Wireless Stereo Headset
WF-SP900

Use this manual when you have trouble or when you need to know how to use your player.

The color of the player sold in some countries/regions may differ from those shown above.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Getting Started

Power and Charging

Basic Operations

Handling the player

Lamp

Using the player in water

Making Bluetooth connection to a smartphone

Specifications

Troubleshooting

Power and charging

Computer

Playing Music

Bluetooth connection

Others

Wireless Stereo Headset
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Before first use

Thank you for purchasing a player.

- For information on laws, regulations, and trademark rights, refer to "Important Information" in the internal memory of your unit. To read it, open the following folders in the system storage after you connect the unit to your computer.
  [HEADSET] - [Information_HelpGuide] - [Important_Information]
  After you double-click the [index.html] file, select a language.

- Before you start using the player, read the topics under [Related Topic].

- All other trademarks and registered trademarks are trademarks or registered trademarks of their respective holders. In this manual, TM and ® marks are not specified.

Before you start using the player, check the following information.

Model names

Several model names appear in this [Help Guide]. Some models are not available depending on the country or region where you purchased the player.

Computer system requirements

When you connect the player to a computer via the charging case, check the computer system requirements.

Battery charging

The batteries might be low when you use the player or the charging case for the first time. Charge the batteries before use.

Illustrations

The illustrations shown in this [Help Guide] are for reference only. They may differ from the actual product.

Design and specifications are subject to change without notice.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic
- Manuals and general information
- System requirements
- Charging the battery
- Notes on handling the player
- Notes on the headphones
- Notes on the built-in battery
- Notes on the sample data

- Notes while swimming in a pool or the ocean
- Notes on charging the battery after swimming
- General Information
- Maintenance
- Customer support website

Wireless Stereo Headset
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Manuals and general information

Sony provides the following manuals and information regarding the player.
The provided manuals explain the following operations and functions.

- Basic operations.
- Unique functions that require explanations.
- Complicated operations that require instructions.

Help Guide

This Help Guide provides the standard operating procedures only.

- How to transfer content to the player.
- How to use various functions.
- Notes on using the player.

You can use the WF-SP900 to do the following.

- Listening to music files from a smartphone, etc. via a Bluetooth connection
- Transferring music files to the internal memory of the player and playing back the files

The Help Guide refers to the product as "player."

Operating Instructions (printed)

- Basic steps to start listening to music after you purchase the player.

Reference Guide (printed)

- Notes on using the player
- Compliance information
- How to access [Important Information]

Read Before Using your Wireless Stereo Headset in a Pool or the Ocean (printed)

- How to attach Swimming Earbuds
- Notes on using the player in a pool or the ocean
- Maintenance information

Important Information

- Information on copyrights, laws, and regulations
  See [Before first use] for details on viewing the information.

Customer support website (online)

See [Customer support website] in this [Help Guide].

- The latest information on the player
- FAQ: Frequently Asked Questions

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Before first use
- Customer support website

Wireless Stereo Headset
WF-SP900

Checking the contents of the package

- Wireless Stereo Headset (1)
- Earbuds (1 set)
- Swimming Earbuds (1 set)
- Arc supporters (1 set)
- Charging case (1)
- USB Type-C™ cable (USB-A to USB-C) (1)
- Leash cord (1)
- Reference Guide
- Operating Instructions
- Read Before Using your Wireless Stereo Headset in a Pool or the Ocean
- Other documents

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Wireless Stereo Headset
WF-SP900

Differences between the standard-type earbuds and Swimming Earbuds

Two different types of earbuds are supplied with the player. Each earbud type has the following features. Use Swimming Earbuds when you swim.
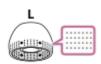
Standard-type earbuds
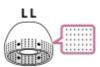
You can use the standard-type earbuds in a wide variety of situations.
You can distinguish the sizes by the number of dots at the bottom of the earbuds.

Swimming Earbuds

Swimming Earbuds prevent water from penetrating the inside of the player. You can use Swimming Earbuds to listen to music comfortably when you swim.
The holes in Swimming Earbuds are covered with a thin film. You can see the differences of sizes (S/M/L/LL) by the color of inside the earbuds.

Note

- The volume is lower with Swimming Earbuds than with the standard-type earbuds. Turn up the volume if necessary.

- If you replace Swimming Earbuds with the standard-type earbuds, the volume will become louder. Adjust the volume to protect your ears.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Checking the contents of the package
- Switching the earbuds
- Switching the earbuds to Swimming Earbuds

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Wireless Stereo Headset
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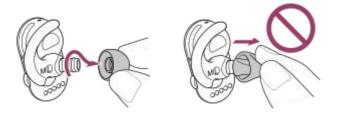
Switching the earbuds

Standard-type earbuds in the M size are attached to the headphone sections at the time of purchase.
To enjoy better sound quality, select earbuds with the appropriate size for each ear.
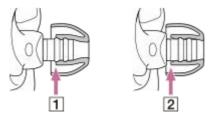
1 **Detach the earbuds from the player.**

Hold the player, and then twist and pull the earbuds.
If the earbuds are slippery, wrap them in a soft dry cloth.
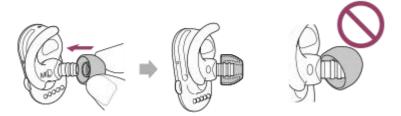
2 **Attach new earbuds to the player.**

There are 2 mounting positions for the earbuds (□1 and □2). At the time of purchase, they are installed in position □1. Adjust the mounting position so that the player fits into your ears.

To prevent the earbuds from detaching or getting stuck in your ears, be sure to attach the earbuds correctly.

Hint

- When the earbuds become worn, contact the nearest Sony dealer or Sony Service Center.

- If the earbuds get dirty, remove them from the player. Then, hand-wash the earbuds with a neutral detergent. After washing, drain off the water and reattach the earbuds.

- If the player does not fit your ears even after you have adjusted the mounting position of the earbuds, you can replace the arc supporters.

Instructional video

The following movie shows you how to attach or detach the earbuds.
http://rd1.sony.net/help/mdr/mov0003/en/

Related Topic

- Checking the contents of the package
- Differences between the standard-type earbuds and Swimming Earbuds
- Switching the earbuds to Swimming Earbuds
- Switching the arc supporters
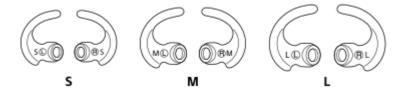
Wireless Stereo Headset
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Switching the arc supporters

Arc supporters in the M size are attached to the player at the time of purchase.
To enjoy better sound quality, select arc supporters with the appropriate size for each ear.
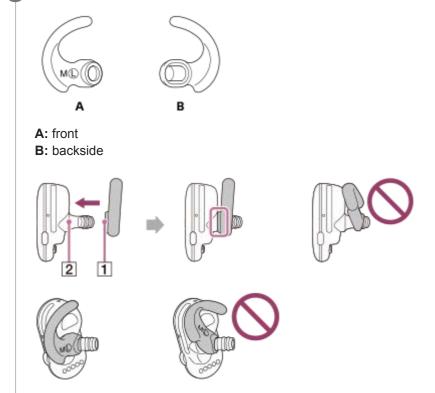
1 **Remove the earbuds, then remove the arc supporters.**

2 **Attach the arc supporters (⬜1) so that they fit the bases of the headphone sections (⬜2).**

A: front
B: backside

Note

- If you do not attach the arc supporters correctly, the player may mistakenly recognize the arc supporters as your ears. In this case, the player may not function properly.

Instructional video

The following movie shows you how to attach or detach the arc supporters.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Switching the earbuds
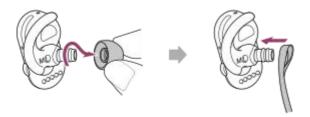
Wireless Stereo Headset
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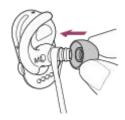
Using the leash cord

Attach the leash cord to prevent the player from detaching and getting lost.

1 **Remove the earbuds and attach the leash cord.**

2 **Reattach the earbuds to the player.**

Note

- Do not pull the leash cord to remove it from the player while the earbuds are still attached. If you pull the leash cord, the earbuds may become detached and get lost.

Instructional video

The following movie shows you how to attach or detach the leash cord.
http://rd1.sony.net/help/mdr/mov0005/en/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Switching the earbuds
- Preventing the player from falling off while you are swimming

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Installing Music Center for PC (Windows)

Music Center for PC is an application for Windows computers. Use the latest version of Music Center for PC.
You can use Music Center for PC to perform the following operations.

- Importing content (such as music) from CDs to a computer.

- Organizing and managing the content.
  For example, you can create playlists.

- Transferring content on a computer to the player.

Confirm the system requirements before you install Music Center for PC.

1 **Access the Music Center for PC download website.**

https://www.sony.net/smc4pc/

2 **Install Music Center for PC.**

For details on installation, see [Download] – [Installation procedure] on the Music Center for PC support website.
(https://www.sony.net/smc4pc/)

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic
- Preparing music content
- Transferring content from a Windows computer using Music Center for PC
- System requirements

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Installing Content Transfer (Mac)

Content Transfer is an application for Mac computers. Use the latest version of Content Transfer. You can transfer content that you manage with iTunes or Finder. You can simply drag-and-drop the tracks or albums to transfer them to the player.
Confirm the system requirements before you install Content Transfer.

1 **Access the installer for Content Transfer.**

https://www.sony.net/ct-mac/

2 **Open the downloaded file.**

[ContentTransfer.dmg] will be saved automatically to the download folder. The folder may open automatically.

3 **Install Content Transfer.**

Run [ContentTransfer.pkg]. Follow the onscreen instructions. When you finish the installation, 🖼 will be displayed.

Note

- Restart the computer if you are prompted. Follow the onscreen instructions.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Preparing music content
- Transferring content from a Mac computer using Content Transfer
- System requirements
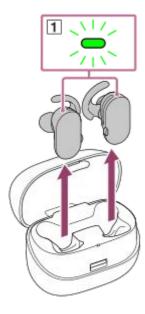
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Turning the power on or off
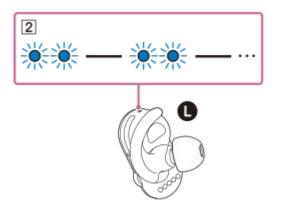
1 **Remove the player from the charging case.**

The player will turn on automatically. The lamps (⬚1) will flash twice after the player has finished building the database.
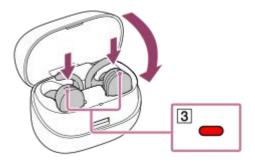
When you use the player for the first time after purchase, the player will automatically start pairing with a Bluetooth device. The color of the lamp (⬚2) will change, and the lamp (⬚2) will flash twice repeatedly.
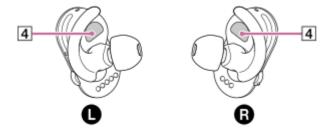
To turn off the player

Store the player inside the charging case and close the cover. The player will turn off automatically. Charging will start, and the lamps (⬚3) will turn on.

To prevent the player from turning on accidentally

Do not cover the proximity sensors ($\boxed{4}$) with your hands for long periods. The player may mistakenly recognize your hands as your ears. In this case, the player will turn on, but the lamps ($\boxed{1}$) will not light up.

Hint

- The lamps ($\boxed{1}$) do not light up when you put the player on your ears. When you are wearing the player, you will hear the voice guidance.

- You can also turn the power on by putting both units on your ears.

- The player does not have a button to turn the power on or off. Be sure to store the player inside the charging case to turn off the player when the player is not in use.

- When the player is not on your ears and you pause playback, the lamps ($\boxed{1}$) and the player turn off automatically about 5 minutes after the last operation. To turn on the player, place the player on your ears.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Confirming statuses from the lamps on the player
- Parts and controls

Wireless Stereo Headset
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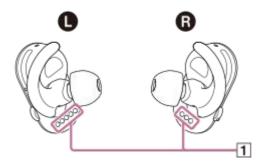
Charging the battery

Both the player and the charging case have rechargeable batteries. Before you use the player, store the player inside the charging case and charge all of the batteries.
The charging case is not water resistant. Before you store the player inside the charging case, ensure the following.

- The player is not wet.
- The accessories (earbuds, arc supporters, and leash cord) are not wet.

1 **Use a soft, dry cloth to wipe the terminals (⬚1) of the player well.**
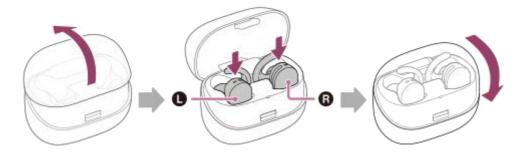
If there is moisture on the player or on the accessories, wipe it off completely. Leave the player and accessories at room temperature to dry until no moisture remains before you start charging.

2 **Store the player inside the charging case correctly, and close the cover.**
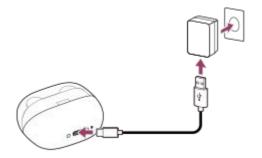
Confirm the left and right indications on the charging case and the player when you store the player inside the charging case.
🅛: left
🅡: right
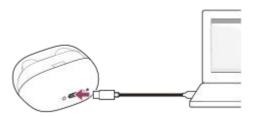
3 **Connect the USB Type-C cable to the USB Type-C port of the charging case and a USB AC adaptor. (USB Type-C cable: supplied) Then, connect the USB AC adaptor to the wall socket (wall outlet). Or, use the USB Type-C cable to connect the charging case to a running computer.**
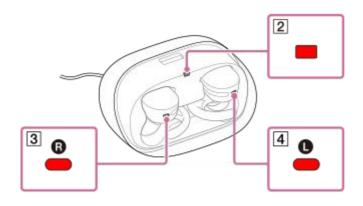
Connecting the charging case to a wall socket (wall outlet)

Connecting the charging case to a computer

The player and the charging case will charge. The charging lamp (②) lights up while the charging case is charging. The lamps (③, ④) light up while the player is charging. The charging lamp (②) and the lamps (③, ④) turn off after the charging is complete.

Charging times (USB-based charging)

The full charging time for each is as follows.
The player: about 2.5 hours
The charging case: about 3.5 hours

Charging the player when you are outside

The charging case has a rechargeable battery. If you charge the charging case in advance, you can charge the player using the charging case in places where there is no power supply.
Check the remaining battery level of the charging case by storing the player inside the charging case or removing it from the charging case. Charge the charging case before you go outside with the player if the charging lamp (②) or the lamps (③, ④) are in the following states.

- The charging lamp (②) flashes slowly. (The battery level of the charging case is low.)
- The lamp (③) does not light up within 5 seconds after you store the player inside the charging case. (The battery of the charging case is depleted.)
- The lamp (④) turns off about 10 seconds after you store the player inside the charging case. (The battery of the charging case is depleted.)

When you need to charge the player

- The lamps (③, ④) flash slowly (Battery level: Low). (*1)
- The lamps (③, ④) flash quickly, and then the player turns off (Battery level: Empty).
- You hear the following voice guidance: Battery level low. (*1)
- You hear the following voice guidance, and the player turns off: Battery level empty. Please recharge Headset. Power Off.

*1   We recommend that you charge the charging case.

Hint

- You can charge the charging case on its own without storing the player inside. We recommend that you charge the charging case when you are not storing the player.

Note

- Firmly insert the USB Type-C cable all the way in. Charging will not start until you insert the USB Type-C cable completely.

- The charging case is not water resistant. Before you store the player inside the charging case, ensure the following.

  — The player is not wet.
  — The supplied accessories (earbuds, arc supporters, and leash cord) are not wet.

- Leave the player and accessories at room temperature until they are completely dry before you start charging.

- Do not use the charging case with wet hands. Do not store the player inside the charging case when the player and the accessories are wet.

- If the lamps (3, 4) or the charging lamp (2) flashes twice repeatedly during charging, the temperature protection function is active. This function protects the player and the charging case from battery deterioration or battery bursting. Leave the player or the charging case at a normal temperature for 1 or 2 hours. Then, charge the player and the charging case at a temperature between 5 °C and 35 °C (41 °F to 95 °F).

- The computer may not recognize the player in the connected charging case in the following situations.

  — When you connect the player to the computer via the charging case for the first time.
  — When you have not used the player for a long period of time.
    Charge the player for about 10 minutes. The player may start operating normally.
  — When the charging case is not working correctly.
    Press the RESTART button on the charging case with a pen or a paper clip to restart the charging case.

- The charging case may slip out of your hands when you open the case cover. To prevent slipping, open the case cover in the following manner.

  — Hold the bottom of the charging case firmly with one hand around both sides.
  — Open the case cover with the other hand.

- If the terminals of the player are dirty, clean the terminals with a soft, dry cloth.

- You cannot operate the player in the following situations.

  — While the player is connected to a computer via the charging case.
  — While the batteries are charging.

- Depending on the USB AC adaptor, you may not be able to charge the player and the charging case.

- Always use the supplied USB Type-C cable.

Instructional video

The following movie shows you how to charge the batteries.
http://rd1.sony.net/help/mdr/mov0001/en/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Reducing the battery consumption
- Notes on charging the battery

- Notes on charging the battery after swimming
- Confirming statuses from the lamps on the player
- Confirming statuses from the charging lamp on the charging case

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Reducing the battery consumption

You can reduce the battery consumption by using the player in the following manner.
The battery life depends on usage conditions. For details on the battery life, see [Battery life].

- Set all sound quality settings to off.
- Turn off the Bluetooth function when you are not using it.
- Turn off Ambient Sound Mode.

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Related Topic

- Charging the battery
- Turning the Bluetooth function on or off
- Using Ambient Sound Mode
- Using Quick Sound Settings
- What you can do with the smartphone apps
- Notes on the built-in battery
- Battery life

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Wireless Stereo Headset
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Notes on charging the battery

- The charging case is not water resistant. Before you store the player inside the charging case, ensure the following.

  - The player is not wet.
  - The supplied accessories (earbuds, arc supporters, and leash cord) are not wet.

- Leave the player and accessories at room temperature until they are completely dry before you start charging.
- Do not use the charging case with wet hands. Do not store the player inside the charging case when the player and the accessories are wet.
- If the lamps or the charging lamp flashes twice repeatedly during charging, the temperature protection function is active. This function protects the player and the charging case from battery deterioration or battery bursting. Leave the player or the charging case at a normal temperature for 1 or 2 hours. Then, charge the player and the charging case at a temperature between 5 °C and 35 °C (41 ºF to 95 ºF).
- Depending on the USB AC adaptor, you may not be able to charge the player and the charging case.
- Always use the supplied USB Type-C cable.
- Firmly insert the USB Type-C cable all the way in. Charging will not start until you insert the USB Type-C cable completely.
- The charging time depends on the battery usage conditions.
- When the battery is sufficiently charged but the battery life has dropped to about half of its normal span, the battery may be worn out. Contact the nearest Sony dealer or Sony Service Center.
- The computer may not recognize the player inside the connected charging case in the following situations.

  - When you connect the player to the computer via the charging case for the first time
  - When the player has not been used for a long period of time
    Charge the player for about 10 minutes. The player may start operating normally.
  - When the charging case is not working correctly
    Press the RESTART button on the charging case with a pen or a paper clip to restart the charging case.

- The battery can be recharged about 500 times from a completely depleted state. The exact number of times may vary depending on the usage conditions.
- To prevent deterioration of the batteries, charge the batteries of the player and the charging case at least once every 6 months.
- Charging is not guaranteed when you use a homebuilt or modified computer.
- Charging from a USB hub is only guaranteed when you use a self-powered USB hub that carries an authorized logo.
- When you connect the player to a computer via the charging case for a long period of time, connect the computer to an AC power supply. Otherwise, the computer's battery may run out.
- While you connect the player to a computer via the charging case, observe the following cautions. Otherwise, the player may not function properly.

  - Do not turn on the computer.
  - Do not restart the computer.
  - Do not wake the computer from sleep mode.
  - Do not shut down the computer.

- The player and the charging case may become hot while charging. This is not a malfunction.
- When you charge the player and the charging case using a computer, do not remove the USB Type-C cable while data is transferring. If you disconnect the USB Type-C cable, data on the player may be lost.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

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Related Topic

- Charging the battery
- Reducing the battery consumption
- Notes on charging the battery after swimming
- Notes on the built-in battery
- Battery life
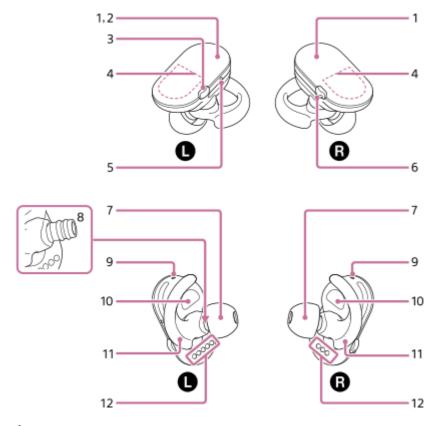
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Parts and controls

Player

Ⓛ: left
Ⓡ: right

1. **Tap sensors**
   The tap sensors control the volume for music playback, the ring tone, and the caller's voice.

   - Tap the tap sensor on the right unit twice quickly to turn up the volume.
   - Tap the tap sensor on the left unit twice quickly to turn down the volume.
   - Continue tapping the tap sensor on the right unit or left unit more than twice quickly to turn the volume up or down continuously.

2. **Built-in Bluetooth antenna**
   The antenna allows the player to connect with Bluetooth devices.
   Do not cover the antenna part when a Bluetooth connection is active. Otherwise, the connection may be interrupted.

3. **Button on the left unit**

   - Press the button to turn Ambient Sound Mode on or off. You can hear ambient sound even while you are wearing the player.
   - Hold down the button for 2 seconds to turn the Bluetooth function on or off.
   - Hold down the button for 7 seconds to switch the player to the pairing mode.
   - Press the button twice quickly to turn Quick Sound Settings (*1) on or off.
   - Press the button 3 times quickly to switch the sound source (the player or a smartphone).
   - Hold down the button for 15 seconds to switch the player to the standby mode for reformatting the memory and all settings.
   - Hold down the button for 30 seconds to restart the player.

4. Microphones
Microphones are built into each unit of the player.

5. Tactile dot
The tactile dot can help you to distinguish the left and right units of the player.

6. Button on the right unit

- Press the button to start or pause playback.
- Press the button twice quickly to skip to the next track.
- Press the button 3 times quickly to skip to the beginning of the current track or the previous track.
- While the player is connected to a smartphone, press the button to answer or hang up a call to the smartphone.
- Hold down the button for 2 seconds to reject a call.
- Hold down the button for 2 seconds to activate the voice-assist function while a Bluetooth connection is active.
- Hold down the button for 2 seconds to lock or release the volume operations while the Bluetooth function is off.
- Hold down the button for 30 seconds to restart the player.
- There is a tactile dot on this button. The tactile dot can help you operate buttons without looking at them.

7. Earbuds
Switch the earbuds (standard-type earbuds or Swimming Earbuds) to match the conditions of use. To enjoy better sound quality, select earbuds with the appropriate size for each ear.

8. Headphone section

9. Lamps
The lamps light up or flash in different colors to indicate various statuses of the player, such as the power status.

10. Proximity sensors
The sensors recognize when you are wearing the player on your ears. Do not cover the proximity sensors with your hands for long periods. The player may mistakenly recognize your hands as your ears. In this case, the player will turn on.

11. Arc supporters
Secure the arc supporter inside the cup-like part of your ear to prevent the player from detaching.
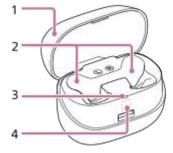
12. Terminals
When the player is stored inside the charging case, the batteries charge through these terminals.

*1 Use Sony | Headphones Connect on the smartphone to change the Quick Sound Settings (to turn Ambient Sound Mode on or off, or to change the equalizer settings).

Charging case

1. Cover

2. Player compartment
Confirm the positions of the left unit and right unit when you store the player.

3. Charging lamp
The lamp lights up while the case is charging. If the lamp flashes, the battery is low, or there is a battery error.

4. N-mark

Touch a Bluetooth device to this mark to establish a Bluetooth connection. (The Bluetooth device must support the NFC function.) Touch the Bluetooth device to this mark again to disconnect the Bluetooth device and the player.

5. USB Type-C port
Connect the USB Type-C cable to this port. (USB Type-C cable: supplied) Connect the other end of the USB Type-C cable to a USB AC adaptor or a computer to charge the batteries or transfer music files to the player.

6. RESTART (restart) button
Press the button with a pen or a paper clip to restart the charging case. You may be able to solve the problem with the charging case.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Wireless Stereo Headset
WF-SP900
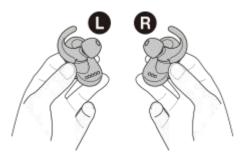
How to place the player on your ears

Select earbuds with the appropriate size for each ear. If the earbuds do not stay in your ears, try another size.

1 **Check the left and right units.**

L : left
R : right
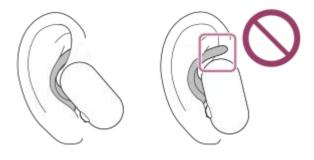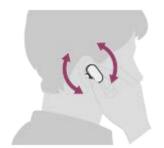
2 **Place the player so that the earbuds fit in your ears snugly.**

3 **Secure the arc supporter inside the cup-like part of your ear.**

4 **Adjust the player so it feels comfortable.**

Hint

- If the player does not feel comfortable, replace the earbuds or the arc supporters.

- To use the player for swimming, change the earbuds to Swimming Earbuds.

Note

- Fit the player into your ears while the earbuds and your ears are still dry.

- To use the player for swimming, fit the player into your ears securely. If there is a gap between your ears and the player, water will get into your ears.

Instructional video

The following movie shows you how to place the player on your ears.
http://rd1.sony.net/help/mdr/mov0003/en/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Differences between the standard-type earbuds and Swimming Earbuds
- Switching the earbuds
- Switching the earbuds to Swimming Earbuds
- Switching the arc supporters
- Detaching the player

Wireless Stereo Headset
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Detaching the player

When you detach the player from your ears, follow the instructions and notes below.

1   Gently move the player up and down. Then, detach the player from your ears.

> **Note**
> - Do not suddenly detach the player when the earbuds are inserted firmly in your ears. Otherwise, the following problems may occur.
>   - Your ears or eardrums may be damaged.
>   - The earbuds may remain in your ears.

Instructional video

The following movie shows you how to detach the player.
http://rd1.sony.net/help/mdr/mov0003/en/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Maintenance

Wireless Stereo Headset
WF-SP900
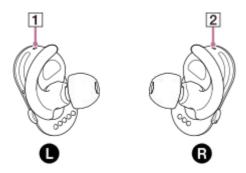
Confirming statuses from the lamps on the player

When the player is not on your ears, the lamps inform you of the condition of the player.

When the Bluetooth function is off

The lamps (1 and 2) indicate the statuses of the player and the batteries. The lamps (1 and 2) have various colors and flashing patterns.

Charging

While the player is inside the charging case, the batteries of the player charge automatically from the charging case. The lamps (1 and 2) light up. When charging is finished, the lamps (1 and 2) turn off.

When you charge the batteries at an ambient temperature outside the range of 5 °C to 35 °C (41 ºF to 95 ºF), the lamps (1 and 2) flash twice repeatedly.

When you remove the player from the charging case (Power on)

The player is building a database. The lamp (1) flashes.

The player is turned on. The lamps (1 and 2) flash twice.

The batteries are low. The lamps (1 and 2) flash for 15 seconds after the above pattern.

When the batteries are depleted

The batteries are depleted. The player turns off after 12 seconds.

When you leave the player outside the charging case without playing music for more than 5 minutes (Power off)

The lamps (1 and 2) light up for 2 seconds, and then the player turns off.

When you connect the player to a computer via the charging case

Either of the following operations is in progress.

- Data is currently transferring from the computer to the player.
- The player is building a database after you transferred music to the player.

The lamp (1) flashes. Do not disconnect the player and the charging case from the computer.

The system software of the player is updating.

An error occurred while the system software of the player was updating. The lamp (1) flashes. Update the system software again.
When you put the player on your left ear or on both ears, you will hear the voice guidance: Please update the software

When the Bluetooth function is on

The lamp (1) indicates the status of the Bluetooth connection. It also has various flashing patterns. Only the lamp (1) indicates the status of the Bluetooth function.

Pairing is in progress

The player is pairing with a Bluetooth device.

The player is waiting for a connection

The player is waiting for a connection (The batteries are low)

The player is connected to a smartphone

The lamp (1) turns off after 5 seconds.

When you receive a call

The connected smartphone is receiving a call.

> **Note**
> - In this case, the player will turn on, but the lamps (1 and 2) will not light up. To reduce the battery consumption, do not cover the proximity sensors with your hands.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.
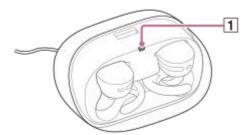
Related Topic
- Charging the battery
- Confirming statuses from the charging lamp on the charging case
- Restarting the player
- Resetting and reformatting the player
- Turning the Bluetooth function on or off
- Connecting the player to an unpaired Android smartphone for the first time
- Connecting the player to an unpaired iPhone for the first time

Wireless Stereo Headset
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Confirming statuses from the charging lamp on the charging case

The charging case has a rechargeable battery. The charging lamp (1) indicates the condition of the battery.

Charging

The charging lamp (1) lights up during charging.
When charging is finished, the charging lamp (1) turns off.

When you charge the battery at an ambient temperature outside the range of 5 °C to 35 °C (41 ºF to 95 ºF), the charging lamp (1) flashes twice repeatedly.

When the battery is low

The battery of the charging case is low. In this case, the charging lamp (1) flashes for 15 seconds when you remove the player from the charging case or store the player inside the charging case.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Charging the battery
- Confirming statuses from the lamps on the player

Wireless Stereo Headset
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About the voice guidance

You will hear the voice guidance in the following situations:

- Both units are on your ears.
- Only the left unit is on your ear.

You will not hear the voice guidance when you put only the right unit on your ear.

- When you remove the player from the charging case and put the player on both of your ears, you will hear a startup sound. Then, you will hear guidance messages about the current battery level (high/about halfway depleted/low) and sound source (Headphone Mode/Player Mode).

  - Battery level high. / Battery level medium. / Battery level low.
  - Headphone mode / Player mode

- You will hear one of the following guidance messages, according to the change in the status of the player.

  - When you turn on the Bluetooth function: Bluetooth ON
  - When you turn off the Bluetooth function: Bluetooth OFF
  - When the player enters the pairing mode: Bluetooth Pairing
  - When the player establishes a Bluetooth connection: Bluetooth connected, headphone mode
  - When the player disconnects from a Bluetooth device (The player automatically switches from the Headphone Mode to the Player Mode.): Bluetooth disconnected, player mode
  - The connected Bluetooth device disconnects from the player. / The player tries to connect to another Bluetooth device. : Bluetooth disconnected
  - When the battery level of the player is low: Battery level low.
  - When you need to charge the player due to low battery: Battery level empty. Please recharge Headset. Power Off.
  - When you turn on Ambient Sound Mode: Ambient Sound ON
  - When you turn off Ambient Sound Mode: Ambient Sound OFF
  - When you turn on the Quick Sound Settings function: Quick Sound Settings ON
  - When you turn off the Quick Sound Settings function: Quick Sound Settings OFF
  - When you lock the volume operations: Tap function OFF
  - When you release the volume operations: Tap function ON
  - When you turn on the AVLS function: AVLS ON
  - When you turn off the AVLS function: AVLS OFF

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Notes on charging the battery
- Notes on charging the battery after swimming
- Adjusting the volume
- Preventing unintentional volume operations
- Turning the Bluetooth function on or off
- Using Ambient Sound Mode

- Using Quick Sound Settings

Wireless Stereo Headset
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Water resistant and dust proofing performance of the player

Liquids that the water resistant performance specifications apply to

The types of liquid that the water resistant specifications of the player apply to are as follows.

Applicable:
Fresh water, tap water, perspiration, pool water, salt water

Not applicable:
Liquids other than those above (examples: soapy water, detergent water, water with bath agents, shampoo, hot spring water, etc.)

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

Water resistant and dust proofing performance of the player

The water resistance specifications(*1) of this player are equivalent to IEC 60529 "Degrees of protection against ingress of water (IP Code)" IPX5/8(*2), and the dust proofing specifications of this player are equivalent to IEC 60529 "Degrees of protection against solid foreign objects" IP6X(*3). If you use the player in a swimming pool, do not exceed a depth of 2 m (6.5 feet) while wearing it.
Be sure to read and understand the water resistant/dust proof specifications completely before use.

(*1) The headphone sections are not completely watertight.
(*2) **IPX5 (Degrees of protection against jets of water):** The player, when Swimming Earbuds are attached, has been tested under and maintains its operability under the following test conditions: When exposed to direct streams of water from any direction where approximately 12.5 l/min. of water is supplied for more than 3 minutes from a distance of approximately 3 m using a nozzle with an inner diameter of 6.3 mm. However, this does not apply to the headphone sections.
IPX8 (Degrees of protection against continual water submersion): The player, when Swimming Earbuds are attached, has been tested to and maintains its operability when submersed in water to a depth of 2 m for 30 minutes.
(*3) **IP6X (Degrees of protection against dust):** The player, when Swimming Earbuds are attached, has been tested to and continues to block dust after stirring for 8 hours in a testing device which contains dust particles that are up to 75 μm in diameter.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic
- Switching the earbuds to Swimming Earbuds
- Why does the sound become muffled when you swim?
- Notes while swimming in a pool or the ocean
- Notes on charging the battery after swimming

Wireless Stereo Headset
WF-SP900
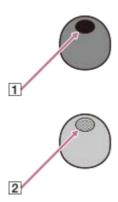
Switching the earbuds to Swimming Earbuds

Use Swimming Earbuds when you swim.

1 **Select the appropriate Swimming Earbuds.**

The standard-type earbuds are attached when you purchase the player.

The standard-type earbud has an open hole (1).
The holes in Swimming Earbuds are covered with a thin film (2). This prevents water from getting inside.

2 **Select Swimming Earbuds with the appropriate size.**
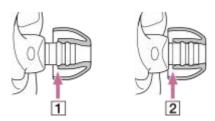
4 different sizes (S/M/L/LL) are supplied.
Select a size with a slightly tighter fit than the standard-type earbuds.
Select the appropriate size for each ear.
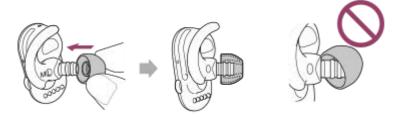
3 **Attach Swimming Earbuds to the player.**

There are 2 mounting positions for the earbuds: 1 and 2. At the time of purchase, they are installed in position 1. Adjust the mounting position so that the player fits into your ears.

Secure the earbuds firmly to the headphone sections to prevent the earbuds from detaching and remaining inside your ears.

Hint

- When the earbuds become worn, contact the nearest Sony dealer or Sony Service Center.

- If the earbuds become dirty, remove them from the player. Then, hand-wash the earbuds with a neutral detergent. After you wash the earbuds, drain off the water and reattach the earbuds.

- If the player does not fit your ears even after you have adjusted the mounting position of the earbuds, you can replace the arc supporters.

Instructional video

The following movie shows you how to attach or detach the Swimming Earbuds.
http://rd1.sony.net/help/mdr/mov0005/en/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Water resistant and dust proofing performance of the player
- Differences between the standard-type earbuds and Swimming Earbuds
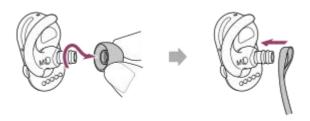
Wireless Stereo Headset
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Preventing the player from falling off while you are swimming

Attach the leash cord to prevent the player from detaching and getting lost.

① Remove the earbuds and attach the leash cord.

② Reattach the earbuds to the player.

③ Hold the leash cord in place with your swimming goggles, in a position such as the back of your head (at the point indicated by the arrow).

The player will become more stable, and you can prevent it from detaching due to water pressure and getting lost.

Note

- Do not pull the leash cord to remove it from the player while the earbuds are still attached. If you do, the earbuds may become detached and get lost.

Instructional video

The following movie shows you how to attach or detach the leash cord.
http://rd1.sony.net/help/mdr/mov0005/en/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Switching the earbuds to Swimming Earbuds
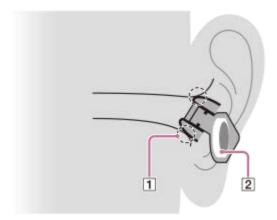
Wireless Stereo Headset
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Why does the sound become muffled when you swim?

The sound may become muffled in the following situations.

- Water has penetrated the headphone sections from the gap between your ears and the headphone sections (①).
  The earbuds may not fit your ears securely. Select earbuds with the appropriate size for each ear.

- Water has penetrated and accumulated inside the player (②). If you are using the standard-type earbuds, switch them to Swimming Earbuds.
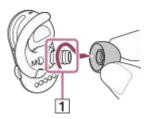
How to remove the water if the sound becomes muffled

If the sound becomes muffled, remove the water as follows.

- Remove the water from your ears.

- Remove the water from the headphone sections (①).
  Remove the earbuds from both units. Then, pat the headphone sections (①) lightly 5 to 10 times against a dry cloth.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic
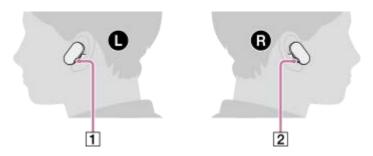
- Detaching the player

- Switching the earbuds to Swimming Earbuds

- Maintenance

Wireless Stereo Headset
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Notes while swimming in a pool or the ocean

- You can disable volume operations to prevent accidental operation. Put both units on your ears and hold down the button (1) for 2 seconds to turn off the Bluetooth function. Then, hold down the button (2) for 2 seconds to deactivate volume operations using the tap sensors. Hold down the button (2) for 2 seconds again to re-enable volume operations using the tap sensors. You can also re-enable both tap sensors by storing the player inside the charging case.

- Do not use the player in a crowded place or in circumstances where an inability to hear surrounding sounds would be dangerous.
- When you use the player in public or private swimming facilities, follow the rules of that facility.
- The earbuds create a seal in your ear canal. Thus, there is a risk of damage to your ears or eardrums if strong pressure is applied to the earbuds, or the earbuds are removed suddenly from your ears. Due to this risk, do not do vigorous exercise, dive into a swimming pool, etc., while wearing the player.
- Do not pour hot water directly on the player and do not blow hot air from a hair dryer, etc., directly on the player. Never use the player in high-temperature locations such as in saunas or near a stove.
- Do not use or leave the player in the following types of environment:

  - in high temperature locations with a temperature above 35 °C (95 ºF) such as under the blazing sun, in a car, in warm water or other high temperature and high humidity locations
  - in a cold locations with a temperature below –5 °C (23 ºF)

- If you cannot avoid using the player in a location exposed to direct sunlight, cover the player with a towel, etc.
- The sound volume is lower with Swimming Earbuds than with standard-type earbuds. Increase the volume as needed.
- When you replace Swimming Earbuds with the standard-type earbuds, the sound becomes louder. Adjust the volume so as not to hurt your eardrums.
- The player may detach and fall during vigorous exercise, etc.
- The player will sink if dropped in water.
- Radio waves do not transmit through water. You cannot perform the following operations via a Bluetooth connection underwater.

  - Listening to music on a smartphone.
  - Answering a call.

- The following preparations are necessary in order to listen to music on the player under water.

  - Transfer music files from a computer to the player.
    Windows: Use Music Center for PC, or drag and drop music files from Windows Explorer.
    Mac: Use Content Transfer, or drag and drop music files from Finder.

  - Hold down the button (1) for 2 seconds to turn the Bluetooth function off.

- The charging case is not water resistant. Before you store the player inside the charging case, ensure the following.

  - The player is not wet.

- The supplied accessories (earbuds, arc supporters, and leash cord) are not wet.

- Leave the player and accessories at room temperature to dry until no moisture remains before you start charging.
- Do not use the charging case with wet hands. Do not store the player inside the charging case when the player and the accessories are wet.

Notes on Ambient Sound Mode

- When the Swimming Earbuds are attached, ambient sound cannot be heard as well as when standard-type earbuds are attached.
- Ambient sounds cannot be heard well after using the player in a pool or the ocean. Repeatedly pat the parts around the buttons of the player softly against a dry cloth about 30 times. Then place the player on a dry cloth at room temperature for 2 to 3 hours to ensure it is completely dry before the next use.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Water resistant and dust proofing performance of the player
- Adjusting the volume
- Preventing unintentional volume operations
- Differences between the standard-type earbuds and Swimming Earbuds

Wireless Stereo Headset
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Notes on charging the battery after swimming

- The charging case is not water resistant. Before you store the player inside the charging case, ensure the following.

  - The player is not wet.
  - The supplied accessories (earbuds, arc supporters, and leash cord) are not wet.

- Leave the player and accessories at room temperature until they are completely dry before you start charging.
- Do not use the charging case with wet hands. Do not store the player inside the charging case when the player and the accessories are wet.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Water resistant and dust proofing performance of the player
- Notes on charging the battery

Wireless Stereo Headset
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Adjusting the volume

1. **Tap the sensor (1) twice quickly to turn up the volume.**
   Tap the sensor (2) twice quickly to turn down the volume.

   If you continue to tap the sensor (1 or 2) more than twice quickly, you can turn the volume up or down continuously.
   There are 31 volume levels, from 0 to 30 (default volume: 10).

Hint

- If the tap sensors do not react to tapping, try the following.
  - Tap with the tip of your finger, rather than the pad of your finger.
  - Tap a little harder.

- If the voice guidance is too loud while you are listening to music in the Headphone Mode, try the following.
  - Turn down the volume on the player and then turn up the volume on the smartphone.

- You can disable volume operations to prevent accidental operation. Put both units on your ears and hold down the button (3) for 2 seconds to turn off the Bluetooth function. Then, hold down the button (4) for 2 seconds to deactivate volume operations using the tap sensors. Hold down the button (4) for 2 seconds again to re-enable volume operations using the tap sensors. You can also re-enable both tap sensors by storing the player inside the charging case.

Note

- You can adjust the volume only when you put both units on your ears.

- You cannot adjust the volume of the voice guidance.

- When you listen to music stored on the player (Player Mode), you can adjust the volume only during playback.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Preventing unintentional volume operations
- Volume operation in compliance with European and Korean Directives
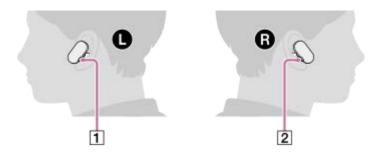
Wireless Stereo Headset
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Preventing unintentional volume operations

Unintentional volume changes may occur due to external factors (such as water flow or bubbles during swimming) or unexpected movement during exercise.
Lock the tap sensors to prevent unintentional volume operations and maintain a constant volume.

1 **Put both units of the player on your ears.**

2 **If the Bluetooth function is on, hold down the button (1) for 2 seconds to turn off the Bluetooth function.**

3 **Hold down the button (2) for 2 seconds.**

   You will hear the voice guidance: Tap function OFF.
   The tap sensors will be locked.

To reactivate volume operations with the tap sensors

Hold down the button (2) for 2 seconds again.
You will hear the voice guidance: Tap function ON.
The tap sensors will be reactivated.

Hint

- You can also reactivate both tap sensors by storing the player inside the charging case.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Wireless Stereo Headset
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Volume operation in compliance with European and Korean Directives

- For European customers
- For Korean customers

The voice guidance "Check the volume level" is intended to protect your ears. You will hear this voice guidance initially after you turn up the volume to a harmful level. Press any button or tap either of the tap sensors to cancel the alarm and warning.

> **Note**
>
> - You can turn up the volume after you cancel the alarm and warning.
>
> - After the initial warning, the alarm and warning will repeat every 20 cumulative hours that the volume is set to a level that is harmful to your ears. When this happens, the volume will turn down automatically.
>
> - If you turn off the player after you have selected a high volume that may damage your eardrums, the volume level will automatically be lower when you turn on the player the next time.
>
> - The alarm does not sound when the player is in the Headphone Mode.

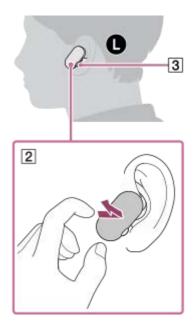The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

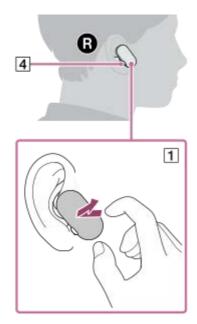- Adjusting the volume

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Wireless Stereo Headset
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What you can do with the BLUETOOTH® function

The player uses Bluetooth wireless technology.
With Bluetooth wireless technology, you can do the following:

- Listen to music on a Bluetooth device wirelessly.
- Answer and hang up a phone call from a smartphone wirelessly.
- Change the settings on the player using Sony | Headphones Connect (smartphone app).
- Perform playback operations on the player using Sony | Music Center (smartphone app).

Listening to music

You can receive audio signals from Bluetooth devices (*1) to enjoy music wirelessly.
You cannot use other devices to play music on the player via a Bluetooth connection.

*1 Smartphones, mobile phones, or music players, etc.

Answering a phone call / hanging up a phone call

You can answer and hang up a phone call via an active Bluetooth connection.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic
- Turning the Bluetooth function on or off
- Notes on the Bluetooth function

Wireless Stereo Headset
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Connecting the player to an unpaired Android smartphone for the first time
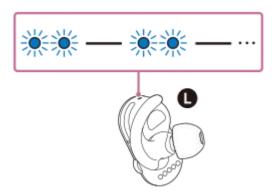
If you connect the player to an Android smartphone, you can listen to music on the smartphone. Before you use the player with an Android smartphone, pair the player and the smartphone. This registration is called "pairing". After you pair the player and the Android smartphone for the first time, the player and the smartphone will store pairing information for each other. You can easily connect the player to the Android smartphone after the first time.
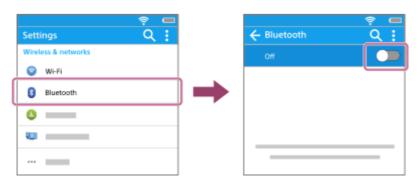
1 **Remove the player from the charging case to turn the player on.**

2 **Hold down the button (1) for 7 seconds.**

The lamp (2) will flash twice repeatedly. Pairing will start. If the player does not have any pairing information, pairing will start automatically.

3 **Turn on the Bluetooth function on the smartphone.**
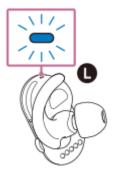
4 **Tap the model name of the player.**

Depending on the smartphone that you are using, the search may start automatically.

If passkey input is required, enter "0000". The passkey may also be called a "pass code", "PIN code", "PIN number", or "password".

Make sure that the player and the smartphone are paired to each other. When the connection is established, the lamp (2) flashes for 5 seconds.

Hint

- If the smartphone has an NFC function, you can pair and connect the devices by touching them together.

Note

- Once you have successfully completed pairing, you do not have to pair the devices again for future connections between them.

- Pairing information is deleted in the following situations. Pair the player and the Android smartphone again.
  - One or both of the player and the smartphone are reset to the factory settings.
  - Pairing information is deleted from one or both of the player and the smartphone (such as when the player or the smartphone is repaired).

- If pairing information for the Android smartphone is deleted from the player, but pairing information for the player remains on the smartphone, delete the information from the smartphone. Then, register the player and the smartphone to each other again.

- The above procedure is an example. For details, refer to the operating manual for the Android smartphone.

Instructional video

The following movie shows you how to connect the player to an Android smartphone for the first time and subsequent times.

http://rd1.sony.net/help/mdr/mov0002/en/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

Wireless Stereo Headset
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Connecting the player to an unpaired iPhone for the first time

If you connect the player to an iPhone, you can listen to music on iPhone. Before you use the player with an iPhone, pair the player and the iPhone. This registration is called "pairing". After you pair the player and the iPhone for the first time, the player and the iPhone will store pairing information for each other. You can easily connect the player to the iPhone after the first time.
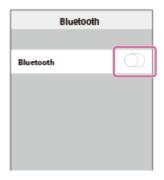
1 **Remove the player from the charging case to turn the player on.**

2 **Hold down the button (1) for 7 seconds.**

The lamp (2) will flash twice repeatedly. Pairing will start. If the player does not have any pairing information, pairing will start automatically.

3 **Turn on the Bluetooth function on the iPhone.**
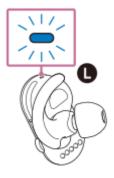
4 **Tap the model name of the player.**

If passkey input is required, enter "0000". The passkey may also be called a "pass code", "PIN code", "PIN number", or "password".
Make sure that the player and the iPhone are paired to each other. When the connection is established, the lamp (2) flashes for 5 seconds.

Note

- Once you have successfully completed pairing, you do not have to pair the devices again for future connections between them.

- Pairing information is deleted in the following situations. Pair the player and the iPhone again.

  - One or both of the player and the iPhone are reset to the factory settings.
  - Pairing information is deleted from one or both of the player and the iPhone (such as when the player or the iPhone is repaired).

- If pairing information for the iPhone is deleted from the player, but pairing information for the player remains on the iPhone, delete the information from the iPhone. Then, register the player and the iPhone to each other again.

- The above procedure is an example. For details, refer to the operating manual for the iPhone.

Instructional video

The following movie shows you how to connect the player to an iPhone for the first time and subsequent times.
http://rd1.sony.net/help/mdr/mov0002/en/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.
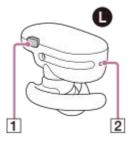

Related Topic

- Turning the Bluetooth function on or off
- Connecting the player to a paired smartphone
- Notes on the Bluetooth function
- Confirming statuses from the lamps on the player

Wireless Stereo Headset
WF-SP900

One-touch connections with a smartphone (NFC)

When you touch an NFC-compatible smartphone to the charging case, the player pairs with the smartphone. You can establish or terminate a Bluetooth connection through a simple operation.

Compatible smartphones
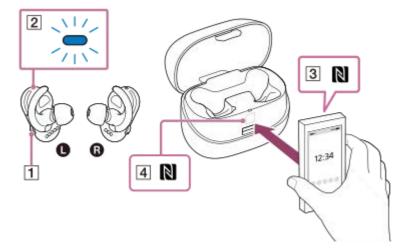
NFC-compatible smartphones with Android 4.1 or later

NFC

NFC (Near Field Communication) technology enables short-range wireless communication between various devices (such as smartphones and IC tags).
You can perform the following operations by touching an NFC-compatible smartphone to the N-mark on the charging case.

- Pairing the player with the smartphone.
- Establishing a Bluetooth connection.
- Terminating a Bluetooth connection.

1. **Unlock the smartphone screen.**

2. **Turn on the NFC function on the smartphone.**

   For details, refer to the operating manual for the smartphone.

3. **Remove the player from the charging case to turn the player on.**

4. **If the Bluetooth function is off, hold down the button (1) for 2 seconds to turn on the Bluetooth function.**
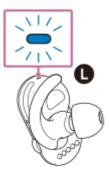
   The lamp (2) will flash slowly. If the player is on both of your ears, the lamp (2) will not light up. You will hear voice guidance instead.

5. **Touch the N-mark on the smartphone (3) to the N-mark on the charging case (4).**

   - Hold the charging case and the smartphone together until the smartphone responds.
   - If you cannot find the N-Mark on the smartphone, refer to the operating manual for the smartphone.

6 **Follow the onscreen instructions of the smartphone to complete the pairing and connection.**

When the player connects to the smartphone, the lamp (②) flashes quickly for 5 seconds. Then, the lamp (②) flashes slowly every 5 seconds.

To disconnect the player from the smartphone

While the player is outside of the charging case and the power is on, touch the N-mark on the smartphone (③) to the N-mark on the charging case (④) again.
When you disconnect the player from a smartphone by touching the devices together, the player switches to the Player Mode.

Hint

- If you cannot connect the player to the smartphone, try the following:
  - If the screen of the smartphone is locked, unlock the screen.
  - Move the smartphone slowly over the N-Mark on the charging case (④).
  - If the smartphone is inside a case, take it out of the case.

- If you turn off the player while the Bluetooth function is active, the Bluetooth function will turn on automatically the next time you turn on the player.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic
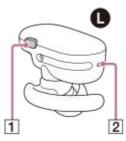
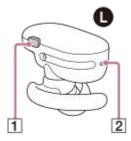- Turning the power on or off
- Turning the Bluetooth function on or off
- Notes on the Bluetooth function
- Confirming statuses from the lamps on the player

Wireless Stereo Headset
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Connecting the player to a paired smartphone
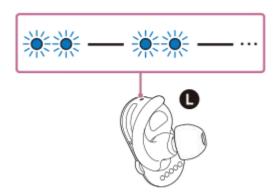
If you have paired the player and a smartphone before, the player is registered to the smartphone. You can connect the player to the smartphone easily.
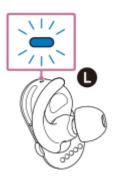
1 **Turn on the Bluetooth function on the last connected smartphone.**

2 **Remove the player from the charging case to turn the player on.**

3 **If the Bluetooth function is off, hold down the button ([1]) for 2 seconds to turn on the Bluetooth function.**

The player will connect to the last connected smartphone.
The lamp ([2]) will flash for 5 seconds.
If you have set the player on your ears and turned on the Bluetooth function, you will hear voice guidance instead.

Hint

- When the player connects to the smartphone, the model name of the player appears on the screen of the smartphone. If the player is not connected, tap the model name.

- To listen to music stored on the player while the player is connected to the smartphone, switch to the Player Mode by pressing the button ([1]) 3 times quickly.

- If the connection fails, try the following.
  - Turn off the Bluetooth function on the player, and then turn it on again.
  - Turn off the Bluetooth function on the smartphone, and then turn it on again.

- If you turn off the player while the Bluetooth function is active, the Bluetooth function will turn on automatically the next time you turn on the player.

Instructional video

The following movie shows you how to connect the player to a smartphone for the first time and subsequent times.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Connecting the player to an unpaired Android smartphone for the first time
- Connecting the player to an unpaired iPhone for the first time
- One-touch connections with a smartphone (NFC)
- Notes on the Bluetooth function
- Confirming statuses from the lamps on the player
- Selecting the player or a smartphone as the sound source

Wireless Stereo Headset
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Turning the Bluetooth function on or off

1 **Hold down the button ($\boxed{1}$) for 2 seconds while the player is on to turn on the Bluetooth function.**

The lamp ($\boxed{2}$) will flash slowly while the player searches for the Bluetooth device. The player will connect to the last connected Bluetooth device automatically, and then the lamp ($\boxed{2}$) will flash for 5 seconds.
If you have set the player on your ears and turned on the Bluetooth function, you will hear voice guidance instead.
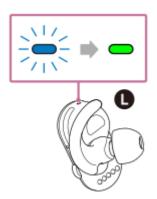
To turn off the Bluetooth function
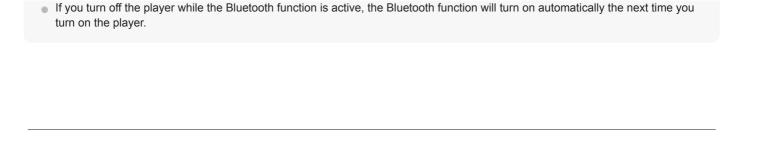
Hold down the button ($\boxed{1}$) for 2 seconds again. The color of the lamp ($\boxed{2}$) will change and the lamp will flash once every 5 seconds.
If you have set the player on your ears and turned on the Bluetooth function, you will hear voice guidance instead.

Hint

- The battery life becomes considerably shorter when the Bluetooth function is active.

- When you connect the player to a Bluetooth device, the player enters the Headphone Mode automatically. To switch to the Player Mode, press the button ($\boxed{1}$) 3 times quickly. When the player enters the Player Mode, playback on the Bluetooth device stops automatically.

- If you turn off the player while the Bluetooth function is active, the Bluetooth function will turn on automatically the next time you turn on the player.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- One-touch connections with a smartphone (NFC)
- Connecting the player to an unpaired Android smartphone for the first time
- Connecting the player to an unpaired iPhone for the first time
- Connecting the player to a paired smartphone
- Notes on the Bluetooth function
- Playing music from a smartphone
- Confirming statuses from the lamps on the player
- Selecting the player or a smartphone as the sound source

Wireless Stereo Headset
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Playing music from a smartphone

You can play music that is stored on a smartphone via a Bluetooth connection.

1 **While both units of the player are on your ears, hold down the button (1) for 2 seconds to turn on the Bluetooth function.**

The player will connect to the last connected smartphone automatically. Then, you will hear voice guidance.

2 **Press the button (2) to start playback.**

Playback of music from the smartphone will start. To pause playback, press the button (2).

Hint

- If the playback volume is too low or barely audible, adjust the volume on the smartphone. If the volume is still too low, raise the volume on the player.

- To listen to music stored on the player while the player is connected to a smartphone, press the button (1) 3 times quickly to switch to the Player Mode.

- If you turn off the player while the Bluetooth function is active, the Bluetooth function will turn on automatically the next time you turn on the player.

- If the voice guidance is too loud for playing back music, try the following.
  - Turn down the volume on the player, and then turn up the volume on the smartphone.

Note

- Depending on the smartphone or the app, you may not be able to play the music with the player. In this case, play the music by operating the smartphone.

- Depending on the Bluetooth device, network environment, and surrounding conditions, you may hear noise, or the sound may be interrupted.

Instructional video

The following movie shows you how to play music on a smartphone.
http://rd1.sony.net/help/mdr/mov0004/en/

Related Topic

- One-touch connections with a smartphone (NFC)
- Connecting the player to an unpaired Android smartphone for the first time
- Connecting the player to an unpaired iPhone for the first time
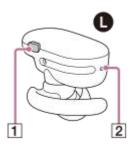- Connecting the player to a paired smartphone
- Notes on the Bluetooth function
- Confirming statuses from the lamps on the player
- Selecting the player or a smartphone as the sound source
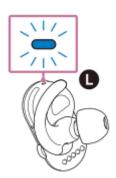- Adjusting the volume

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Selecting the player or a smartphone as the sound source

When the player is connected to a smartphone, you can select one of the following sound sources.

- **Player Mode**
  - You can listen to music on the player.
  - While you are listening to music on the player, you can answer or hang up a call to the smartphone.

- **Headphone Mode**
  - You can listen to music on a smartphone with the player.
  - You can answer or hang up a call to the smartphone.

1. **Press the button (□1) 3 times quickly while the Bluetooth function is active.**

   Each time you press the button (□1) 3 times quickly, the mode toggles. You will hear the voice guidance: Player mode or Headphone mode

Hint

- When you connect the player to a smartphone, the player enters the Headphone Mode automatically. When you change the sound source from a smartphone to the player, playback on the smartphone stops automatically.

- If you turn off the player while the Bluetooth function is active, the Bluetooth function will turn on automatically the next time you turn on the player.

Note

- You will hear the voice guidance in the following situations:
  - Both units are on your ears.
  - Only the left unit is on your ear.

- If you use the player in Player Mode while the Bluetooth function is on, the playback time will be shorter than when the Bluetooth function is off.

- You can switch the sound source only while the player and the smartphone are connected to each other.

Instructional video

The following movie shows you how to switch sound sources and how to perform playback operations.
http://rd1.sony.net/help/mdr/mov0004/en/

Related Topic

- Playing music from a smartphone
- Playing music on the player

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Notes on the Bluetooth function

In this topic, [Bluetooth devices] refers to all Bluetooth-compatible devices.
Bluetooth-compatible devices are audio devices, smartphones, etc. that support the Bluetooth function.

- Depending on the Bluetooth device, network environment, and surrounding conditions, noise may be heard or the sound may be interrupted. To optimize Bluetooth communications, observe the following.

  - Place the player and the Bluetooth device as close together as possible. The Bluetooth standard supports distances of up to 10 meters (32.8 feet).
  - Turn the built-in Bluetooth antenna (aerial) in the direction of the connected Bluetooth device.
  - Do not block the antenna (aerial) with a metal object.
  - Do not block the antenna (aerial) with a body part such as a hand.
  - Do not block the antenna (aerial) by placing the player inside a backpack or shoulder bag.
  - Do not block the antenna (aerial) by using the player in a crowded place.
  - Avoid areas where electromagnetic waves are emitted. For example, near microwave ovens, mobile phones, mobile gaming devices, or wireless LAN environments.

- Due to a characteristic of Bluetooth wireless technology, the sound may lag slightly.
- Bluetooth radiation may affect the operation of electronic medical devices. Turn off the player and other Bluetooth devices in the following locations.

  - in hospitals
  - near priority seats on trains
  - on airplanes
  - in places where flammable gases are present (gas stations, etc.)
  - near automatic doors
  - near fire alarms

- The player supports security functions that comply with the Bluetooth standard. Sony bears no responsibility whatsoever for information leaks that occur as a result of your Bluetooth connection.
- Even if a Bluetooth device conforms to the standard, all connections and correct operations are not guaranteed.
- Depending on the Bluetooth device, it may take some time to establish a Bluetooth connection.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Wireless Stereo Headset
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Notes on playing music from a smartphone

- Due to the characteristics of Bluetooth technology, the radio waves may be blocked by your body. Therefore, the sound from the smartphone may be interrupted.

- There is a built-in Bluetooth antenna on the left unit of the player. If the sound is interrupted, try the following:
    - Carry the smartphone on the front-left side of your body.
    - Rotate the smartphone.

Note

- For details on how to attach the smartphone to your body, refer to the operating manual for the smartphone.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Wireless Stereo Headset
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Answering a call / hanging up a call

You can answer a call to your smartphone. You need to establish a Bluetooth connection between the player and the smartphone in advance.

1   **Press the button ([1]) to answer a call.**

2   **Press the button ([1]) to hang up the call.**

Hint

- While you are talking on a phone, Ambient Sound Mode is turned off. When you hang up the call, Ambient Sound Mode will automatically turn back on.

- Put the player on both of your ears when you answer or hang up a call.

Note

- Do not cover the microphone parts ([2]) with your hands or other objects when you talk into the player.

- The player supports normal incoming calls only. The player does not support calling apps for smartphones and computers.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Connecting the player to an unpaired Android smartphone for the first time
- Connecting the player to an unpaired iPhone for the first time
- Connecting the player to a paired smartphone
- One-touch connections with a smartphone (NFC)
- Notes on the volume for calls on smartphones
- Rejecting a call

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Rejecting a call

When the player is connected to a smartphone, you can reject a call using the player.
You can reject a call only when you put both units on your ears.

1 **Hold down the button (□1) for 2 seconds when you receive a call.**

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Answering a call / hanging up a call

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Notes on the volume for calls on smartphones

The volume for music and the volume for calls are independent of each other. You can adjust the volume for calls while you are talking on the phone. When you hang up the call, the volume returns to the level for music.
If the AVLS function is active, the player will keep the volume for calls at a moderate level.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Answering a call / hanging up a call
- Limiting the volume

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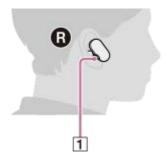
Using the voice-assist function (Google app)

When you use the Google app feature that comes with an Android smartphone, you can operate the Android smartphone by speaking into the microphones of the player. Connect the player to the Android smartphone via a Bluetooth connection in advance.
When you use the Google app, you will hear the voice from the smartphone through both units.

1 **Put both units of the player on your ears.**

You can use the voice-assist function only when both units are on your ears.

2 **Adjust the assistant and voice input settings on the Google app.**

On the Android smartphone, select [Settings] – [Apps], and then select the gear icon on the display.
Select the menu in the following order.
[Assist & voice input] – [Assist app]
Then, set [Assist app] to the Google app.
You may need the latest version of the Google app.
The above procedure is an example. For details, refer to the operating instructions for the Android smartphone.

3 **Connect the player to the Android smartphone via a Bluetooth connection.**

4 **While the Android smartphone is in standby or playing music, hold down the button (1) for 2 seconds to activate the Google app.**

The Google app will activate, and you will hear a start-up sound.

5 **Make a request to the Google app through the microphones of the player.**

For details on the Google app (such as apps that work with the Google app), refer to the operating instructions for the Android smartphone.
If there is no activity for a certain period of time, the audio input will deactivate.

Note

- Even if you activate the [Ok Google] setting on the Android smartphone, you cannot launch the Google app by saying "Ok Google" into the microphone of the player.

- For details on the Google app, refer to the operating instructions or the support website for the Android smartphone.

- You may not be able to activate the Google app from the player, depending on the specifications of the Android smartphone.

- Depending on the model of the Android smartphone, you may not hear the following sounds from apps.

- The startup sound
- The first part of the response sound

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.
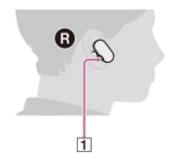

Related Topic

- Connecting the player to an unpaired Android smartphone for the first time

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Using the voice-assist function (Siri)

When you use the Siri feature that comes with the iPhone, you can operate the iPhone by speaking into the microphones of the player. Connect the player to the iPhone via a Bluetooth connection in advance.
When you use Siri, you will hear the voice from the iPhone through both units.

1 **Put both units of the player on your ears.**

You can use the voice-assist function only when both units are on your ears.

2 **Turn Siri on.**

On the iPhone, select [Settings] – [Siri & Search].
Then, activate [Press Home for Siri] and [Allow Siri When Locked].
The above procedure is an example. For details, refer to the User Guide for the iPhone.

3 **Connect the player to the iPhone via a Bluetooth connection.**

4 **While the iPhone is in standby or playing music, hold down the button (1) for 2 seconds to activate Siri.**

Siri will activate, and you will hear a start-up sound.

5 **Make a request to Siri through the microphones of the player.**

For details on Siri (such as apps that work with Siri), refer to the User Guide for the iPhone.
If there is no activity for a certain period of time, the audio input will deactivate.

Note

- Even if you activate the [Hey Siri] setting on the iPhone, you cannot launch Siri by saying "Hey Siri" into the microphone of the player.

- For details on Siri, refer to the User Guide or support website for the iPhone.

- Depending on the model of the iPhone, you may not hear the following sounds from apps.
  - The startup sound
  - The first part of the response sound

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Connecting the player to an unpaired iPhone for the first time

Wireless Stereo Headset
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What you can do with the smartphone apps

The apps Sony | Headphones Connect and Sony | Music Center are available for smartphones to operate the player. When you connect the smartphone and the player via the Bluetooth function, you can do the following with the apps.

	Function	Player	Sony | Headphones Connect	Sony | Music Center
Music playback	Starting playback or pausing	✓	—	✓
	Skipping to the beginning of the current track or the previous track	✓	—	✓
	Fast-forwarding or fast-rewinding	—	—	✓
	Adjusting the volume	✓	—	✓
	Changing the playback mode (Repeat/Shuffle)	—	—	✓
	Changing the playback range (folder/playlist/album)	—	—	✓
	Switching the sound source (Headphone/Player)	✓	—	✓
Settings	Changing the Equalizer settings	—	✓	—
	Turning Ambient Sound Mode on or off	✓	✓	—
	Selecting the Ambient Sound Mode	—	✓	—
	Turning Quick Sound Settings on or off	✓	✓	—
	Changing the configurations of Quick Sound Settings	—	✓	—
	Selecting the wireless playback quality	—	✓	—
	Turning the AVLS function on or off	✓	—	—
	Resetting and reformatting the player	✓	—	—

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

For details on Sony | Music Center, refer to the following URL.
http://www.sony.net/smcqa/

Hint

- The operations of the apps depend on the audio device. The app specifications and screen design may be changed without notice.

Related Topic

- Adjusting the volume
- Using Ambient Sound Mode
- Using Quick Sound Settings

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Installing Sony | Headphones Connect

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

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

2 **After you install the app, launch Sony | Headphones Connect.**

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.
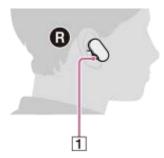

Related Topic

- What you can do with the smartphone apps

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Installing Sony | Music Center

1 **Download Sony | Music Center from the Google Play store or the App Store, and install the app on the smartphone.**

For details on Sony | Music Center, refer to the following URL.
http://www.sony.net/smcqa/

2 **After you install the app, launch Sony | Music Center.**

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- What you can do with the smartphone apps

Wireless Stereo Headset
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Preparing music content

Before you transfer music content to the player, you need to prepare the music content.
This topic includes instructions for the following operations.

- Importing music content from an audio CD to Music Center for PC.
- Importing music content stored on a computer to Music Center for PC.
- Importing music content stored on an external media device to a computer.
- Purchasing music content from online music services.

The instructions below are for operations using Music Center for PC. Music Center for PC is the recommended application for the player. Install Music Center for PC in advance.

Hint

- Before you connect the player to the smartphone via a Bluetooth connection, you need to prepare music content on the smartphone via one of the following methods.

  - Transferring music content from a computer to the smartphone
  - Purchasing music content on the smartphone via the internet
  - Using a smartphone streaming service

  For details, refer to the Help information for the smartphone or apps.

Note

- Imported music content is limited to private use only. Use of music content for other purposes requires the permission of the copyright holders.

- If you are using a Mac computer, use Content Transfer.

Importing music content from an audio CD to Music Center for PC

1. Use a computer on which Music Center for PC has been installed.

2. Launch Music Center for PC.

3. Click [CD] under [Import] in the sidebar.

4. Insert an audio CD into the media drive of the computer.
   The music content on the audio CD will appear on the Music Center for PC screen.
   You can change the format setting for importing CDs, if necessary. Click ⋯ next to ⏏, and then select a file format from [CD import settings].

   - For higher sound quality: FLAC
   - For normal sound quality: AAC (.mp4), MP3 (.mp3)

5. Add check marks to the music content that you want to import.

6. Click [Import] to start importing music content.
   To cancel importing, click [Stop].

For details on the procedure, see [How to use] on the Music Center for PC support website.
(https://www.sony.net/smc4pc/)

Importing music content stored on a computer to Music Center for PC

1. Use a computer on which Music Center for PC has been installed.

2. Launch Music Center for PC.

3. Click ☰ (menu) in the top left of the Music Center for PC screen. Then, select the import method from the [File] menu.

4. Specify folders or files for the music content that you want to import.

5. Start importing music content.

For details on the procedure, see [How to use] on the Music Center for PC support website.
(https://www.sony.net/smc4pc/)

Importing music content stored on an external media device to a computer

Use an external media device that contains music content.
The following instructions are for Windows Explorer. If you are using a Mac computer, use Finder.

1. Connect the external media device to a computer.

2. Open the external media device in Windows Explorer.

3. Open the [Music] folder of the computer in Windows Explorer.

4. Drag-and-drop the folders or files from the external media device to the [Music] folder on the computer.

Purchasing music content from online music services

You can purchase music content from online music services.
Check the service guide for the provider you use. Each service provider has different downloading procedures, compatible file formats, and payment methods. Note that the provider may choose to suspend or terminate the service without notice.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Installing Music Center for PC (Windows)
- Installing Content Transfer (Mac)
- Transferring content from a Windows computer using Music Center for PC
- Transferring content using Windows Explorer
- Transferring content from a Mac computer using Content Transfer
- Transferring content using Mac Finder
- Playing music on the player

Wireless Stereo Headset
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Transferring content from a Windows computer using Music Center for PC

You can transfer music content that is stored on a Windows computer to the player via Music Center for PC.
Illustrations and operational procedures are examples when using Music Center for PC Version 2.0.

> **Note**
> - If you connect the player to a battery-powered computer via the charging case, the battery of the computer will deplete. When you connect the player to a computer via the charging case for a long period of time, connect the computer to an AC power supply.

1 **Use a computer on which Music Center for PC has been installed.**

2 **Launch Music Center for PC.**

3 **Store the player inside the charging case. Then, connect the charging case to the computer via USB.**

4 **Select the connected device from [Transfer and Manage] in the sidebar of the Music Center for PC screen.**

The transfer screen for the player will appear on the right side.
A list of music content in Music Center for PC will appear on the left side.

5 **Select albums or tracks from the left side.**

6 **Click** ➡ **to transfer.**

For details on the procedure, see [How to use] on the Music Center for PC support website.
(https://www.sony.net/smc4pc/)

> **Note**
> - Do not disconnect the USB Type-C cable during data transfer (USB Type-C cable: supplied). Otherwise, the data may be damaged.
> - Transferred music content is limited to private use only. Use of music content for other purposes requires the permission of the copyright holders.
> - The use of a USB hub is only guaranteed when you use a self-powered USB hub that carries an authorized logo.
> - While the player is connected to a computer via the charging case, observe the following cautions. Otherwise, the player may not function properly.
>   - Do not turn on the computer.
>   - Do not restart the computer.
>   - Do not wake the computer from sleep mode.
>   - Do not shut down the computer.

- While you are transferring or importing music content on Music Center for PC, make sure that the computer does not enter the sleep mode or standby mode.
The data may be lost or Music Center for PC may not reboot normally.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Installing Music Center for PC (Windows)
- Preparing music content
- Transferring content using Windows Explorer
- Playing music on the player
- Supported formats

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Transferring content using Windows Explorer

You can transfer music content directly by dragging and dropping it from Windows Explorer.

> **Note**
> - If you connect the player to a battery-powered computer via the charging case, the battery of the computer will deplete. When you connect the player to a computer via the charging case for a long period of time, connect the computer to an AC power supply.

1 **Store the player inside the charging case. Then, connect the charging case to the computer via USB.**

2 **Open the [HEADSET] folder as follows.**

- Windows 10:
  Open [File Explorer] from the [Start] menu. Select [HEADSET] from the left pane.
- Windows 8.1:
  Open [File Explorer] from [Desktop]. Select [HEADSET] from the list under [This PC].
- Windows 7:
  Select [Start], [Computer], and then [HEADSET].

3 **Open the [MUSIC] folder in [HEADSET].**

4 **Drag-and-drop the files or folders on the computer to the [MUSIC] folder.**

Confirm that the transfer is complete. Then, disconnect the charging case and player from the computer.

> **Hint**
> - Refer to [Supported formats] for details on compatible file formats.

> **Note**
> - Observe the following precautions. Otherwise, the player may not be able to play the files.

- Do not change the names of the root folders (such as [MUSIC]).
- Do not transfer the files to folders other than [MUSIC].
- Do not disconnect the USB Type-C cable during data transfer (USB Type-C cable: supplied).
- Do not format the memory of the player on the computer.

- Transferred music content is limited to private use only. Use of music content for other purposes requires the permission of the copyright holders.

- Do not disconnect the charging case and the player from the computer while the lamps on the player are flashing. Otherwise, data that is being transferred or stored on the player may become damaged. If the charging case and the player are disconnected from the computer while files are transferring, unnecessary files may remain on the player. If the problem occurs, transfer usable files back to the computer and reformat the player.

- The use of a USB hub is only guaranteed when you use a self-powered USB hub that carries an authorized logo.

- While the player is connected to a computer via the charging case, observe the following cautions. Otherwise, the player may not function properly.
  - Do not turn on the computer.
  - Do not restart the computer.
  - Do not wake the computer from sleep mode.
  - Do not shut down the computer.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Preparing music content
- Transferring content from a Windows computer using Music Center for PC
- Playing music on the player
- Supported formats

Wireless Stereo Headset
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Importing content from the player to Music Center for PC

Illustrations and operational procedures are examples when using Music Center for PC Version 2.0.

> **Note**
> - If you connect the player to a battery-powered computer via the charging case, the battery of the computer will deplete. When you connect the player to a computer via the charging case for a long period of time, connect the computer to an AC power supply.

1 **Use a computer on which Music Center for PC has been installed.**

2 **Launch Music Center for PC.**

3 **Store the player inside the charging case. Then, connect the charging case to the computer via USB.**

4 **Select the connected device from [Transfer and Manage] in the sidebar of the Music Center for PC screen.**

The transfer screen for the player will appear on the right side.
A list of music content in Music Center for PC will appear on the left side.

5 **Click [Manage songs in device] to display the list of music content on the player.**

6 **Select the music content that you want to import to Music Center for PC.**

7 **Right-click the music content to select [Import to PC].**

For details on the procedure, see [How to use] on the Music Center for PC support website.
(https://www.sony.net/smc4pc/)

> **Note**
> - Do not disconnect the USB Type-C cable during data transfer (USB Type-C cable: supplied). Otherwise, the data may be damaged.
> - Imported music content is limited to private use only. Use of music content for other purposes requires the permission of the copyright holders.
> - The use of a USB hub is only guaranteed when you use a self-powered USB hub that carries an authorized logo.
> - While the player is connected to a computer via the charging case, observe the following cautions. Otherwise, the player may not function properly.
>   - Do not turn on the computer.
>   - Do not restart the computer.
>   - Do not wake the computer from sleep mode.

— Do not shut down the computer.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Installing Music Center for PC (Windows)
- Playing music on the player
- Supported formats

Wireless Stereo Headset
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Transferring content from a Mac computer using Content Transfer

You can use Content Transfer. Music content with copyright protection cannot be transferred.

> **Note**
>
> - If you connect the player to a battery-powered computer via the charging case, the battery of the computer will deplete. When you connect the player to a computer via the charging case for a long period of time, connect the computer to an AC power supply.

1 **Use a computer on which Content Transfer has been installed.**

2 **Launch Content Transfer.**

3 **Store the player inside the charging case. Then, connect the charging case to the computer via USB.**

4 **Open Finder or iTunes. Then, select the music content.**

5 **Drag-and-drop the music content into Content Transfer.**

Confirm that the transfer is complete. Then, disconnect the charging case and player from the computer.

Hint

- Refer to [Supported formats] for details on compatible file formats.

Note

- Operation may not be guaranteed depending on the version of iTunes.

- Do not disconnect the USB Type-C cable during data transfer (USB Type-C cable: supplied). Otherwise, the data may be damaged.

- Transferred music content is limited to private use only. Use of music content for other purposes requires the permission of the copyright holders.

- The use of a USB hub is only guaranteed when you use a self-powered USB hub that carries an authorized logo.

- While the player is connected to a computer via the charging case, observe the following cautions. Otherwise, the player may not function properly.
  - Do not turn on the computer.
  - Do not restart the computer.
  - Do not wake the computer from sleep mode.
  - Do not shut down the computer.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Installing Content Transfer (Mac)
- Preparing music content
- Playing music on the player
- Supported formats

Wireless Stereo Headset
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Transferring content using Mac Finder

You can transfer music content directly by dragging and dropping it from Finder. Music content with copyright protection cannot be transferred.

> **Note**
>
> - If you connect the player to a battery-powered computer via the charging case, the battery of the computer will deplete. When you connect the player to a computer via the charging case for a long period of time, connect the computer to an AC power supply.

1 **Store the player inside the charging case. Then, connect the charging case to the computer via USB.**

2 **Select [HEADSET] in the sidebar of the Finder.**

3 **Open the [MUSIC] folder in [HEADSET].**

4 **Drag-and-drop the files or folders (①) to the [MUSIC] folder (②) in [HEADSET].**

Confirm that the transfer is complete. Then, disconnect the charging case and player from the computer.

> **Hint**
>
> - Refer to [Supported formats] for details on compatible file formats.

> **Note**
>
> - Observe the following precautions. Otherwise, the player may not be able to play the files.
>   - Do not change the names of the root folders (such as [MUSIC]).
>   - Do not transfer the files to folders other than [MUSIC].
>   - Do not disconnect the USB Type-C cable during data transfer (USB Type-C cable: supplied).
>   - Do not format the memory of the player on the computer.

- Transferred music content is limited to private use only. Use of music content for other purposes requires the permission of the copyright holders.

- Do not disconnect the charging case and the player from the computer while the lamps on the player are flashing. Otherwise, data that is being transferred or stored on the player may become damaged. If the charging case and the player are disconnected from the computer while files are transferring, unnecessary files may remain on the player. If the problem occurs, transfer usable files back to the computer and reformat the player.

- The use of a USB hub is only guaranteed when you use a self-powered USB hub that carries an authorized logo.

- While the player is connected to a computer via the charging case, observe the following cautions. Otherwise, the player may not function properly.
  - Do not turn on the computer.
  - Do not restart the computer.
  - Do not wake the computer from sleep mode.
  - Do not shut down the computer.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Installing Content Transfer (Mac)
- Preparing music content
- Playing music on the player
- Supported formats

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Creating a playlist on a computer

You cannot create a playlist using the player. Create a playlist on a computer and transfer it to the player.

Windows:

- Create a playlist using Music Center for PC and transfer it to the player.
- Create a playlist using iTunes. Import the playlist and transfer it to the player using Music Center for PC.

Mac:

- Create a playlist using iTunes and transfer it to the player using Content Transfer.

Hint

- For detailed instructions, refer to the online Help information for each application.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Transferring content from a Windows computer using Music Center for PC
- Transferring content from a Mac computer using Content Transfer

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Notes on transferring content from a computer

Drag-and-drop music files into the correct folder as shown in the following illustration.
The player can play back music files stored in the first through eighth level of each folder.

Note

- Do not rename the following default folders. Otherwise, the player will not recognize the folders.
  - MUSIC

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Selecting the player or a smartphone as the sound source

When the player is connected to a smartphone, you can select one of the following sound sources.

- **Player Mode**
  - You can listen to music on the player.
  - While you are listening to music on the player, you can answer or hang up a call to the smartphone.

- **Headphone Mode**
  - You can listen to music on a smartphone with the player.
  - You can answer or hang up a call to the smartphone.

1 **Press the button ([1]) 3 times quickly while the Bluetooth function is active.**

Each time you press the button ([1]) 3 times quickly, the mode toggles. You will hear the voice guidance: Player mode or Headphone mode

Hint

- When you connect the player to a smartphone, the player enters the Headphone Mode automatically. When you change the sound source from a smartphone to the player, playback on the smartphone stops automatically.

- If you turn off the player while the Bluetooth function is active, the Bluetooth function will turn on automatically the next time you turn on the player.

Note

- You will hear the voice guidance in the following situations:
  - Both units are on your ears.
  - Only the left unit is on your ear.

- If you use the player in Player Mode while the Bluetooth function is on, the playback time will be shorter than when the Bluetooth function is off.

- You can switch the sound source only while the player and the smartphone are connected to each other.

Instructional video

The following movie shows you how to switch sound sources and how to perform playback operations.
http://rd1.sony.net/help/mdr/mov0004/en/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.
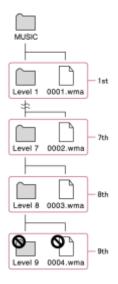
Related Topic

- Playing music from a smartphone
- Playing music on the player

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Playing music on the player

You need to transfer music content from a computer to the player in advance.

Windows:

- Use Music Center for PC to transfer music files from a CD or the computer to the player.

- Drag-and-drop music files from Windows Explorer to the player.

Mac:

- Use Content Transfer to transfer music files from iTunes to the player.

- Drag-and-drop music files from Finder to the player.

1 **If the Bluetooth function is active, hold down the button (1) for 2 seconds to turn the Bluetooth function off.**

2 **Press the button (2) to start playback.**

Press the button (2) again to pause playback.

To skip to the next track

Press the button (2) twice quickly.

To skip to the beginning of the current track or the previous track

Press the button (2) 3 times quickly.

> **Hint**
>
> - After the player plays the last track, the player automatically restarts playback from the first track in sequential order.
>
> - You can listen to the music on the player even when the Bluetooth function is on (Player Mode). Press the button (1) quickly 3 times to switch to Player Mode. Note that the playback time will be shorter than when you turn off the Bluetooth function and listen to the music on the player. You can switch the mode only when the player is connected to the smartphone via the Bluetooth function.
>
> - You can also use the player to listen to the following music sources on the smartphone via a Bluetooth connection.
>   - Music files transferred to the smartphone
>   - Streaming services
>
> - You can use Sony | Music Center for the following operations. Install Sony | Music Center on the smartphone. Then, connect the player to the smartphone via a Bluetooth connection.

- Browsing and selecting tracks on the player
- Fast rewind / fast forward
- Changing the playback range (folder/playlist/album)
- Repeat playback / Shuffle playback / One-track repeat playback, etc.

Note

- Depending on how you transferred the tracks to the player, the player may play tracks in a different order from the track order on the computer. To specify the track order, create a playlist with Music Center for PC or iTunes and transfer it to the player.

Instructional video

The following movie shows you how to play music on the player.
http://rd1.sony.net/help/mdr/mov0004/en/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Creating a playlist on a computer
- Turning the power on or off
- Installing Music Center for PC (Windows)
- Preparing music content
- Transferring content from a Windows computer using Music Center for PC
- Transferring content using Windows Explorer
- Transferring content from a Mac computer using Content Transfer
- Transferring content using Mac Finder
- Adjusting the volume
- Selecting the player or a smartphone as the sound source
- Installing Sony | Music Center

Deleting music files from the player

You cannot delete music files using the player. Connect the player to the computer via the charging case. Then, use the following applications to delete music files.

Windows: Use Windows Explorer or Music Center for PC.
Mac: Use Mac Finder or Content Transfer.

Hint

- Sample music is pre-installed on the player. Use application on a computer to delete the sample music.

Note

- When you delete music files using a computer, do not delete or rename the root folder (such as [MUSIC]). Otherwise, the player will not recognize the music files.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Wireless Stereo Headset
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What is Ambient Sound Mode?

Ambient Sound Mode uses the microphones built into both units of the player to allow you to hear ambient sound even while wearing the player. Pay attention to the sounds around you to enjoy listening to music safely.

Note

- Ambient Sound Mode allows you to hear ambient sound even while wearing the player. However, note that this mode does not enable you to hear all sounds around you. Ambient sound may not be heard well depending on the surrounding environment, type of the music being played on the player, or the volume level. Be very careful when using the player in places where an inability to hear ambient sound would be dangerous (such as on roads where there is car or bicycle traffic).

- Ambient Sound Mode may not function properly if you use the player with earbuds that do not fit your ears. Use earbuds of an appropriate size to fit your ears comfortably and snugly.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.
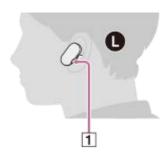
Related Topic

- Using Ambient Sound Mode

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Using Ambient Sound Mode

1 | **Press the button (1) to turn on Ambient Sound Mode.**
You will hear the voice guidance: Ambient Sound ON.
Ambient Sound Mode will turn on.

To turn off Ambient Sound Mode

1. Press the button (1).
You will hear the voice guidance: Ambient Sound OFF.
Ambient Sound Mode will turn off.

To select another Ambient Sound Mode

You can select the appropriate Ambient Sound Mode in Sony | Headphones Connect.
For details on Sony | Headphones Connect, refer to the following URL.
http://rd1.sony.net/help/mdr/hpc/h_zz/

Hint

- After you change the Ambient Sound Mode setting in Sony | Headphones Connect, the setting is stored on the player. Once you have changed the setting, the setting activates whenever you turn on the Ambient Sound Mode on the player. The setting remains active even when you listen to tracks on another smartphone.

Note

- Even if you turn off the player, the selected mode will be stored.

- You can only hear the voice guidance when you put the player on your left ear or on both ears.

- When you use the player to talk on a smartphone via the Bluetooth function, Ambient Sound Mode does not work.

- You may not hear ambient sound clearly when you use the Swimming Earbuds. In this case, switch to the standard-type earbuds.

- Ambient sound cannot be heard clearly after you use the player in a pool or the ocean. Pat the parts around the buttons softly against a dry cloth about 30 times. Then, leave the player on a dry cloth at room temperature for 2 to 3 hours. Make sure that the player is completely dry before the next use.

Related Topic

- What is Ambient Sound Mode?

- Installing Sony | Headphones Connect
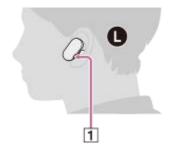
Wireless Stereo Headset
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Using Quick Sound Settings

Quick Sound Settings allows you to use the sound settings more easily according to the situation where you use the player.
Quick Sound Settings applies the following settings to the player.

- Equalizer
- Ambient Sound Mode

1. **Press the button ([1]) twice quickly to turn on Quick Sound Settings.**

   You will hear the voice guidance: Quick Sound Settings ON.
   Quick Sound Settings will turn on.

To turn off Quick Sound Settings

Press the button ([1]) twice quickly again.
You will hear the voice guidance: Quick Sound Settings OFF.
Quick Sound Settings will turn off.

To change the configurations of Quick Sound Settings

You can use Sony | Headphones Connect to select the types of equalizer and Ambient Sound Mode.
For details on Sony | Headphones Connect, refer to the following URL.
http://rd1.sony.net/help/mdr/hpc/h_zz/

> **Note**
>
> - You can only hear the voice guidance when you put the player on your left ear or on both ears.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic
- Installing Sony | Headphones Connect

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Limiting the volume

The AVLS (Automatic Volume Limiter System) function reduces the risk of damage to ears from loud volumes. The AVLS function limits the maximum volume. AVLS has the following features.

- AVLS limits the volume to a certain level.
- AVLS prevents disturbances to others caused by loud volumes.
- AVLS allows you to listen at a more comfortable volume.

1 **Put both units of the player on your ears.**

You can use the AVLS function only when both units are on your ears.

2 **If you are playing music, press the button (②) to pause the playback.**

If the Bluetooth function is active, hold down the button (①) for 2 seconds to turn off the Bluetooth function.

3 **While you hold down the button (②), tap the sensor (③) twice quickly within 2 seconds.**

You will hear the voice guidance: AVLS ON, and the AVLS function will turn on. The player will now keep the volume at a moderate level.
If you hold down the button (②) for 2 or more seconds without tapping the sensor twice quickly, tapping operations will become invalid. To reactivate tapping operations, hold down the button (②) again for 2 seconds.

To turn off the AVLS function

Put both units of the player on your ears. While you hold down the button (②), tap the sensor (③) twice quickly within 2 seconds.
You will hear the voice guidance: AVLS OFF, and the AVLS function will turn off.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Adjusting the volume
- Preventing unintentional volume operations
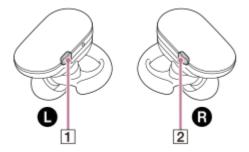
Wireless Stereo Headset
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Restarting the player
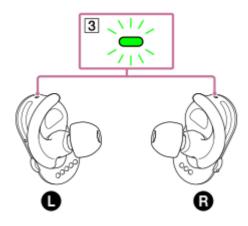
Restart the player if operations become unstable or the player freezes.
Restarting will not delete any data or pairing information.

1 **Hold down the buttons (1 and 2) for 30 seconds until the player restarts.**

When the player restarts, the lamps (3) flash twice.

Hint

- If you have a problem with the charging case, press the RESTART button on the charging case with a pen or a paper clip to restart the charging case. You may be able to solve the problem.

Note

- If the player is off and does not respond to operations, store the player inside the charging case. After a while, remove the player from the charging case, and then try restarting the player again.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Restarting the charging case

- Resetting and reformatting the player

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Restarting the charging case

If the problem persists even after you restart the player, restart the charging case. You may be able to solve the problem.

1 **Press the RESTART button (⬜1) with a pen or a paper clip to restart the charging case.**

> **Hint**
>
> - If the following situations occur, restart the charging case while the case is in a charging state.
>   - Charging does not start.
>   - The charging lamp does not light up.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.


Related Topic

- Restarting the player
- Resetting and reformatting the player
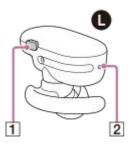
Wireless Stereo Headset
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Resetting and reformatting the player

This operation has the following effects on the player.
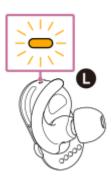
- The configurations of various settings are reset to the factory preset values.
- Bluetooth pairing information is deleted.
- Data in the memory of the player is deleted (music data, pre-installed data, and so on).

Before you perform this operation, save a backup copy of important data.

1 **Pause playback.**
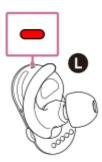
2 **Make sure that the Bluetooth function is off.**

3 **Hold down the button ([1]) for 15 seconds.**

The lamp ([2]) will flash slowly.

4 **Release the button ([1]).**
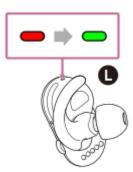
The lamp ([2]) will light up.

5 **Press the button (1) twice quickly within 30 seconds after the lamp (2) lights up.**
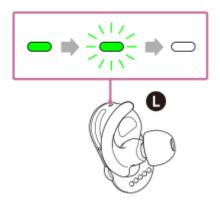
The color of the lamp (2) will change.
If you do not press the button (1) twice quickly within 30 seconds, reformatting will be canceled.

6 **Press the button (1) while the lamp (2) is lit up.**

The lamp (2) will flash quickly and reformatting will start. When reformatting is complete, the lamp (2) and the player turn off.

Note

- While the Bluetooth connection is active, you cannot reformat the memory of the player.

- Sony does not guarantee performance if you reformat the memory of the player using a computer.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Restarting the player

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Checking information on the player

When you connect the player to a computer via the charging case, you can check the system software version of the player. Open "Information.txt" in the [HEADSET] folder on the computer. You can check the following information.

01: Model name
02: System software version

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Updating the system software

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Updating the system software

You can update the system software of the player.
You will receive update notices by the following methods.

- From Music Center for PC (You will receive update notices automatically.)
- From the customer support website (Access the site manually to receive update notices.)

Access the customer support website to get the latest information.
The following procedure describes how to update the system software from the customer support website.
For details on how to install the program, refer to the customer support website.

1 **Download the update program to a computer from the website.**

2 **Store the player inside the charging case, and then connect the charging case to the computer.**

3 **Launch the update program.**

4 **Follow the onscreen instructions.**

Hint

- To check the version information for the player, connect the player to a computer via the charging case. Then, open "Information.txt" in the [HEADSET] folder on the computer. You can check the following information.
  - 01: Model name
  - 02: System software version

  You will see the previous version information in "Information.txt" immediately after the update. To check the latest information after the update, please remove the player from the charging case and then store it inside the charging case again.

Note

- While the system software is updating, note the following.
  - Do not open the charging case.
  - Do not remove either of the units from the charging case.

- If the system software fails to update, the player will enter the following state.
  - The lamp on the left unit flashes in red.
  - You hear the voice guidance: [Please update the software].

  In this case, relaunch the update program.

- If there are other truly wireless earbuds near the player, the system software may fail to update. Move the player at least 50 cm (19.7 inches) away from the other truly wireless earbuds. Then, update the system software.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Customer support website
- Restarting the player
- Resetting and reformatting the player
- Checking information on the player

Wireless Stereo Headset
WF-SP900

Notes on handling the player

Read the notes below and follow the instructions to use the player safely.

- Consult a doctor if you become injured or burned from using the product.
- Contact the nearest Sony dealer or Sony Service Center if the player does not operate properly.
- Observe the following precautions. Otherwise, an explosion, fire, electric shock, burns, or injury may result.

  - Do not expose the player to fire.
  - Do not allow metallic objects to get inside the player.
  - Do not short-circuit the terminals of the player with metallic objects.
  - Do not take apart or modify the player.
  - Do not use the player when you see lightning or hear thunder.
  - Do not use the player if it causes an uncomfortable reaction on your skin.

- Observe the following precautions. Otherwise, you may damage the casing or cause the player to malfunction.

  - Do not place the player in direct sunlight.
  - Do not place the player in locations where the temperature is extremely high.
  - Do not leave the player in direct sunlight. Do not leave the player in a car with all the windows closed, especially during the summer.

  - Do not place the player in locations where it is exposed to vibration.
  - Do not drop the player from heights.
  - Do not apply a strong force or shock to the player.
  - Do not place the player in locations where there is magnetization. For example, do not place the player near a magnet, speakers, or a TV.
  - Do not turn on the player right after you move it from a cold environment to a warm environment.
  - Do not use the player in damp and hot locations where the temperature exceeds 35 °C (95 ºF) (for example, in a sauna).
  - Do not place the player on an unstable surface or in an inclined position.
  - Do not sit down when the player is inserted in your pocket.

  - Do not use the player in locations where it is exposed to excessive dust.
  - Wash the player in lukewarm water if tanning oil or sunscreen adheres to the player. These substances may cause damage to the player, such as discoloration or cracks.
  - The earbuds, the arc supporters and the leash cord may deteriorate due to long-term use or storage.
  - The waterproofing is not effective against certain liquids (soapy water, water containing detergent or bath additives, shampoo, hot-spring water, etc.).
  - Do not place objects on top of the player.

- Comply with announcements regarding the use of electronic devices when you are on an airplane.

- Heat may build up in the player in the following situations, but this is not a malfunction. However, be careful because there is a risk of low-temperature burns.

  - While the battery is charging.
  - While the player is playing for an extended period of time.

- Be careful when you use the leash cord. If the leash cord gets caught, you may become injured.
- Store the player inside the charging case after use, and keep the player out of the reach of children. Otherwise, children may swallow the small parts (earbuds, arc supporters, etc.).
- Remove any moisture from the terminals and surface of the player with a soft, dry cloth. Then, store the player inside the charging case. The charging case is not water resistant. If you store the player when it is wet, the charging case may malfunction.
- Content that you record is for personal use only. Under copyright law, the content cannot be used without the permission of the copyright holder.

Notes on communication between the 2 units

- If you do not put the player properly on your ears, the quality of communication between the 2 units may degrade. Replace the earpieces or arc supporters with the appropriate size for each ear. Then, put the player on your ears securely.
- Electromagnetic noise may interrupt the connection between the 2 units in some environments (near household appliances, security gates, etc.).

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Wireless Stereo Headset
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Notes on the headphones

Road safety

Do not use headphones in the following situations.

- While you are driving a car or riding a motorcycle or bicycle.
- Places where impaired hearing is dangerous. For example, on train platforms, in areas where there is vehicle traffic, or near construction sites.

Preventing hearing damage

Observe the following to protect your hearing.

- Keep the volume at a moderate level. Do not listen to audio content at high volumes for an extended period of time.
- Do not turn up the volume suddenly.

About the in-ear headphones

- When you use in-ear headphones with a high degree of adhesion, note the following. Otherwise, you may damage your ears or eardrums.

  - Do not insert the earbuds forcefully into your ears.
  - Do not remove the earbuds from your ears suddenly. When you take off the headphones, move the earbuds up and down gently.

- Do not sleep while you are wearing headphones.

Consideration for others

Avoid using the player in environments where sound leakage will disturb others.

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Wireless Stereo Headset
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Notes on the built-in battery

Do not touch the rechargeable battery with your bare hands if the battery is leaking. The battery liquid may cause burns or blindness. If the liquid contacts your body or clothes, wash the liquid off immediately with clean water.

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Wireless Stereo Headset
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Notes on the sample data

Sample music is pre-installed on the player for trial listening.
Once you have deleted the sample data from the player, you cannot restore it. We will not provide new sample data.
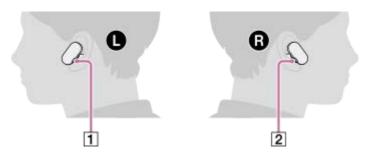Sample data is not installed in some countries or regions.

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Wireless Stereo Headset
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Notes while swimming in a pool or the ocean

- You can disable volume operations to prevent accidental operation. Put both units on your ears and hold down the button (①) for 2 seconds to turn off the Bluetooth function. Then, hold down the button (②) for 2 seconds to deactivate volume operations using the tap sensors. Hold down the button (②) for 2 seconds again to re-enable volume operations using the tap sensors. You can also re-enable both tap sensors by storing the player inside the charging case.
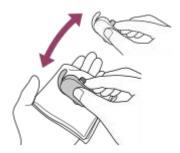

- Do not use the player in a crowded place or in circumstances where an inability to hear surrounding sounds would be dangerous.
- When you use the player in public or private swimming facilities, follow the rules of that facility.
- The earbuds create a seal in your ear canal. Thus, there is a risk of damage to your ears or eardrums if strong pressure is applied to the earbuds, or the earbuds are removed suddenly from your ears. Due to this risk, do not do vigorous exercise, dive into a swimming pool, etc., while wearing the player.
- Do not pour hot water directly on the player and do not blow hot air from a hair dryer, etc., directly on the player. Never use the player in high-temperature locations such as in saunas or near a stove.
- Do not use or leave the player in the following types of environment:

  - in high temperature locations with a temperature above 35 °C (95 °F) such as under the blazing sun, in a car, in warm water or other high temperature and high humidity locations
  - in a cold locations with a temperature below –5 °C (23 °F)

- If you cannot avoid using the player in a location exposed to direct sunlight, cover the player with a towel, etc.
- The sound volume is lower with Swimming Earbuds than with standard-type earbuds. Increase the volume as needed.
- When you replace Swimming Earbuds with the standard-type earbuds, the sound becomes louder. Adjust the volume so as not to hurt your eardrums.
- The player may detach and fall during vigorous exercise, etc.
- The player will sink if dropped in water.
- Radio waves do not transmit through water. You cannot perform the following operations via a Bluetooth connection underwater.

  - Listening to music on a smartphone.
  - Answering a call.

- The following preparations are necessary in order to listen to music on the player under water.

  - Transfer music files from a computer to the player.
    Windows: Use Music Center for PC, or drag and drop music files from Windows Explorer.
    Mac: Use Content Transfer, or drag and drop music files from Finder.

  - Hold down the button (①) for 2 seconds to turn the Bluetooth function off.

- The charging case is not water resistant. Before you store the player inside the charging case, ensure the following.

  - The player is not wet.

- The supplied accessories (earbuds, arc supporters, and leash cord) are not wet.

- Leave the player and accessories at room temperature to dry until no moisture remains before you start charging.
- Do not use the charging case with wet hands. Do not store the player inside the charging case when the player and the accessories are wet.

Notes on Ambient Sound Mode

- When the Swimming Earbuds are attached, ambient sound cannot be heard as well as when standard-type earbuds are attached.
- Ambient sounds cannot be heard well after using the player in a pool or the ocean. Repeatedly pat the parts around the buttons of the player softly against a dry cloth about 30 times. Then place the player on a dry cloth at room temperature for 2 to 3 hours to ensure it is completely dry before the next use.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Water resistant and dust proofing performance of the player
- Adjusting the volume
- Preventing unintentional volume operations
- Differences between the standard-type earbuds and Swimming Earbuds

Wireless Stereo Headset
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Notes on charging the battery after swimming

- The charging case is not water resistant. Before you store the player inside the charging case, ensure the following.

  - The player is not wet.
  - The supplied accessories (earbuds, arc supporters, and leash cord) are not wet.

- Leave the player and accessories at room temperature until they are completely dry before you start charging.
- Do not use the charging case with wet hands. Do not store the player inside the charging case when the player and the accessories are wet.

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Related Topic

- Water resistant and dust proofing performance of the player
- Notes on charging the battery

Wireless Stereo Headset
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General Information

- Charging time and playback time depend on the following conditions.

  - The number of times you have charged the battery
  - Operating temperature

- When the battery is sufficiently charged but the battery life has dropped to about half of its normal span, the battery may be worn out.
- Lithium-ion rechargeable batteries are built into the player and the charging case. When you store the player and the charging case for long periods of time, check the following to prevent the deterioration of the built-in batteries.

  - Store the player and the charging case at temperatures from 5 °C to 35 °C (41 ºF to 95 ºF).
  - To prevent deterioration of the batteries, charge the batteries of the player and the charging case at least once every 6 months.

- You feel mild tingling against your ears particularly in dry air conditions.
  This is a result of static electricity accumulated in the body.
  This effect can be minimized by wearing clothes made from natural materials.
- Sony is not responsible for user data even if the following problems occur due to defects in the player, the charging case or a computer.

  - Recording or downloading of data is incomplete.
  - Data (such as music) is damaged or deleted.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

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Maintenance

- Clean the player with a soft cloth, such as a cleaning cloth for eyeglasses.
- To clean a player that has gotten very dirty, use a cloth slightly moistened with a mild detergent solution.
- Do not clean with solvents such as alcohol, naphtha, or paint thinner. These solvents may damage the surface of the player.

Care and cleaning after swimming in a pool or the ocean

Clean the earbuds, arc supporters and the player after every use as follows.

- If salt and sand are left on the player, the metal terminals may rust or foreign substances may build up. As a result, the player may not charge properly, or a computer may not be able to recognize the player.
- Wash the player in lukewarm water if tanning oil or sunscreen adheres to the player. These substances may cause damage to the player, such as discoloration or cracks.
- Sound deterioration or loss may occur in the following situations.
  - Foreign substances such as earwax build up in the headphone sections.
  - Water gets inside the headphone sections.

Clean both units of the player according to the following procedure.

1. Remove salt and sand from the player immediately after you use it in the ocean. Wash the player with fresh water such as tap water.

2. Fill a basin or bucket with fresh water. Gently shake the player about 20 times. Then, soak the player for about 30 minutes.

3. Remove the earbuds and arc supporters from both units. Then, hand-wash the earbuds and arc supporters with a mild detergent solution. After you wash the earbuds and arc supporters, dry them well.

4. Rinse the terminals ([1]) and mesh sheet ([2]) of the player with gentle running tap water.
If the terminals ([1]) and mesh sheet ([2]) are not clean, wet a soft brush (such as a toothbrush) with water and clean them.

5. Remove any moisture from the terminals and surface of the player with a soft, dry cloth.

6. Pat the headphone sections softly against a dry cloth about 20 times.

7. Pat the areas around the buttons of the player softly against a dry cloth. Repeat the patting about 30 times.

8. Place the player on a dry cloth. Then, leave the player at room temperature for 2 to 3 hours.

9. Store the player inside the charging case once the player is completely dry.

Note

- Do not apply strong force to the mesh sheet. Doing so may damage the mesh sheet.

- Do not rub foreign substances on the mesh sheet. Doing so may push them into the player. If water or foreign substances get inside of the mesh sheet, the player may become damaged.

Instructional video

The following movie shows you how to care the player.
http://rd1.sony.net/help/mdr/mov0006/en/

Wireless Stereo Headset
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Customer support website

Visit the customer support website in your country or region in the following situations.

- When you have a question about the player.
- When you have an issue with the player.
- When you want information on compatible items.

For customers in the US:

http://esupport.sony.com/

For customers in Canada:

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

For customers in Latin America:

http://esupport.sony.com/LA/

For customers in Europe:

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

For customers in China:

https://service.sony.com.cn/

For customers in other countries/regions:

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

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Wireless Stereo Headset
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Specifications

Interface

USB	Hi-Speed USB (USB 2.0 compliant)

Bluetooth

Version	Ver 4.0
Frequency band	2.4 GHz band (2.4000 GHz - 2.4835 GHz)
Modulation method	FHSS, Other
Compatible Bluetooth profiles (*1)	A2DP (Advanced Audio Distribution Profile) AVRCP (Audio Video Remote Control Profile) HFP/HSP (Hands Free Profile/Headset Profile)
Supported Codec (*2)	SBC (*3), AAC

*1 Bluetooth profiles are standardized according to the purpose of the Bluetooth device.
*2 Codec indicates the audio signal compression and conversion format.
*3 SBC stands for Subband Codec.

Compatible iPhone/iPod models

Bluetooth technology works with iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone SE, iPhone 6s, iPhone 6s Plus, iPhone 6, iPhone 6 Plus, iPhone 5s, iPhone 5c, iPhone 5, iPod touch (6th generation).

NFC

Tag Type (Charging case)

Sensor

Accelerometer, Proximity sensor

Microphone

Stereo

Headphone out

Frequency response	20 Hz to 20,000 Hz

Ambient Sound Mode

Supported

General

Power Source	Built-in Rechargeable lithium-ion Battery USB power (from a computer via a USB connector of the charging case)
Charging Time	USB-based charging Approx. 2.5 hours (Player) Approx. 3.5 hours (Charging case)
Operating temperature	–5 °C to +35 °C (23 ºF to 95 ºF) (Player) 5 °C to 35 °C (41 ºF to 95 ºF) (Charging case)
Water resistance/Dust proofing	IP65/IP68 (IEC 60529) or equivalent (Player) (*1) *1 with Swimming Earbuds attached
Mass	Approx. 7.3 g (0.26 oz) × 2 (Player, not including the arc supporters) Approx. 75 g (2.65 oz) (Charging case)

Capacity

4 GB

Actual available memory for other contents

Approx. 3.29 GB＝3,533,152,584 bytes

> **Note**
> - Available capacity may vary. A portion of the memory is used for data management functions.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Wireless Stereo Headset
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Battery life

Player Mode (Bluetooth OFF)

MP3 (128 kbps)	Ambient Sound Mode ON	Approx. 4 hours
	Ambient Sound Mode OFF	Approx. 6 hours
WAV (44.1 kHz/16 bit)	Ambient Sound Mode ON	Approx. 4 hours
	Ambient Sound Mode OFF	Approx. 6 hours

Headphone Mode (Bluetooth ON)

Music playback time/Ambient Sound Mode ON	Approx. 2.5 hours
Music playback time/Ambient Sound Mode OFF	Approx. 3 hours
Communication time	Approx. 2.5 hours

Note

- The battery life for continuous playback via a Bluetooth connection may become 40 % to 70 % shorter depending on the content format or the settings of the connected device.

- Even if the player is turned off for an extended period, a small amount of battery power is still consumed.

- Battery life may vary depending on volume setting, conditions of use and ambient temperature.

- The battery life may become about 40 % shorter when some of the sound quality settings are active.

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Maximum recordable number of songs

Music (Approx.)

MP3 (128 kbps)	920 songs
WAV (44.1 kHz/16 bit)	80 songs

Note

- The approximate numbers are based on 4 minute a song.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Wireless Stereo Headset
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Supported formats

Music

MP3 (.mp3)

32 kbps - 320 kbps (Supports variable bit rate (VBR)) / 32, 44.1, 48 kHz

WMA (.wma)

32 kbps - 192 kbps (Supports variable bit rate (VBR)) / 44.1 kHz

FLAC (.flac)

16 bit / 8 kHz to 48 kHz

WAV (.wav)

1411 kbps / 44.1 kHz

AAC (.mp4, .m4a, .3gp)

16 kbps - 320 kbps / 8 kHz - 48kHz

Note

- Sampling frequency may not correspond to all encoders.

- Copyright protected files cannot be played back.

- Non-standard bit rates or non-guaranteed bit rates are included depending on the Sampling frequency.

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Wireless Stereo Headset
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System requirements

Supported OS

- Windows® 10
- Windows® 8.1
- Windows® 7
- macOS® v10.10 - 10.13

Note

- You need an Internet connection to download computer applications.

- We do not guarantee operation for all computers.

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Wireless Stereo Headset
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The player does not function. You cannot turn on the player.

- The player does not have a power button. Always store the player inside the charging case when you are not using the player. Remove the player from the charging case to turn on the player.
- Restart the player.
- If the problem persists, charge the batteries for 10 minutes or longer using the charging case. Once the lamps light up during charging, you can use the player. If the lamps do not light up, the battery level of the charging case is low. In this case, charge the charging case.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Turning the power on or off
- Restarting the player
- Restarting the charging case
- Charging the battery

Wireless Stereo Headset
WF-SP900

You cannot charge the battery.

- The battery of the charging case may have run out. Charge the battery of the charging case through either of the following methods.

  - Connect the USB Type-C cable to the USB Type-C port on the charging case and to a USB AC adaptor. (USB Type-C cable: supplied) Then, connect the USB AC adaptor to a wall socket (wall outlet).
  - Connect the USB Type-C cable to the USB Type-C port on the charging case and to a running computer.

- If the terminals of the player are dirty, the following problems may occur:

  - The batteries cannot be charged.
  - A computer cannot recognize the player.

- Remove the player from the charging case and then store the player inside the charging case. Repeat these actions several times. If the problem persists, do the following:

  - Clean the terminals of the player with gentle running tap water.
  - Remove any moisture from the terminals and surface of the player with a soft, dry cloth.

- The charging case may not be working correctly. Press the RESTART button on the charging case with a pen or a paper clip to restart the charging case.
- Depending on the USB AC adaptor, you may not be able to charge the player and the charging case.
- Always use the supplied USB Type-C cable when you connect the charging case to a computer or a wall socket (wall outlet).
- Make sure that the computer is on. Turn on the computer if it is in sleep mode or hibernation mode.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Maintenance
- Charging the battery
- Restarting the player

Wireless Stereo Headset
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The built-in rechargeable batteries become depleted quickly even after the player and the charging case are fully charged.

If the battery life becomes half as short as normal, consider replacing the batteries.

The battery life depends on the conditions of use, settings, and ambient temperature.
Furthermore, the following operations will deplete the batteries more quickly than continuous use of the player.

- Turning the player on or off frequently.
- Changing the player settings frequently.
- Charging and discharging the batteries repeatedly.

This will gradually decrease the capacity of the batteries. As a result, the batteries may become depleted quickly even after they are fully charged.

The batteries can be charged approximately 500 times on average.
However, the battery lifespan depends on the temperature and usage environment.
When the life of fully charged batteries become half as short as normal, consider replacing the batteries.
To replace the batteries, contact the nearest Sony dealer or Sony Service Center.
Do not replace the batteries yourself. The batteries are built into the player. Battery replacement requires professional knowledge and skills.

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Wireless Stereo Headset
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The computer does not recognize the player inside the connected charging case.

The computer may take a few minutes to recognize the player in the connected charging case in the following situations.

- When you connect the player to the computer via the charging case for the first time.

- When you have not used the player for a long period of time.
  In this case, connect the player to the computer via the charging case for about 10 minutes. Then, check if the computer recognizes the player.

If the problem persists, try the following.

1. **Confirm the connections at the following contact points.**

   - Between the charging case and the player.
   - Between the USB Type-C cable and the charging case. (USB Type-C cable: supplied)
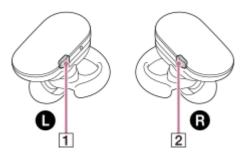   - Between the computer and the USB Type-C cable.

   Try connecting and disconnecting each contact point several times.
   If the terminals of the player are dirty, the computer may not recognize the player. In this case, remove any dirt from the terminals of the player with gentle running tap water.

2. **Disconnect the charging case and the player from the computer, and then restart the computer.**

3. **Restart the player.**
   Remove the player from the charging case. Hold down the buttons (1 and 2) for 30 seconds until the player restarts. Place the player back in the charging case after the player restarts.

4. **Restart the charging case.**
   Press the RESTART button (3) with a pen or a paper clip to restart the charging case.

5. **Connect the charging case to another USB port if the computer has multiple USB ports.**
   Check if the computer now recognizes the player in the charging case.
   If devices other than the player and the charging case are connected to the computer via USB, disconnect the other devices.
   If you are using one of the following devices, remove the device from the computer. Then, connect the charging case directly to a USB port on the computer.

   - A USB hub without an AC adaptor

- A USB interface card

6. **Reinstall the device driver.**
   If the device driver on the computer does not function correctly, the computer may not recognize the player in the charging case.

7. **Deactivate background programs, and then connect the player to the computer via the charging case.**
   If there are active background programs on the computer (such as antivirus software), the computer may not recognize the player in the charging case.
   Terminate the background programs before you connect the player to the computer via the charging case.
   For details on how to terminate background programs, refer to the following.

   - Check the help information for each program.
   - Contact the manufacturer of the program.
   - Contact the manufacturer of the computer.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic
- Restarting the player

Wireless Stereo Headset
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Sound becomes muffled (low volume). There is no sound.

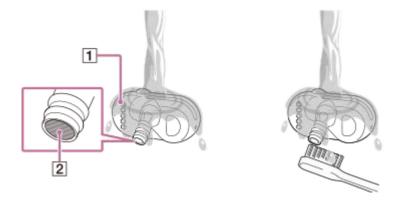Sound deterioration or loss may occur in the following situations.

- Foreign substances (such as earwax) build up in the headphone sections.
- Water gets inside the headphone sections.

Clean the mesh sheet with gentle running tap water.

1. **Remove the earbuds and arc supporters from both units.**

2. **Rinse the terminals (1) and the mesh sheet (2) of the player with gentle running tap water.**
   If the terminals (1) and the mesh sheet (2) are not clean, wet a soft brush (such as a toothbrush) with water and clean them.
   Do not apply strong force to the mesh sheet (2). Doing so may damage the mesh sheet (2).

3. **Remove any moisture from the terminals (1) and surface of the player with a soft, dry cloth.**

4. **Pat the headphone sections softly against a dry cloth about 20 times.**

5. **Pat the areas around the buttons of the player softly against a dry cloth. Repeat the patting about 30 times.**

6. **Place the player on a dry cloth. Then, leave the player at room temperature for 2 to 3 hours.**

7. **Attach the earbuds and arc supporters securely to both units.**
   Check if the sound is normal.

> **Note**
>
> - Do not apply strong force to the mesh sheet. Doing so may damage the mesh sheet.
>
> - Do not rub foreign substances on the mesh sheet. Doing so may push them into the player. If water or foreign substances get inside of the mesh sheet, the player may become damaged.
>
> - If you do not hear any sound from the right unit, remove the player from both ears. Move the units at least 30 cm (11.9 inches) away from each other, and then put the player on your ears again.

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Wireless Stereo Headset
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The player does not play tracks in the desired order.

If you transfer tracks from a computer to the player by dragging and dropping the tracks, the track order may be different from the album order.
In this case, try the following procedure:

1. **Store the player inside the charging case.**

2. **Connect the charging case to a computer via USB.**

3. **On the computer, open [Computer] – [HEADSET].**
   On a Mac computer, open [HEADSET] from the desktop.

4. **Open [MUSIC] in [HEADSET].**

5. **Add a number to the beginning of the folder name or the file name (track name).**
   For example: [001_album name] or [002_song name]

6. **Disconnect the charging case from the computer.**
   The player will play the tracks in numerical order.

> **Hint**
>
> After the player recognizes the names of folders and files, the player plays the tracks in the following order.
>
> — Single-byte numbers
> — Single-byte alphabetical characters
> — Two-byte Hiragana
> — Two-byte Katakana
> — Chinese characters (Kanji)
> — Two-byte numbers
> — Two-byte alphabetical characters
> — Single-byte Katakana

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Transferring content using Windows Explorer
- Transferring content using Mac Finder

Wireless Stereo Headset
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The same track or album is played repeatedly. Tracks are played in random order.

Use Sony | Music Center and set the playback mode to "Play Mode Off".
For details on Sony | Music Center, refer to the following URL.
http://www.sony.net/smcqa/

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.
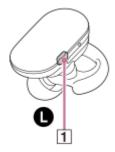

Related Topic

- Installing Sony | Music Center

Wireless Stereo Headset
WF-SP900

Pairing fails.

- Bring the player and the Bluetooth device within 1 meter (3.3 feet) of each other.
- When you turn on the player for the first time after purchase, reformatting, or repairs, the player enters the pairing mode automatically. If you want to pair a second or subsequent device, hold down the button ([1]) for 7 seconds to enter the pairing mode.

- After you reformat or repair the player, you need to pair the player with the Bluetooth device (iPhone, etc.) again. Sometimes, old pairing information remains on the Bluetooth device. In this case, you cannot pair the player and the device. You need to delete the pairing information for the player from the Bluetooth device. After deletion, pair the player and the Bluetooth device again.

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Related Topic

- Connecting the player to an unpaired Android smartphone for the first time
- Connecting the player to an unpaired iPhone for the first time

Wireless Stereo Headset
WF-SP900

The Bluetooth connection fails.

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

The contents of the Help Guide may be subject to change without notice due to updates to the product's specifications.

Related Topic

- Turning the Bluetooth function on or off
- Connecting the player to an unpaired Android smartphone for the first time
- Connecting the player to an unpaired iPhone for the first time

Wireless Stereo Headset
WF-SP900

One-touch connection (NFC) fails.

- Remove the player from the charging case, and make sure that the player is turned on.
- Make sure that the Bluetooth function of the player is active.
- Keep the smartphone close to the N-mark on the charging case until the smartphone reacts. If the smartphone still does not react, move it left, right, back, and forth slowly.
- Make sure that the NFC function of the smartphone is set to on.
- If the smartphone is inside a case, remove it from the case.
- The one-touch connection (NFC) may fail, depending on the smartphone. If the one-touch connection repeatedly fails, turn on the Bluetooth function of the smartphone to connect the smartphone to the player.
- You cannot make a one-touch connection (NFC) while you charge the batteries, because the player cannot be turned on while the batteries are charging. Finish charging first, and then make the one-touch connection (NFC).

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Related Topic

- One-touch connections with a smartphone (NFC)
- Turning the Bluetooth function on or off

Wireless Stereo Headset
WF-SP900

The sound skips frequently.

- Do not cover the player with your hands while the Bluetooth connection is active.
- Set the player to the "Priority on Stable Connection" mode. Use Sony | Headphones Connect to change the wireless playback quality setting.
- Remove any obstacles between the antenna of the Bluetooth device and the built-in antenna of the player. The antenna of the player is built into the part (1).

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.

  - There is a human body between the player and the Bluetooth device.
    Position the Bluetooth device in the same direction as the antenna of the player to improve the Bluetooth communications.
  - There is an obstacle, such as metal or a wall, between the player and the Bluetooth device.
  - You are using the player and the Bluetooth device in an area with a wireless LAN, where a microwave oven is being used, where there are electromagnetic waves, etc.

- The situation may improve if you change the wireless playback quality settings or lock the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions for the transmitting device.
- Bluetooth devices and Wi-Fi (IEEE802.11b/g/n) use the same frequency (2.4 GHz). If you use the player near a Wi-Fi device, microwave interference may occur and cause noise or audio dropout, or disable the communications. In this case, try the following solutions.

  - Use the player at least 10 meters (32.8 feet) away from the Wi-Fi device.
  - If you use the player within 10 meters (32.8 feet) of a Wi-Fi device, turn off the Wi-Fi device.
  - Keep the player and the Bluetooth device as close to each other as possible.

- If you are enjoying music from a smartphone, you may improve the situation by shutting down unnecessary applications or restarting the smartphone.
- You may improve the situation by updating the smartphone OS to the latest version.
- The sound may skip while you search for surrounding Bluetooth devices on the Bluetooth setting screen of the smartphone. Stop searching to improve the situation.

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Wireless Stereo Headset
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You cannot hear a person on a call./ The volume of a caller's voice is low.

- Make sure that both the player and the connected device (i.e., smartphone) are turned on.
- Turn up the volume on the connected device if the volume is too low.
- Check the audio settings of the Bluetooth device to make sure that the player outputs sound during a call.
- Re-establish the connection using the Bluetooth device. Select HFP or HSP for the profile.

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Related Topic

- Adjusting the volume

Wireless Stereo Headset
WF-SP900

How to maintain and clean the player after sports (swimming or running, etc.)

If water (sweat, water droplets, seawater, etc.) adheres to the terminals of the player, the electrical contacts may stop functioning.
Clean the player regularly to ensure a long product life.

Care and cleaning after swimming in a pool or the ocean

Clean the earbuds, arc supporters and the player after every use as follows.

- If salt and sand are left on the player, the metal terminals may rust or foreign substances may build up. As a result, the player may not charge properly, or a computer may not be able to recognize the player.
- Wash the player in lukewarm water if tanning oil or sunscreen adheres to the player. These substances may cause damage to the player, such as discoloration or cracks.
- Sound deterioration or loss may occur in the following situations.

  - Foreign substances (such as earwax) build up in the headphone sections.
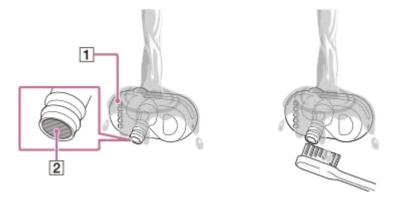 - Water gets inside the headphone sections.

Clean both units of the player according to the following procedure.

1. Remove the earbuds and arc supporters from both units. Then, hand-wash the earbuds and arc supporters with a mild detergent solution. After you wash the earbuds and arc supporters, dry them well.

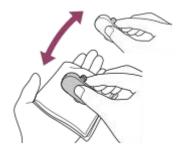2. Rinse the terminals ([1]) and mesh sheet ([2]) of the player with gentle running tap water.
If the terminals ([1]) and mesh sheet ([2]) are not clean, wet a soft brush (such as a toothbrush) with water and clean them.

3. Remove any moisture from the terminals and surface of the player with a soft, dry cloth.

4. Pat the headphone sections softly against a dry cloth about 20 times.

5. Pat the areas around the buttons of the player softly against a dry cloth. Repeat the patting about 30 times.

6. Place the player on a dry cloth. Then, leave the player at room temperature for 2 to 3 hours.

7. Store the player in the charging case once the player is completely dry.

> **Note**
>
> - Do not apply strong force to the mesh sheet. Doing so may damage the mesh sheet.
>
> - Do not rub foreign substances on the mesh sheet. Doing so may push them into the player. If water or foreign substances get inside of the mesh sheet, the player may become damaged.

Instructional video

The following movie shows you how to care the player.
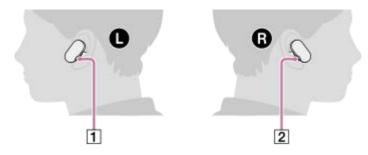http://rd1.sony.net/help/mdr/mov0006/en/

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Wireless Stereo Headset
WF-SP900

Tap sensors do not work. / You cannot adjust the volume.

Make sure that volume operations using the tap sensors are active. If volume operations are disabled, reactivate volume operations through the following operations.

1. Put both units on your ears.

2. If the Bluetooth function is on, hold down the button (1) for 2 seconds to turn off the Bluetooth function.

3. Hold down the button (2) for 2 seconds.

You can also reactivate both tap sensors by storing the player inside the charging case.
If the problem persists, try the following.

- Store the player inside the charging case to turn off the player. Then, remove the player from the charging case again.

- Hold down the buttons on both units of the player for 30 seconds to restart.

- The tap sensors may not respond if you tap them lightly. In this case, tap the tap sensors slightly more forcefully.

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Related Topic
- Preventing unintentional volume operations
- Restarting the player