

Wireless Speaker
LF-S50G



Use this Help Guide when you have any questions on how to use your Wireless Speaker.

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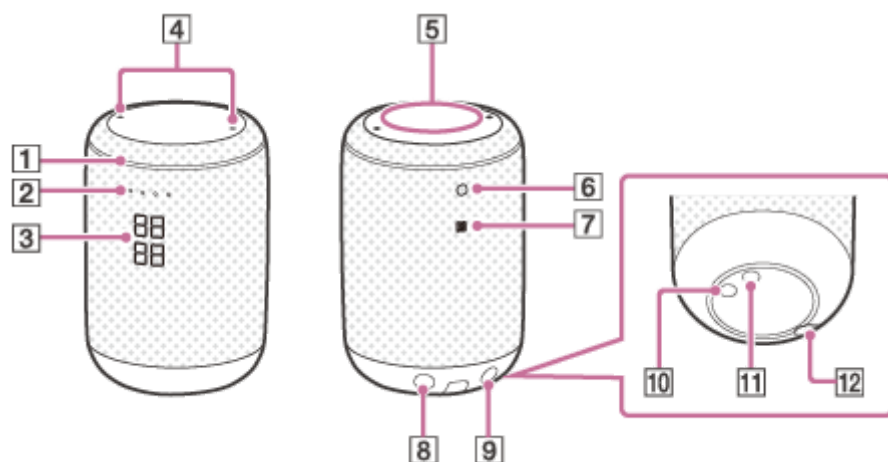
LED



- [What do I do when the Bluetooth LED is flashing in white?](#)

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Locating parts and controls



1. Gesture LED
2. Status LEDs (for Google Assistant)
3. Clock display (*1)/Volume display (*2)
4. Built-in microphones
5. Gesture control sensor
6. Bluetooth LED
7. N-mark (*3)
8.  (microphone off) button
9.  (Bluetooth)/PAIRING button
10. DIMMER/RESTART button (*4)
11. HOLD button (*5)
12. DC IN connector

*1 The upper two digits indicate time in hours and the lower two digits indicate time in minutes.

*2 When the volume of your wireless speaker is modified, the current volume level is indicated in the range from 0 to 100%. The volume increases/decreases in increments of some percentage.

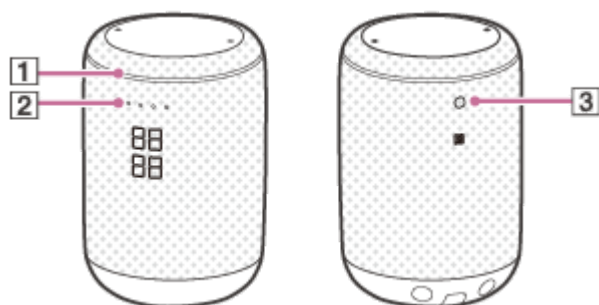
*3 Touch your NFC-compatible device, such as a smartphone, here to establish a wireless connection by One-touch (NFC).

*4 Press this button quickly to change brightness of the clock display. By pressing and holding the button, you can switch the clock display between the 12 hour format and the 24 hour format.

*5 Press this button twice quickly to activate/deactivate the Auto Volume Control function. By pressing and holding this button, you can suspend all the sensor and button activities of your wireless speaker for 3 minutes.

LED indications

Your wireless speaker has the following LEDs.



LED		Description
1. Gesture LED	Entirely lights in white (for gesture indication).	A touch-free gesture is detected by the speaker.
	Entirely lights in white (for volume indication).	The speaker volume is set to 100%. The lit area of the LED shifts as the volume increases or decreases.
2. Status LEDs	All four LEDs light in white.	A voice command is detected by the speaker.
	All four LEDs light in orange.	<ul style="list-style-type: none"> ● The speaker has just been initialized. ● The built-in microphones are turned off.
	All four LEDs light in blue.	You have just initiated Google Assistant by saying “Ok Google” or performing the equivalent touch-free hand gesture for the first time since the latest software update.
3. Bluetooth LED	Flashes in white.	The software of the speaker has been updated.
	Flashes in blue for 5 seconds.	The speaker is in Bluetooth pairing mode.
	Flashes in red.	The speaker has an error.

Related Topic

- [About software update](#)
- [Talking to your Google Assistant](#)
- [Pairing and connecting with a Bluetooth device](#)

Wireless Speaker
LF-S50G

About software update

The software of your wireless speaker will be automatically updated to the latest software while the speaker is connected to the Internet via a Wi-Fi network.

Smartphone app
Support by Sony app-Find information
and get notification about your product:



- ✓ News & Alerts
- ✓ Tutorials
- ✓ Tips & Tricks

<https://sony.net/SBS>

For the latest information about software updates, visit the Support by Sony website at sony.net/SBS.

It is recommended that you install the Support by Sony app on your smartphone/iPhone.

It is also recommended that you bookmark the model name of the speaker, "LF-S50G," when you visit the Support by Sony website. Software update notifications will be automatically sent to the smartphone/iPhone.

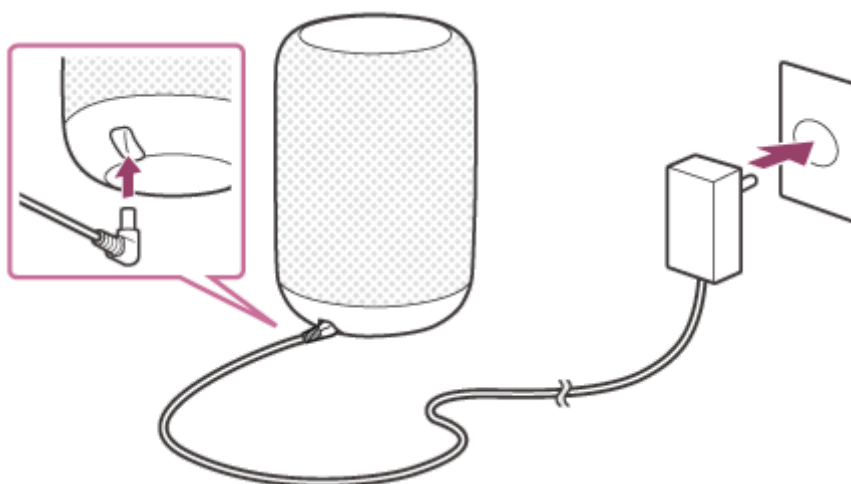
Related Topic

- [LED indications](#)
- [Customer support website](#)

Connecting to a power source

Use the supplied AC adaptor to connect your wireless speaker to a power source.

- 1** Plug the one end of the AC adaptor to the DC IN connector on the bottom of the speaker.
- 2** Plug the other end to an AC outlet.



Installing the dedicated app and making the initial settings

To use Google Assistant with your wireless speaker, you first need to install the Google Home app on your smartphone/iPhone and make the initial settings for the speaker.

Note

- Depending on the service you subscribe to, you may have to create an account in addition to a Google account in advance.

1 Access Google Play or App Store from the smartphone/iPhone.

2 Install the Google Home app on the smartphone/iPhone.

For details, visit the website at google.com/cast/setup/.



3 Place the speaker as close to a wireless LAN router as possible.

1. Establish a wireless connection from the smartphone/iPhone to the wireless LAN router.
2. Take a note of the SSID and the password (encryption key) of the connected wireless LAN router. Some of the wireless LAN routers have multiple SSIDs. Be sure to take a note of the SSID that you used for establishing the wireless connection from the smartphone/iPhone. For details, refer to the operating instructions supplied with the wireless LAN router.

3. On the iPhone (*), activate the Bluetooth function.

* The Google Home app uses the Bluetooth function to identify the speaker.

4 Start the app and follow the on-screen instructions to make the initial settings for the speaker.

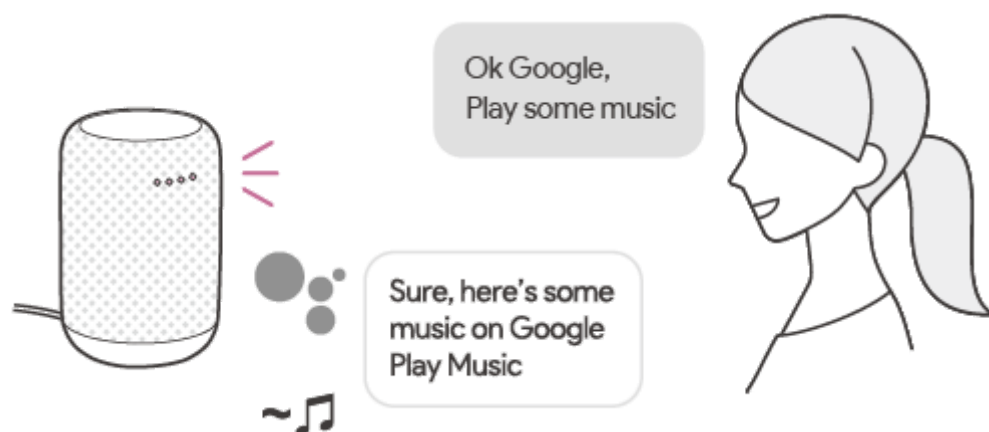
Set the speaker to have the same Wi-Fi connection as the smartphone/iPhone.



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Talking to your Google Assistant

You can use a wide variety of voice commands to control the operation of your wireless speaker in conjunction with Google Assistant. Just say a voice command to the speaker. Then, the speaker will perform the Google Assistant activity associated with the voice command.

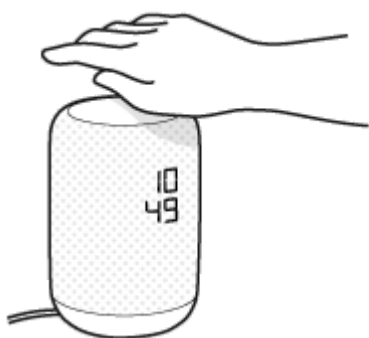


Hint

- For some of the available voice commands, refer to the supplied conversation leaflet "Voice Commands."
- For the latest voice commands, visit one of the websites listed below.
For customers in the USA:
assistant.google.com/intl/en_us/
For customers in Canada:
assistant.google.com/intl/en_ca/
For customers in the United Kingdom:
assistant.google.com/intl/en_uk/
For customers in France:
assistant.google.com/intl/fr_fr/
For customers in Germany:
assistant.google.com/intl/de_de/
For customers in Australia:
assistant.google.com/intl/en_au/

Gesturing for the speaker what to do

You can perform touch-free hand gestures over the gesture control sensor of your wireless speaker to control the operation of the speaker, including volume control. For more information about volume control, see [Controlling the volume of the speaker](#).



To initiate Google Assistant

Pass your hand over the gesture control sensor from far to near side. This gesture is equivalent to saying "Ok Google" to the speaker.



To play/pause a song

Pass your hand over the gesture control sensor from near to far side.



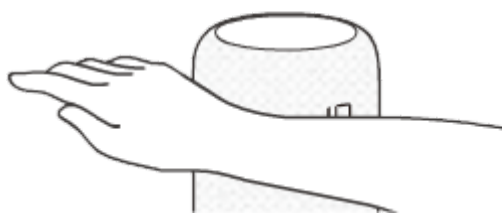
To play the previous song

Pass your hand over the gesture control sensor from right to left.



To play the next song

Pass your hand over the gesture control sensor from left to right.



Related Topic

- [Controlling the volume of the speaker](#)

Pairing and connecting with a Bluetooth device


You can pair and connect your wireless speaker with a BLUETOOTH® device and use the speaker as an external speaker for the connected device.

Pairing is the process required to mutually register the information on Bluetooth devices to be connected wirelessly. It is necessary to pair the speaker with a Bluetooth device in order to establish a Bluetooth connection for the first time.

When pairing with 2 or more Bluetooth devices, perform the following procedure for each device.

Before operating the speaker, be sure to do the following:

- Place the Bluetooth device within 1 m (3 ft.) from the speaker.
- Stop playback on the Bluetooth device.
- Turn down the volume of the Bluetooth device and the speaker to avoid any sudden loud sound output from the speaker. Depending on the paired Bluetooth device, the volume of the Bluetooth device may be synchronized with the volume of the speaker when you start playing music after a Bluetooth connection is established.

- 1 After establishing a Wi-Fi connection, press and hold the  (Bluetooth)/PAIRING button to place the speaker into Bluetooth pairing mode.**



- 2 Perform the pairing procedure on the Bluetooth device to detect the speaker.**

When a list of detected devices appears on the display of the Bluetooth device, select the name of the speaker.


If passkey* entry is prompted on the Bluetooth device, enter "0000."

* A passkey may also be called "Passcode," "PIN code," "PIN number" or "Password."

- 3 Establish a Bluetooth connection from the Bluetooth device.**

You can enjoy playing music stored on the Bluetooth device.

Hint

- For details on operating a Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.
- With the previously connected Bluetooth device, you can establish a Bluetooth connection simply by pressing the  (Bluetooth)/PAIRING button on the speaker, provided that the Bluetooth function is active on the Bluetooth device.

Note

- The speaker goes out of Bluetooth pairing mode in about 3 minutes and the Bluetooth LED goes out. However, if the speaker fails to store the pairing information, it will not go out of Bluetooth pairing mode. If the speaker goes out of Bluetooth pairing mode before you complete the above procedure, repeat the procedure again.
- Once the speaker is paired with the Bluetooth device, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted due to repair work, etc.
 - The pairing information of the speaker is deleted from the Bluetooth device.
 - The speaker is initialized.
All pairing information will be deleted.
- The speaker can be paired with multiple devices, but can only have a Bluetooth connection with one paired device at a time.

Pairing and connecting with a PC

Pairing is the process required to mutually register the information on Bluetooth devices (including PCs) to be connected wirelessly. It is necessary to pair your wireless speaker with a computer in order to establish a Bluetooth connection for the first time. Perform the following procedure for each device.

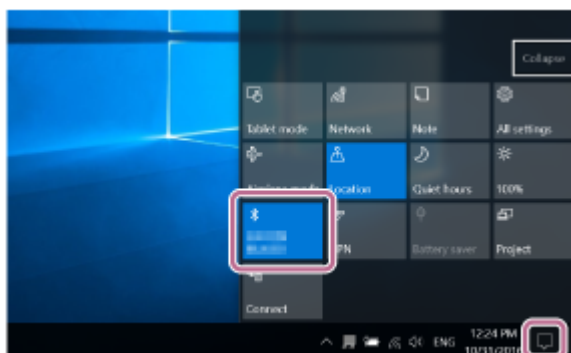
Before operating the speaker, be sure to do the following:

- Make sure that the computer has the Bluetooth function.
- Place the computer within 1 m (3 ft.) from the speaker.
- Locate the operating instructions supplied with the computer for reference.
- Stop playback on the computer.
- Turn down the volume of the computer and the speaker to avoid any sudden loud sound output from the speaker. Depending on the paired PC, the volume of the PC may be synchronized with the volume of the speaker when you start playing music after a Bluetooth connection is established.

1 Prepare to search for the speaker on the computer.

- On Windows 10:

1. Select [Bluetooth] from  (Action Center) at the bottom right of the screen.



- On Windows 8.1:

1. Right-click the [Start] button and click [Control Panel].




2. Select [Devices and Printers] on the "All Control Panel Items" window.
If the "Control Panel" window appears instead of the "All Control Panel Items" window, select [Large icons] or [Small icons] from the "View by" menu in the top right corner of the screen.

- On Windows 7:

1. Click the [Start] button and then [Devices and Printers].




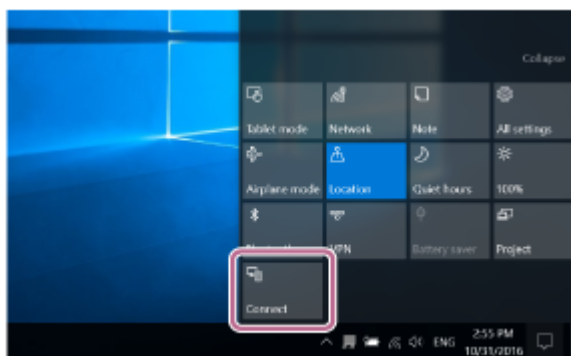
2. After establishing a Wi-Fi connection, press and hold the  (Bluetooth)/PAIRING button to place the speaker into Bluetooth pairing mode.



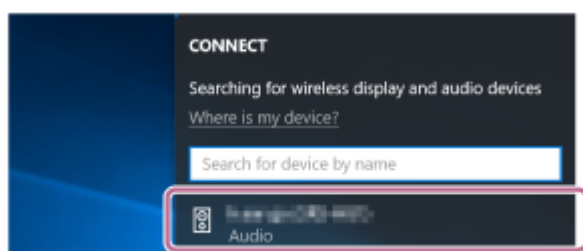
3. Search for the speaker on the computer.

- On Windows 10:

1. Select [Connect] from  (Action Center) at the bottom right of the screen.

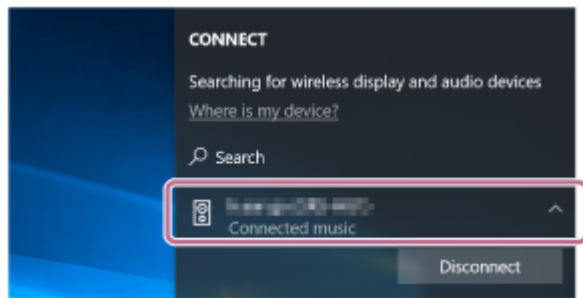


2. Select the name of the speaker.



If the speaker's name does not appear, repeat the procedure from step 2.

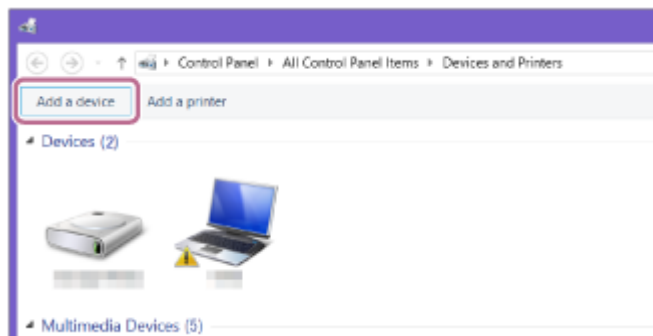
When pairing completes, the Bluetooth connection is automatically established and “Connected music” will be displayed under the speaker's name.



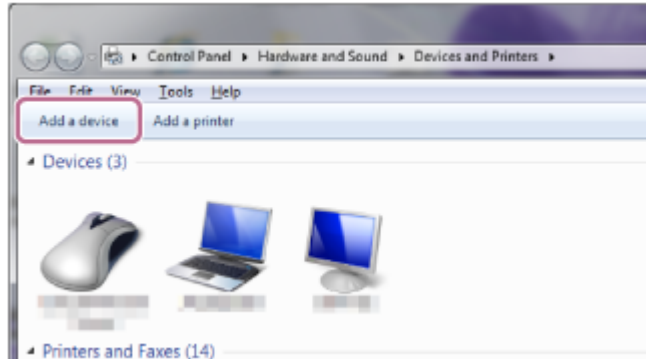
- On Windows 8.1 or Windows 7:

1. Click [Add a device].

Windows 8.1:

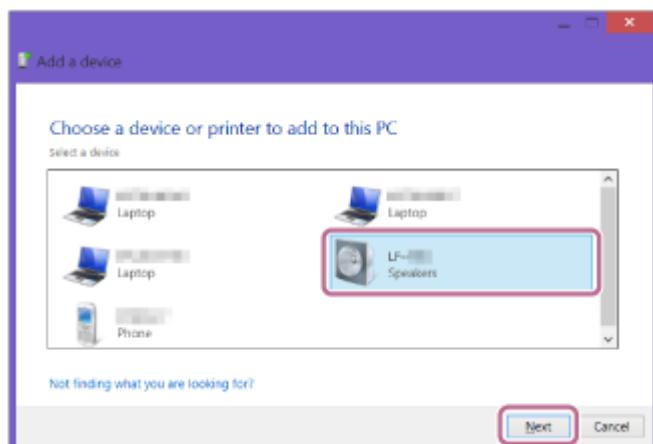


Windows 7:

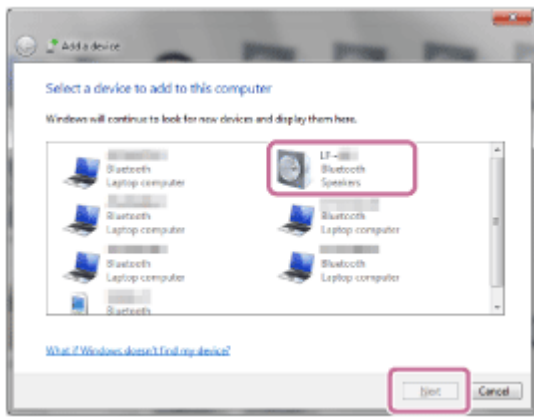


2. Select the name of the speaker and click [Next].

Windows 8.1:



Windows 7:

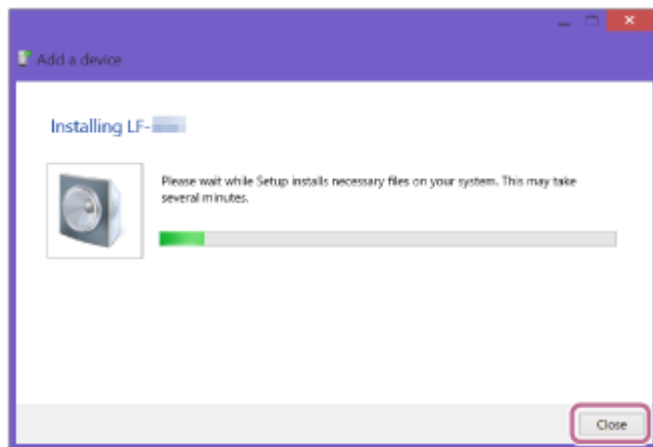


If passkey* entry is prompted, enter "0000."

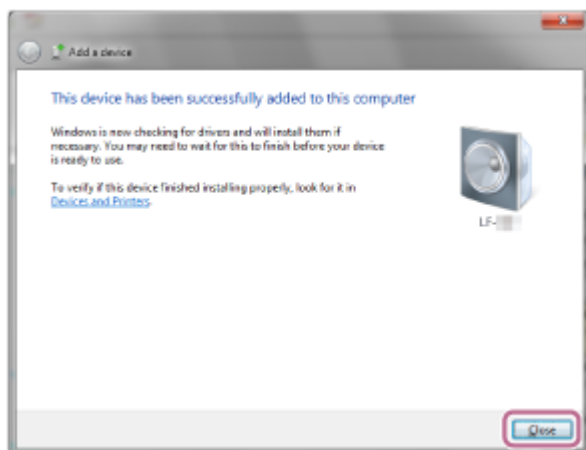
If the speaker's name does not appear, perform the operation again from step 2.

* A passkey may also be called "Passcode," "PIN code," "PIN number," or "Password."

3. When the following window appears, click [Close].
The computer begins installing the driver.
Windows 8.1:



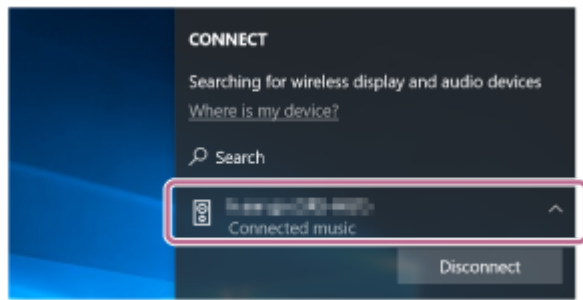
Windows 7:



4 Register the speaker with the computer.

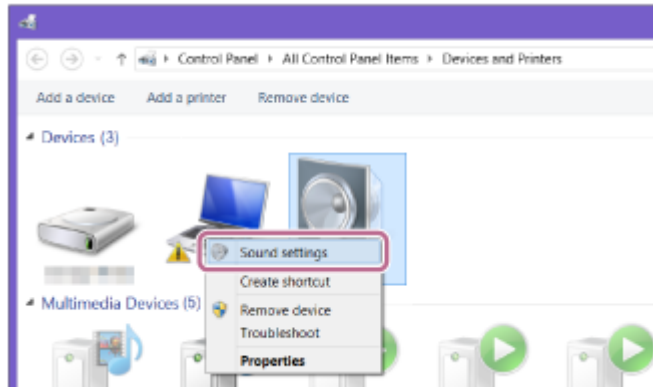
- On Windows 10:

1. When pairing completes, the Bluetooth connection is automatically established and "Connected music" will be displayed under the speaker's name. Proceed to step 5.



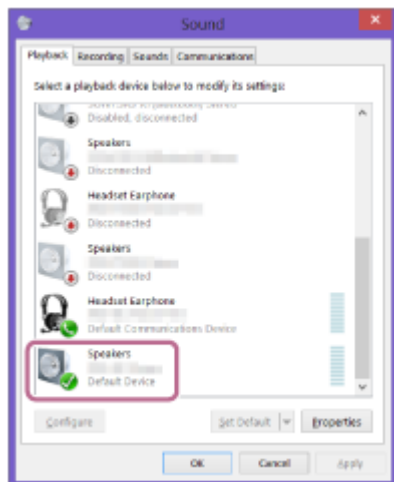
- On Windows 8.1:

1. Right-click the name of the speaker in “Devices” and select [Sound settings] from the menu.

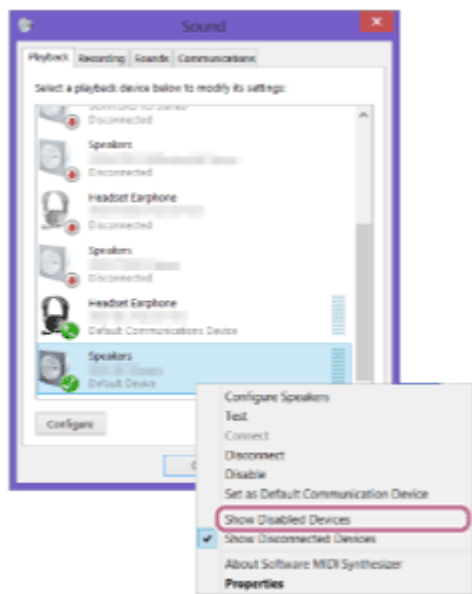


2. Confirm the speaker's name is on the “Sound” window.

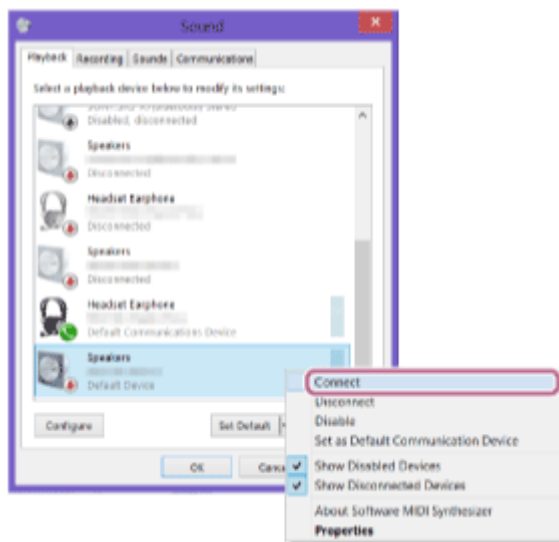
- If there is a checkmark (green) beside the speaker's name, proceed to step 5.



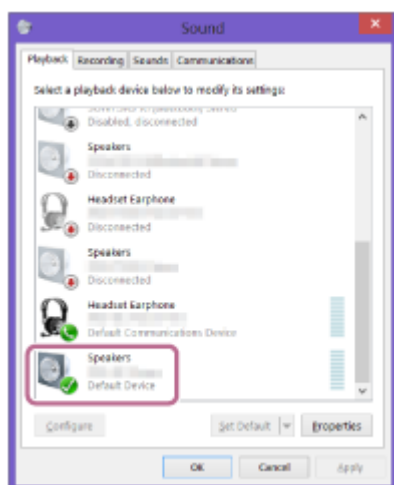
- If there is no checkmark (green) beside the speaker's name, proceed to the next step (substep 3).
- If the speaker's name does not appear, right-click on the “Sound” window, and select [Show Disabled Devices] from the menu. Then proceed to the next step (substep 3).



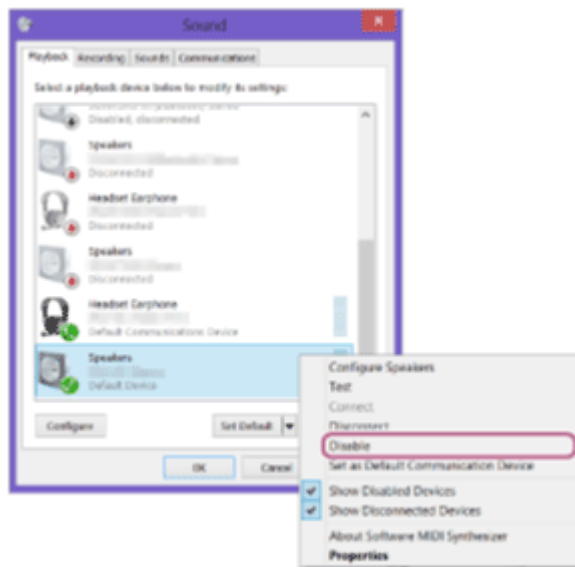
3. Right-click the speaker's name, and select [Connect] from the menu.



When the speaker is connected, a checkmark (green) will appear beside the speaker's name on the “Sound” window. Proceed to step 5.



If [Connect] is grayed out, select [Disable] for [Default Device] that currently has a checkmark (green) beside it.

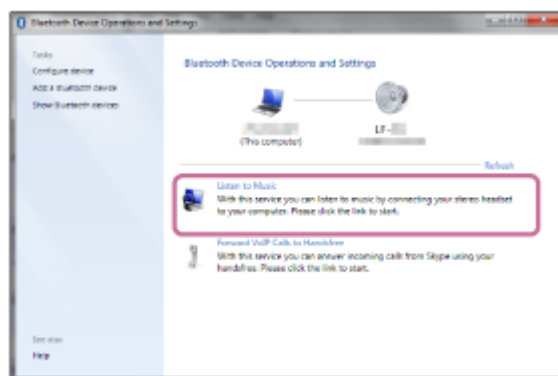


- On Windows 7:

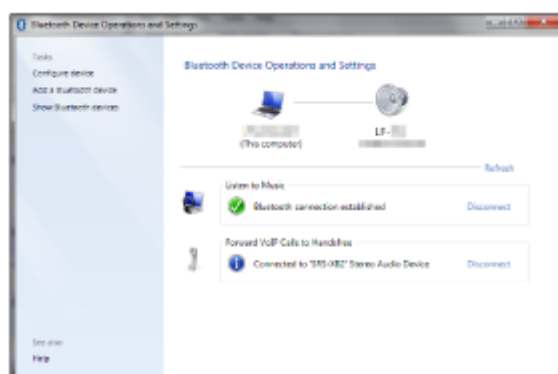
1. Double-click the name of the speaker in “Devices.”



2. Click [Listen to Music].




When the speaker is connected, a checkmark (green) will appear.



5 Establish a Bluetooth connection from the PC.

You can enjoy playing music stored on your computer.

Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the computer.
- You can pair and connect with another Bluetooth device even when a Bluetooth connection is established. In such a case, the previous connection will be disconnected.
- With the previously connected Bluetooth device, you can establish a Bluetooth connection simply by pressing the  (Bluetooth)/PAIRING button on the speaker, provided that the Bluetooth function is active on the Bluetooth device.

Note

- The speaker goes out of Bluetooth pairing mode in about 3 minutes and the Bluetooth LED goes out. However, if the speaker fails to store the pairing information, it will not go out of Bluetooth pairing mode. If the speaker goes out of Bluetooth pairing mode before you complete the above procedure, repeat from step 2.
- Once the speaker is paired with the computer, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted due to repair work, etc.
 - The pairing information of the speaker is deleted from the computer.
 - The speaker is initialized.
All pairing information will be deleted.
- The speaker can be paired with multiple devices, but can only have a Bluetooth connection with one paired device at a time.
- The passkey of the speaker is "0000." If a passkey besides "0000" is set on the computer, pairing with the speaker fails.

Connecting with an NFC-compatible device by One-touch (NFC)

When you touch an NFC-compatible device, such as a smartphone, to your wireless speaker, the speaker automatically pairs and connects with the NFC-compatible device.

Compatible smartphones

NFC-compatible smartphones with Android 4.1 or later

NFC

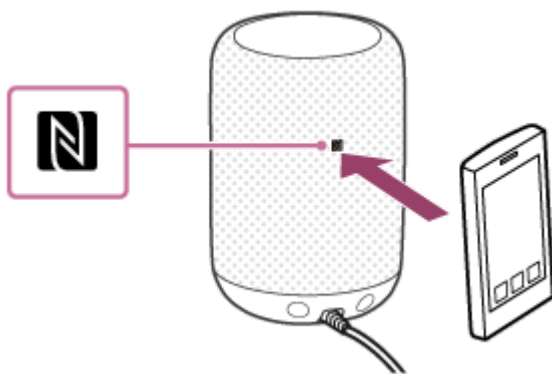
NFC (Near Field Communication) is a technology enabling short-range wireless communication between various devices, such as smartphones and IC tags.

Thanks to the NFC function, data communication (for example, Bluetooth pairing and connection) can be achieved easily by simply touching NFC-compatible devices together (i.e., at the N-mark symbol or location designated on each device). Before operating the speaker, be sure to do the following:

- Stop playback on the NFC-compatible device.
- Turn down the volume of the NFC-compatible device and the speaker to avoid any sudden loud sound output from the speaker. Depending on the paired NFC-compatible device, the volume of the NFC-compatible device may be synchronized with the volume of the speaker when you start playing music after a Bluetooth connection is established.
- Unlock the screen of the NFC-compatible device in advance.

1 Activate the NFC function on the NFC-compatible device.

2 Touch the N-mark symbol on the NFC-compatible device to the N-mark symbol on the speaker until the NFC-compatible device vibrates (it may take a few seconds).



3 Follow the on-screen instructions to establish a Bluetooth connection.

When the Bluetooth connection is established, the Bluetooth LED goes out.

Hint

- To disconnect the Bluetooth connection, touch the N-mark symbol on the NFC-compatible device to the N-mark symbol on the speaker once again.
- If the Bluetooth connection is not established, try the following:

- Keep the NFC-compatible device touched on the N-mark symbol on the speaker and slowly move the device back and forth and around.
- If the NFC-compatible device is in a case, remove the case.

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Listening to music from the connected Bluetooth device

While a Bluetooth connection is established between your wireless speaker and a Bluetooth device, you can listen to music from the Bluetooth device through the speaker.

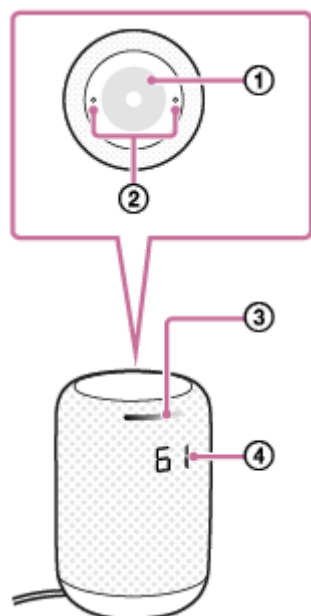
- 1 On the Bluetooth device, make sure that a Bluetooth connection is established with the speaker.
- 2 Start playing music on the Bluetooth device.

Hint

- For detailed instructions, refer to the operating instructions supplied with the Bluetooth device.

Controlling the volume of the speaker

You can control the volume of your wireless speaker with touch-free hand gestures. Depending on the connected Bluetooth device, you can also use voice commands or the Google Home app for volume control.



1. Circle your finger within this area.
2. Built-in microphones
3. The lit area of the LED shifts as the volume increases or decreases.
4. Indicates a volume level in the range from 0 to 100%. The volume increases/decreases in increments of some percentage.

Hint

- To fine-tune the volume, say a voice command to set the volume to your desired level.

To control the volume with touch-free hand gestures

To turn down the volume, put the finger over the gesture control sensor and circle it counterclockwise within the sensor area. The volume decreases in increments of some percentage.



To turn up the volume, put the finger over the gesture control sensor and circle it clockwise within the sensor area. The volume increases in increments of some percentage.



To control the volume with voice commands

Say any number from 0 to 100 and the word “%” (for example, “62%” as shown below) directly to the speaker. You can set the volume to your desired level.



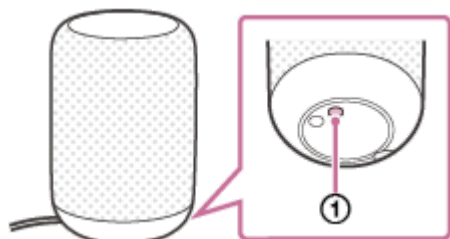
Hint

- For some of the available voice commands, refer to the supplied conversation leaflet “Voice Commands.”
- For the latest voice commands, visit one of the websites listed below.
For customers in the USA:
assistant.google.com/intl/en_us/
For customers in Canada:
assistant.google.com/intl/en_ca/
For customers in the United Kingdom:
assistant.google.com/intl/en_uk/
For customers in France:
assistant.google.com/intl/fr_fr/
For customers in Germany:
assistant.google.com/intl/de_de/
For customers in Australia:
assistant.google.com/intl/en_au/

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Preventing unintentional activities (HOLD)

You can suspend all the sensor and button activities of your wireless speaker for 3 minutes by pressing and holding the HOLD button (①) on the bottom of the speaker for 3 seconds or longer.

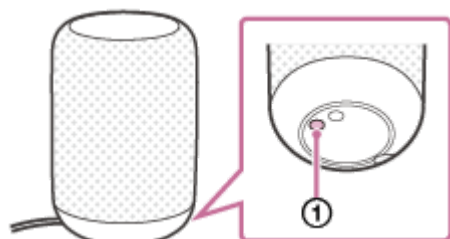


To forcefully resume the activities, press and hold the HOLD button once again for 3 seconds or longer.

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Changing brightness of the clock display (DIMMER)

You can change the brightness level of the clock display or turn off the display by pressing the DIMMER/RESTART button (①) on the bottom of your wireless speaker.

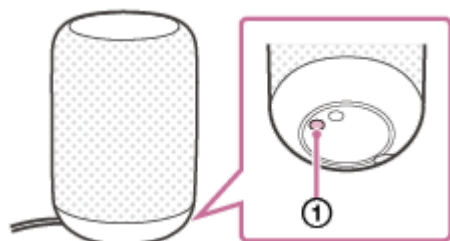


Each press changes the brightness level among High, Middle, Low, and Off.

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Switching the clock display (12 hour/24 hour)

You can switch the clock display between the 12 hour format and the 24 hour format by pressing and holding the DIMMER/RESTART button (①) on the bottom of your wireless speaker.



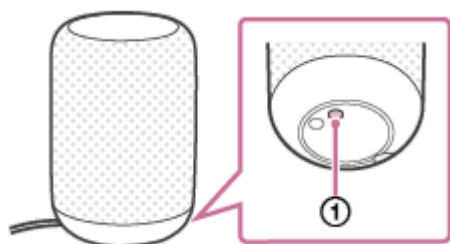
Adjusting the volume of the speaker automatically (Auto Volume Control)

You can activate/deactivate the Auto Volume Control function by quickly pressing the HOLD button (①), which is on the bottom of the wireless speaker, twice.



Ambient noise (such as the sound of dishes being washed) is picked up by the built-in microphones and the speaker's volume is adjusted automatically*.

* The default setting for this function is off.

Depending on the operating environment and the type of noise, the speaker may not adjust its volume. Additionally, when the speaker is used below a certain volume, the volume is adjusted automatically. Deactivate the function if you feel that the automatically adjusted volume is not suitable for the operating environment.



When the Auto Volume Control function is activated/deactivated, the volume display indicates as follows:


Indication	Description
	The Auto Volume Control function is activated.
	The Auto Volume Control function is deactivated.

Note

- Initializing the speaker deactivates the Auto Volume Control function.

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Temporarily disable the capability to detect voice commands (Microphone off)

You can turn off the built-in microphones to temporarily disable the capability to detect voice commands by pressing the  (microphone off) button.



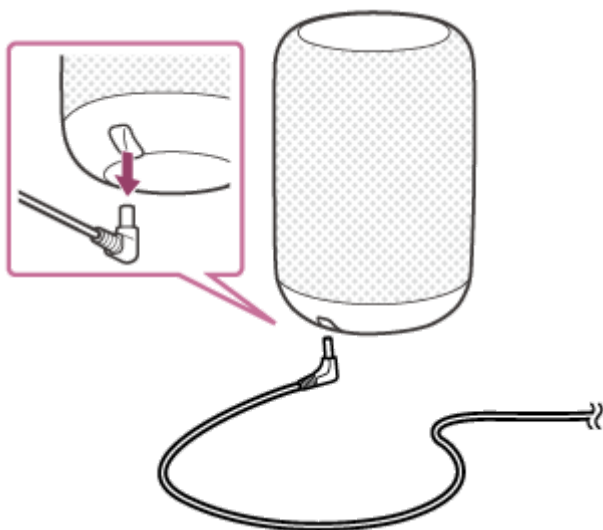
To enable the capability, press the  (microphone off) button once again.

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Exterior surfaces

Keep the exterior surfaces of your wireless speaker clean. When you find the exterior surfaces soiled, follow the procedures below for cleaning.

- 1 Unplug the AC adaptor from the speaker.**



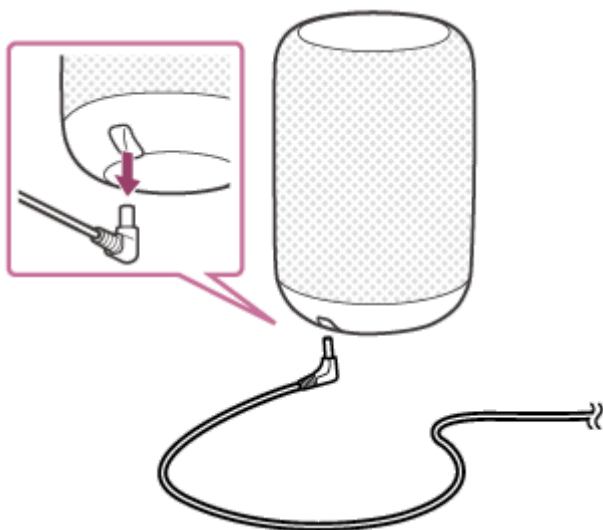
- 2 Dip a clean, soft cloth in (lukewarm) water, wring out the cloth, and then wipe the exterior surfaces gently with the cloth.**

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Speaker grill

Keep the speaker grill of your wireless speaker clean. When you find the speaker grill lightly soiled, you can remove the grill from the speaker and wash it.

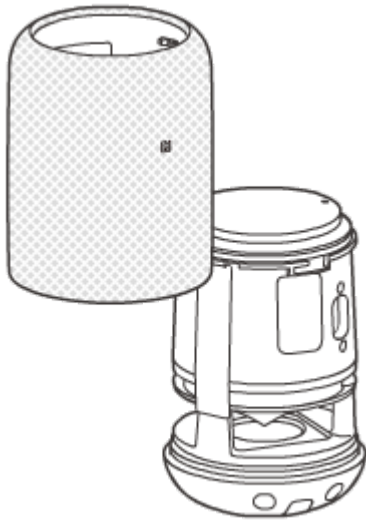
- 1 Unplug the AC adaptor from the speaker.



- 2 Rotate the speaker grill counterclockwise until it clicks, and then remove the grill from the speaker.



- 3 Put the speaker grill directly under running tap water to wash away the soil.
- 4 Let the speaker grill dry out.
- 5 Attach the speaker grill to the speaker as instructed below and rotate the grill clockwise until it clicks into place.

**Note**

- When the speaker grill is removed from the speaker, the speaker does not satisfy the IPX3 water resistant specifications.
- If the speaker grill is heavily soiled, the soil may not be completely washed away.
- Do not use soapy water or hot water for cleaning to avoid damage to the speaker grill.
- Do not scrub the speaker grill while washing away the soil. Exerting excessive force may cause damage to the speaker grill.

Precautions

On safety

- The nameplate and important information concerning safety are located at the bottom of the main unit and on the surface of the AC adaptor.
- Before operating the unit, be sure that the operating voltage of the unit is identical with that of your local power supply.

Where purchased	Operating voltage
All countries/regions	100 V – 240 V AC, 50 Hz/60 Hz

Notes on the AC adaptor

Use only the supplied AC adaptor. To avoid damaging the unit, do not use any other AC adaptor.




On placement

- Do not set the unit in an inclined position.
- Do not leave the unit in a location near heat sources, or in a place subject to direct sunlight, excessive dust, or mechanical shock.
- Do not use or leave the unit in a car.
- Do not use the unit in a sauna.

On cleaning

Do not use alcohol, benzine, or thinner to clean the cabinet.

On Copyrights

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Notes on water resistant feature

Water resistant performance of the unit

This unit has a water resistant specification (*1) of IPX3 (*2) as specified in “Degrees of protection against ingress of water” of the IEC60529 “Ingress Protection Rating (IP Code).” However, this unit is not completely water-tight. Do not drop the unit into water or purposely use it in water.

*1 The supplied accessories are not water resistant. Keep the AC adaptor and the DC IN connector out of water.

*2 IPX3 (Protected against spraying water.): The unit will maintain its operability even when exposed to spraying water, provided that 10L/min of water is sprayed from the height of 200 mm (about 7 7/8 inches) at any angle of up to 60 degrees for the period of 10 minutes.

Liquids that the water resistant performance specifications apply to

Applicable:	fresh water, tap water
Not applicable:	liquids other than the above (soapy water, water with detergent or bath agents, shampoo, hot spring water, pool water, seawater, etc.)

The water resistant performance of the unit is based on our measurements under the conditions herein described. Note that malfunctions as a result of water immersion caused by misuse by the customer are not covered by the warranty.

To avoid the deterioration of the water resistant performance

Check the following and use the unit correctly.

- Do not use or leave the unit in an extremely hot or cold environment (temperature outside the range of 5 °C - 35 °C (41 °F - 95 °F)). If the unit is used or left in outside the above range, the unit may automatically stop to protect internal circuitry.
- Be careful not to drop the unit or subject it to mechanical shock. Deformation or damage may cause deterioration of the water resistant performance.
- Do not use the unit in a location where large amount of water or hot water may splash on it. The unit does not have a design that is resistant to water pressure. Use of the unit in the above location may cause a malfunction.
- Do not pour high-temperature water or blow hot air from a hair dryer or any other appliance on the unit directly. Also, never use the unit in high temperature locations such as in saunas or near a stove.

How to care for the unit when wet

If the unit gets wet, first remove the water from the unit, and then wipe off the moisture on the unit using a soft, dry cloth. Especially in cold regions, leaving moisture on its surface may cause the unit to freeze and malfunction. Be sure to wipe off the moisture after using the unit.

Put the unit on towel or dry cloth. Then leave it at room temperature and dry the unit until no moisture remains.

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Customer support website

When you need support assistance, visit one of the customer support websites listed below.

For customers in the USA:

<http://esupport.sony.com/US/>

For customers in Canada:

<http://esupport.sony.com/CA/>

For customers in European countries:

<http://www.sony.eu/support>

For customers in other countries/regions:

<http://www.sony-asia.com/>

When you have an issue:

Do the following before you request a repair service.

- Read the relevant instruction and troubleshooting topics in this Help Guide.
- Press the DIMMER/RESTART button on your wireless speaker.
- Initialize your wireless speaker.
All the settings, including the volume setting, are cleared and the pairing (device registration) information is deleted.
- Visit our customer support home page.

If the none of the above works, consult your nearest Sony dealer.

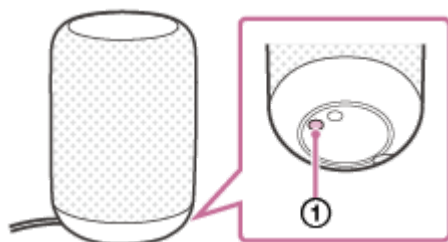
Related Topic

- [Customer support website](#)

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What do I do when the speaker is off-powered?

- Make sure that the AC adaptor is firmly plugged to your wireless speaker and an AC outlet.
- Press the DIMMER/RESTART button (①) on the bottom of your wireless speaker.



Wireless Speaker
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What do I do when the speaker is not responding to any gestures?


- Bring your hand closer to the gesture control sensor.
- Turn off the peripheral devices.
- Your wireless speaker may be in the HOLD state. Press and hold the HOLD button on the bottom of the speaker for 3 seconds or longer.

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What do I do when the speaker is not responding to the “Ok Google” command?

- Depending on the location of your wireless speaker, the ambient conditions may prevent the speaker from detecting the voice command “Ok Google.” Avoid placing the speaker in a noisy place or a place that is exposed to strong winds or echoes (sound reflections).
- Make sure that the built-in microphones are not blocked.
- Instead of giving the voice command, try performing the equivalent touch-free gesture.

What do I do when the speaker is not responding to any voice commands?

- Make sure that your wireless speaker is connected to your network.
- Depending on the location of your wireless speaker, the ambient conditions may prevent the speaker from detecting the voice command. Avoid placing the speaker in a noisy place or a place that is exposed to strong winds or echoes (sound reflections).
- Make sure that the built-in microphones are not blocked.
- Instead of giving the voice command, try performing the equivalent touch-free gesture.
- You may have given the voice command too quickly for your wireless speaker to detect. Try talking to the speaker a little more slowly.
- The built-in microphones of your wireless speaker may be disabled. Press the  (microphone off) button.

What do I do when I hear no music from the connected Bluetooth device through the speaker or the output sound crackles/distorts/interrupts?

- Check the volume of your wireless speaker and the connected Bluetooth device.
- Make sure that playback is in progress on the connected Bluetooth device.
- Make sure that a Bluetooth connection is established between your wireless speaker and the Bluetooth device. For detailed instructions, refer to the operating instructions supplied with the Bluetooth device.
- Pair your wireless speaker with the Bluetooth device (device registration) once again.
- Make sure that the equalizer function of the connected Bluetooth device is not active. For detailed instructions, refer to the operating instructions supplied with the Bluetooth device.
- Move your wireless speaker away from a microwave oven or a wireless LAN device.
- Bring the Bluetooth device closer to your wireless speaker. If there is an object between the speaker and the Bluetooth device, move the object out of the way.

What do I do when the speaker fails to connect to my network?

- Make sure that your smartphone/iPhone is connected to a Wi-Fi network. For detailed instructions, refer to the operating instructions supplied with the smartphone/iPhone.
 - Make sure that your wireless speaker is connected to the same wireless LAN as your smartphone/iPhone. For detailed instructions, refer to the operating instructions supplied with the smartphone/iPhone.
-

Related Topic

- [Installing the dedicated app and making the initial settings](#)

Wireless Speaker
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What do I do when the output music interrupts?

The wireless communication is interfered. If a microwave oven is in use, stop its use.

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What do I do when pairing (device registration) fails?

- Make sure that your wireless speaker is connected to your network.
 - There may already be a Bluetooth connection with another device. In such a case, turn off the current Bluetooth connection for a moment, and then perform the pairing procedure once again.
 - Bring the Bluetooth device to your wireless speaker closer than 1 m (3 ft.).
 - You may have initialized your wireless speaker. Initializing the speaker may cause the speaker to fail to establish a Bluetooth connection with a Bluetooth device. In such a case, delete the device information of the speaker from the Bluetooth device and perform the pairing procedure once again.
 - Update the software on the connected Bluetooth device.
-

Related Topic

- [Pairing and connecting with a Bluetooth device](#)
- [Pairing and connecting with a PC](#)

What do I do when the One-touch connection (NFC) does not work?

- Make sure that your wireless speaker is connected to your network.
- The screen of the NFC-compatible device may be locked. Unlock the screen before you touch the device to your wireless speaker. For detailed instructions, refer to the operating instructions supplied with the NFC-compatible device.
- Keep the NFC-compatible device touched on the N-mark symbol on your wireless speaker until the device vibrates. If the NFC-compatible device does not vibrate, slowly move the device back and forth and around.
- Make sure that the NFC function is active on the NFC-compatible device. For detailed instructions, refer to the operating instructions supplied with the NFC-compatible device.
- If the NFC-compatible device is in a case, remove the case.
- NFC receiving sensitivity varies depending on the NFC-compatible device. If you keep failing to connect/disconnect your wireless speaker with the NFC-compatible device by One-touch (NFC), perform the on-screen connection/disconnection operations on the NFC-compatible device. For detailed instructions, refer to the operating instructions supplied with the NFC-compatible device.
- The One-touch connection switching function is no longer supported by the speaker's system software, Version xxxxx088 and later. (As of February, 2019)

Related Topic

- [Connecting with an NFC-compatible device by One-touch \(NFC\)](#)

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What do I do when the Bluetooth LED is flashing in white?

The software of your wireless speaker has been updated. Wait until the Bluetooth LED stops flashing.

Related Topic

- [LED indications](#)
- [About software update](#)

Wireless Speaker
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What do I do when the Bluetooth LED is flashing in red?

Your wireless speaker has an error. Initialize the speaker.


Related Topic

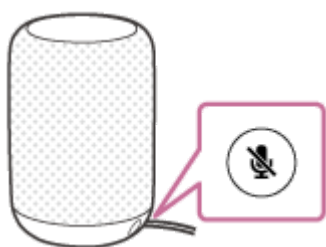
- [LED indications](#)
- [When you find the speaker not working properly:](#)

When you find the speaker not working properly:

Unplug the AC adaptor from your wireless speaker and plug it back again.

If this does not solve the issue, try initializing the speaker.

Press and hold the  (microphone off) button until all four of the status LEDs light and flash in orange.



Initializing the speaker clears the following:

- Wi-Fi settings
- Bluetooth history
- Google private data
- Volume setting
- Microphone off setting
- Clock setting

The Auto Volume Control function is also deactivated.

Related Topic

- [Installing the dedicated app and making the initial settings](#)