google app may not be activated from the headset depending on specifications of the Android smartphone.

2. **Connect the headset to the Android smartphone via Bluetooth connection.**

3. **When the Android smartphone is in standby or playing music, press the CUSTOM button to activate the Google app.**

   The Google app is activated.

4. **Make a request to the Google app through the headset's microphone.**

   For details on the apps which work with the Google app, refer to the operating instructions of the Android smartphone.
   After activating the Google app, the voice command is canceled when a certain time has passed without requests.

Hint

- You can also activate the Google app by pressing and holding the ▬ (call) button (about 2 seconds).

Note

- If the CUSTOM button is set as the Google Assistant button, the voice assist function (Google app) is not available.
- If the CUSTOM button is set as the Amazon Alexa button, the voice assist function (Google app) is not available.
- The Google app cannot be activated when you say "Ok Google" even when the Android smartphone's "Ok Google" setting is on.
- The Google app may not be activated depending on specifications of the smartphone or application version.
- The Google app does not work when connected to a device not compatible with the voice assist function.

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Using the voice assist function (Siri)

By using the Siri feature that comes with iPhone, you can speak to the headset's microphone to operate the iPhone.

1. **Turn Siri on.**

   On iPhone, select [Settings] - [Siri & Search] to turn [Press Home for Siri] and [Allow Siri When Locked] on.
   The operation above is an example. For details, refer to the operating instructions of the iPhone.
   Note: For details on Siri, refer to the operating instructions or support website of the iPhone.

2. **Connect the headset to the iPhone via Bluetooth connection.**

3. **When the iPhone is using the Bluetooth connection and in standby or playing music, press the CUSTOM button to activate Siri.**

   Siri is activated.

4. **Make a request to Siri through the headset's microphone.**

   For details on the apps which work with Siri, refer to the operating instructions of the iPhone.

5. **To continue to request, press the CUSTOM button before Siri is deactivated.**

   After activating Siri, when a certain time has passed without requests, Siri will be deactivated.

Hint

- You can also activate Siri with the (call) button. Press and hold the button until Siri is activated.

Note

- If the CUSTOM button is set as the Google Assistant button, the CUSTOM button cannot be used to activate Siri. Use the (call) button to activate Siri.
- If the CUSTOM button is set as the Amazon Alexa button, the CUSTOM button cannot be used to activate Siri. Use the (call) button to activate Siri.
- Siri cannot be activated when you say "Hey Siri " even when the iPhone's "Hey Siri" setting is on.
- Siri may not be activated depending on specifications of the smartphone or application version.
- Siri does not work when connected to a device not compatible with the voice assist function.

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About the setting of the CUSTOM button and the operation of the Call button

The relationship between the setting function of the CUSTOM button and the operation when pressing and holding the ▬ (call) button is as follows.

Android

Setting of the CUSTOM button	Pressing and holding (for 2 seconds) of the ▬ (call) button
Activating the Google app (default setting)	Activating the Google app
The Google Assistant	No effect
Amazon Alexa	No effect

iPhone

Setting of the CUSTOM button	Pressing and holding of the ▬ (call) button
Activating Siri (default setting)	Activating Siri
The Google Assistant	Activating Siri
Amazon Alexa	Activating Siri

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What you can do with “Sony | Headphones Connect” app

When you connect the smartphone (with the “Sony | Headphones Connect” app installed) and the headset via Bluetooth connection, you can do the following.

- Easy pairing
- Display the remaining battery life of the headset
- Display the Bluetooth connection codec
- Change the sound localization
- Select the sound effect mode (Surround (VPT))
- Set the CLEAR BASS function
- Switch the sound quality mode by setting the Bluetooth connection mode
- Set the DSEE function
- Change the function of the CUSTOM button
- Adjust volume
- Play music/pause, skip to the beginning of the previous track (or the current track during playback)/beginning of the next track
- Check the connection status and the settings of the headset
- Check the headset software version
- Headset software update
- Switch the voice guidance language
- Voice guidance on/off setting

For details on the “Sony | Headphones Connect” app, refer to the following URL.
http://rd1.sony.net/help/mdr/hpc/h_zz/

Hint

- The operation of the “Sony | Headphones Connect” app depends on the audio device. The app specifications and screen design may change without prior notice.

Related Topic

- Installing “Sony | Headphones Connect” app
- Checking the remaining battery charge
- About the sound quality mode
- Supported codecs
- About the DSEE function

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Installing “Sony | Headphones Connect” app

1. **Download the “Sony | Headphones Connect” app from the Google Play store or App Store, and install the app on your smartphone.**

   For details on the “Sony | Headphones Connect” app, refer to the following URL.
   http://rd1.sony.net/help/mdr/hpc/h_zz/

2. **After installing the app, launch the “Sony | Headphones Connect” app.**

Related Topic

- What you can do with “Sony | Headphones Connect” app

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Precautions

On Bluetooth communications

- Bluetooth wireless technology operates within a range of about 10 m (30 feet). The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.
- Microwaves emitting from a Bluetooth device may affect the operation of electronic medical devices. Turn off this unit and other Bluetooth devices in the following locations, as it may cause an accident:
  - in hospitals, near priority seating in trains, locations where inflammable gas is present, near automatic doors, or near fire alarms.
- This product emits radio waves when used in wireless mode. When used in wireless mode on an airplane, follow flight crew directions regarding permissible use of products in wireless mode.
- The audio playback on this unit may be delayed from that on the transmitting device, due to the characteristics of Bluetooth wireless technology. As a result, the sound may not be in sync with the image when viewing movies or playing games.
- The unit supports security functions that comply with the Bluetooth standard as a means of ensuring security during communication using Bluetooth wireless technology. However, depending on the configured settings and other factors, this security may not be sufficient. Be careful when communicating using Bluetooth wireless technology.
- Sony shall assume no responsibility for any damages or loss resulting from information leaks that occur when using Bluetooth communications.
- Connection with all Bluetooth devices cannot be guaranteed.
  - Bluetooth devices connected with the unit must comply with the Bluetooth standard prescribed by Bluetooth SIG, Inc., and must be certified as compliant.
  - Even when a connected device complies with the Bluetooth standard, there may be cases where the characteristics or specifications of the Bluetooth device make it unable to connect, or result in different control methods, display, or operation.
  - When using the unit to perform hands-free talking on the phone, noise may occur depending on the connected device or the communication environment.
- Depending on the device to be connected, it may require some time to start communications.

Note on static electricity

- Static electricity accumulated in the body may cause mild tingling in your ears. To reduce the effect, wear clothes made from natural materials, which suppress the generation of static electricity.

Notes on wearing the unit

- Because the headphones achieve a tight seal over the ears, forcibly pressing them against your ears or quickly pulling them off can result in eardrum damage.
  When wearing the headphones, the speaker diaphragm may produce a click sound. This is not a malfunction.

Other notes

- Do not subject the unit to excessive shock.
- When you use the unit as wired headphones, use the supplied headphone cable only. Make sure that the headphone cable is firmly inserted.
- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- Do not apply weight or pressure to the unit for long periods, including when it is stored, as it may cause deformation.
- If you experience discomfort while using the unit, stop using it immediately.
- The earpads may be damaged or deteriorate with long-term use and storage.

- The unit is not waterproof. If water or foreign objects enter the unit, it may result in fire or electric shock. If water or a foreign object enters the unit, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
  - When using the unit around a sink, etc.
    Be careful that the unit does not fall into a sink or container filled with water.
  - When using the unit in the rain or snow, or in humid locations
  - When using the unit while you are sweaty
    If you touch the unit with wet hands, or put the unit in the pocket of a damp article of clothing, the unit may get wet.

Cleaning the unit

- When the outside of the unit is dirty, clean it by wiping with a soft dry cloth. If the unit is particularly dirty, soak a cloth in a dilute solution of neutral detergent, and wring it well before wiping. Do not use solvents such as thinner, benzene, or alcohol, as they may damage the surface.

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- Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.
- The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Sony Corporation is under license.
- The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.
- Qualcomm aptX is a product of Qualcomm Technologies, Inc. and/or its subsidiaries.
  Qualcomm is a trademark of Qualcomm Incorporated, registered in the United States and other countries. aptX is a trademark of Qualcomm Technologies International, Ltd., registered in the United States and other countries.
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Customer support websites

For customers in the U.S.A, Canada, and Latin America:
https://www.sony.com/am/support
For customers in European countries:
https://www.sony.eu/support
For customers in China:
https://service.sony.com.cn
For customers in other countries/regions:
https://www.sony-asia.com/support

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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. to the factory settings, 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.

Related Topic

- Charging the headset
- Customer support websites
- Resetting the headset
- Initializing the headset to restore factory settings

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Unable to turn on the headset.

- Make sure the battery is fully charged.
- The headset cannot be turned on while charging the battery. Remove the USB Type-C cable and turn on the headset.
- You cannot turn on the headset when the headphone cable is connected to the headphone cable input jack. Remove the headphone cable before turning on the headset.

Related Topic

- Charging the headset
- Checking the remaining battery charge
- Using the supplied headphone cable

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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 adaptor or computer.
- Make sure that the USB AC adaptor is firmly connected to the AC outlet.
- Check that the computer is turned on.
- Wake the computer up if the computer is in standby (sleep) or hibernation mode.
- When using Windows 8.1, update using Windows Update.

Related Topic

- Charging the headset

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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 the supplied USB Type-C cable.

Related Topic

- Charging the headset

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The headset cannot be charged even if connecting the headset to 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.

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The remaining battery charge of the headset is not displayed on the screen of smartphone.

- Only the iOS devices (including iPhone/iPod touch) which support HFP (Hands-free Profile), and Android smartphone (OS 8.1 or later) can display the remaining battery charge.
- Check that the smartphone is connected with HFP (Hands-free Profile). Otherwise, the remaining battery charge will not be correctly displayed.

Related Topic

- Checking the remaining battery charge

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No sound

- Check that both the headset and the connected Bluetooth 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.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Using the supplied headphone cable
- Listening to music from a device via Bluetooth connection

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Low sound level

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

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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 the headset connects to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it 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 (priority on stable connection at the start of transmission and then switches to priority on sound quality several seconds later) and is not a headset malfunction. If the sound quality does not improve after a few seconds, press the ▬ (play) button on the headset once during playback. Or you can use the computer to establish an A2DP connection. As for the operations on your Bluetooth device, refer to the operating instructions supplied with the device.

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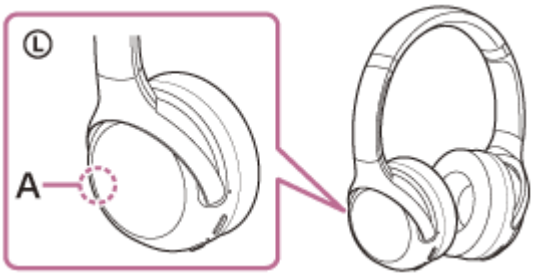
Sound skips frequently.

- 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 band (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.

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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 for the first time after purchasing, initializing, or repairing the headset. To pair a second 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.

Related Topic

- About the indicator
- How to make a wireless connection to Bluetooth devices
- Initializing the headset to restore factory settings

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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 around.
- Check that the NFC function of the smartphone is turned 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 headphone cable 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.

Related Topic

- One-touch connection (NFC) with an Android smartphone

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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 Bluetooth connection. 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.
- If the pairing information for the headset has been deleted on the Bluetooth device, pair the headset with the device again.

Related Topic

- About the indicator
- How to make a wireless connection to Bluetooth devices

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Distorted sound

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

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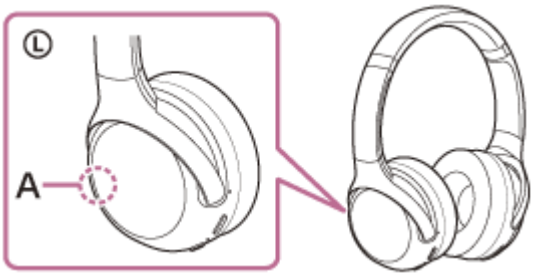
The Bluetooth wireless communication range is short, or the sound skips.

- 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.



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 band (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 listening to music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.

Related Topic

- About the sound quality mode

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The headset does not operate properly.

- Reset the headset. This operation does not delete pairing information.
- If the headset does not operate properly even if you reset the headset, initialize the headset.

Related Topic

- Resetting the headset
- Initializing the headset to restore factory settings

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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 is output to 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 press the ▬ (call) button to respond to an incoming call.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Receiving a call
- Making a call

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Low voice from callers

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

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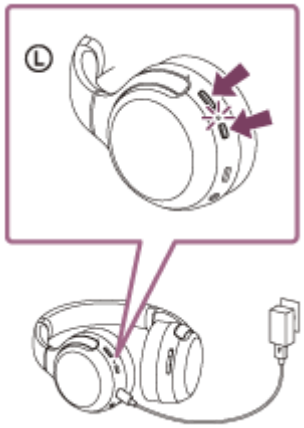
Resetting the headset

If the headset cannot be turned on or cannot be operated even when it is turned on, press both the ⏻ button and the CUSTOM button simultaneously while charging. The headset will be reset. The device registration (pairing) information is not deleted.



If the headset does not operate correctly even after resetting, initialize the headset to restore factory settings.

Related Topic

- Initializing the headset to restore factory settings

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Initializing the headset to restore factory settings

If the headset does not operate correctly even after resetting, initialize the headset.
Turn off the headset while the USB Type-C cable is disconnected and then press and hold the ⏻ button and the ▬ (play/call) button simultaneously for 7 seconds or more.
The indicator (blue) flashes 4 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

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

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