

Wireless Stereo Headset
WF-XB700



Use this manual if you encounter any problems, or have any questions.

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Power/Charging

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Bluetooth connection

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Wireless Stereo Headset
WF-XB700

What you can do with the Bluetooth function

The headset uses BLUETOOTH® wireless technology, allowing you to do the following.

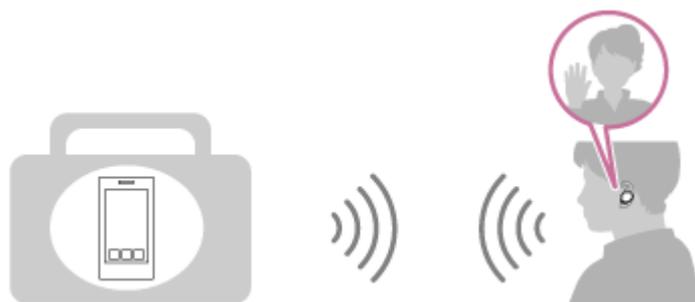
Listening to music

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



Talking on the phone

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



Wireless Stereo Headset
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About the voice guidance

You will hear the English voice guidance in the following situations via the left and right units of the headset.

- When the headset is turned on: "Power on"
- When informing the remaining battery charge of the headset: "Battery about XX %" (The "XX" value indicates the approximate remaining charge. Use it as a rough estimate.) / "Battery fully charged"
- When the remaining battery charge of the headset is low: "Low battery, please recharge headset"
- When automatically turning off due to low battery of the headset: "Please recharge headset. Power off"
- When pairing mode is canceled automatically and the headset turns off: "Power off"

You will hear the English voice guidance in the following situations via the left unit of the headset.

- When entering pairing mode: "Bluetooth pairing"
- When establishing a Bluetooth connection: "Bluetooth connected"
- When disconnecting a Bluetooth connection: "Bluetooth disconnected"

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Checking the package contents

After opening the package, check that all of the items in the list are included. If any items are missing, contact your dealer.

Numbers in () indicate the item amount.

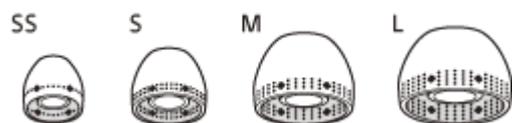
Wireless Stereo Headset

USB Type-C® cable (USB-A to USB-C®) (approx. 20 cm (7.88 in.)) (1)



Hybrid silicone rubber earbuds (SS/S/M/L 2 each)

- M-sized earbuds come attached to the left and right units of the headset at the time of purchase.
The size of the earbuds can be determined based on the number of dotted lines inside the bottom of the earbuds.



SS size: 1 line

S size: 2 lines

M size: 3 lines

L size: 4 lines

Charging case (1)

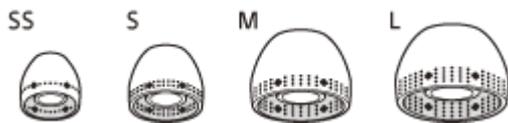


Replacing the earbuds

M-sized hybrid silicone rubber earbuds come attached to the left and right units of the headset at the time of purchase. If the earbuds tend to come off or you feel that there is insufficient low frequency sound and a difference in volume between the left and right units, change the earbuds to another size to comfortably and snugly fit your left and right ears.

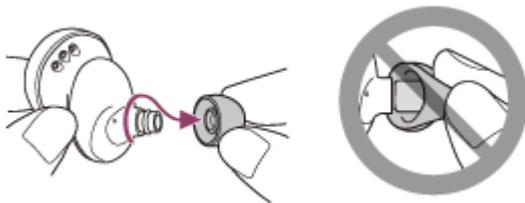
Hybrid silicone rubber earbuds

The size of the earbuds can be determined based on the number of dotted lines inside the bottom of the earbuds.



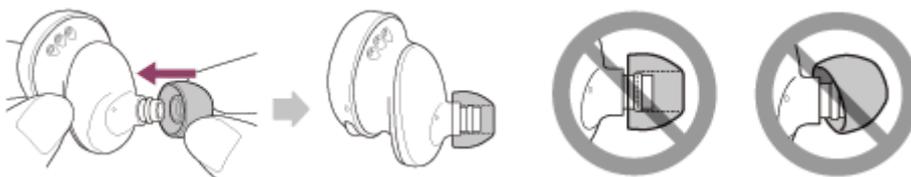
- SS size:** 1 line
- S size:** 2 lines
- M size:** 3 lines
- L size:** 4 lines

1 Remove the earbud.



- Do not pinch the end of the earbud when removing it.

2 Attach the earbud.



- Firmly insert the earbud all the way. Do not attach the earbud in a loose or skewed manner.

About the instruction manual video

Watch the video to find out how to change the earbuds and how to wear the headset on your ears.

https://rd1.sony.net/help/mdr/mov0017/h_zz/

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When you have finished using the headset

When you have finished using the headset, be sure to keep the headset in the charging case. Close the lid of the charging case.



Note

- If perspiration or water is left on the charging port, it may impair the ability to charge the unit. Immediately wipe off any perspiration or water on the charging port after use.



On water resistant performance of the headset

On water resistant performance of the headset

- The charging case is not water resistant.
- The water resistant specifications of this headset are equivalent to IPX4 in IEC 60529 “Degrees of protection against ingress of water (IP Code)”, which specifies the degree of protection provided against the entry of water. The headset cannot be used in water.

Unless the unit is used correctly, water may get into the headset and cause fire, electrocution, or malfunctions. Note the following cautions carefully and use the headset correctly.

IPX4: Protected against water splashing from any direction.

Liquids that the water resistant performance specifications apply to

Applicable:	Fresh water, tap water, perspiration
Not applicable:	Liquids other than those above (examples: soapy water, detergent water, water with bath agents, shampoo, hot spring water, pool water, seawater, etc.)

The water resistant performance of the headset is based on measurements performed by Sony under the conditions described above. Note that malfunctions resulting from water immersion caused by customer misuse are not covered by the warranty.

To maintain water resistant performance

Carefully note the precautions below to ensure proper use of the headset.

- Do not splash water forcibly into the sound output holes.
- Do not drop the headset into water, and do not use underwater.
- Do not allow the headset to remain wet in a cold environment, as the water may freeze. To prevent malfunction, make sure to wipe off any water after use.
- Do not place the headset in water or use it in a humid place such as a bathroom.
- Do not drop the headset or expose it to mechanical shock. Doing so may deform or damage the headset, resulting in deterioration of water resistance performance.
- Use a soft dry cloth to wipe off any water that gets on the headset. If water remains in the sound output holes, the sound may become muffled or completely inaudible. If this happens, remove the earbuds, position the sound output holes facing downward, and shake several times to get the water out.



- Turn the microphone hole downward and gently tap it about 5 times towards a dry cloth etc. If any water drops are left in the microphone hole, it may cause corrosion.

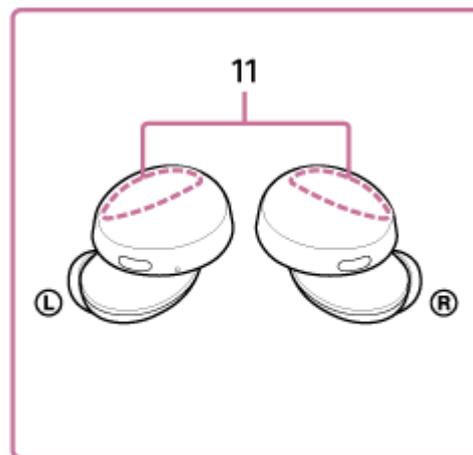
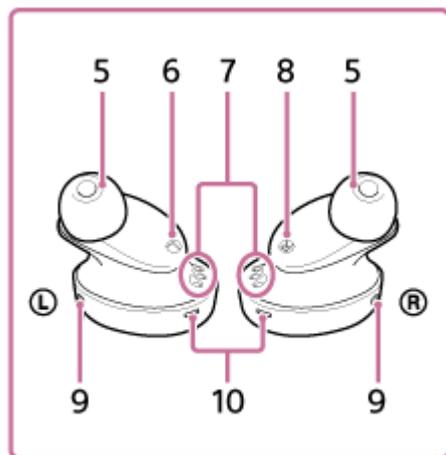
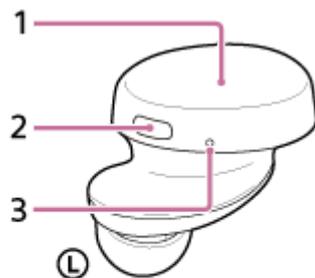


- If the headset is cracked or deformed, refrain from using the headset near water or contact your nearest Sony dealer.

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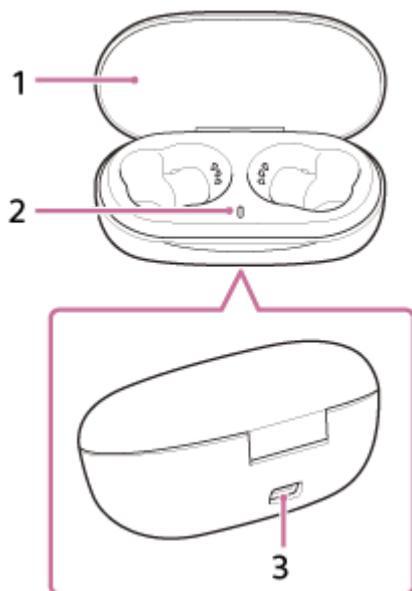
Location and function of parts

Headset



1. Left unit of the headset
2. Buttons (left, right)
Press to operate the headset.
3. Tactile dot
There is a tactile dot on the left unit of the headset.
4. Right unit of the headset
5. Earbuds (left, right)
6. Ⓛ (left) mark
7. Charging ports (left, right)
8. Ⓜ (right) mark
9. Microphones (left, right)
Pick up the sound of your voice when talking on the phone.
10. Indicators (red/blue) (left, right)
Light up in red while charging.
Light up in red or blue to indicate the power or communication status of the headset.
11. Built-in antennas (left, right)
A Bluetooth antenna is built into both the left and right units of the headset.

Charging case



1. Lid
2. Indicator (red)
Shows the charging state.
3. USB Type-C port
Connect the charging case to an AC outlet via a commercially available USB AC adaptor or to a computer with the supplied USB Type-C cable to simultaneously charge both the headset and the charging case.

Related Topic

- [About the indicator](#)
- [Checking the remaining battery charge](#)

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About the indicator

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

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

Turning on

The headset turns on when it is removed from the charging case.

● - ● (flashes twice in blue)

In this case, when the remaining battery charge of the headset is 20% or lower (requires charging), the indicator lights successively as follows.

■ - ■ - ■ (repeatedly flashes slowly in red for about 15 seconds)

For details, see ["Checking the remaining battery charge"](#).

Turning off

If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off.

■ (lights up in blue for about 2 seconds)

When the remaining battery charge is low (headset/charging case)

- When the remaining battery charge of the headset is low
When the remaining battery charge of the headset is 20% or lower, the indicator (red) lights successively as follows.
■ - ■ - ■ (repeatedly flashes slowly in red for about 15 seconds)
- When the remaining battery charge of the charging case becomes low
When you set the headset into the charging case or remove the headset from the charging case, if the remaining battery charge of the charging case is 30% or lower, the indicator (red) on the charging case lights as follows.
■ - ■ - ■ (repeatedly flashes slowly in red for about 15 seconds)

Charging

You can check the charging state with the indicators (red) on the charging case and the headset.

- While charging the charging case / While charging the headset
■ (lights up in red)
When only the charging case is being charged, the indicator (red) on the charging case lights up. The indicator (red) on the charging case turns off after charging of the charging case is complete.
While the headset is placed in the charging case and is being charged, the indicators (red) on the headset light up. The indicators (red) turn off after charging of the headset is complete.
When charging the headset and the charging case by connecting the charging case to an AC outlet, the indicators (red) on the headset and the charging case turn on. The respective indicators (red) turn off after charging of the headset and the charging case is complete.
- Abnormal temperature
● ● -- ● ● -- (repeatedly flashes twice in red)
- Abnormal charging
■ -- ■ -- (repeatedly flashes slowly in red)

Bluetooth function

- Device registration (pairing) mode
● ● -- ● ● -- (repeatedly flashes twice in blue)
- Not connected
● -- ● -- ● -- (repeatedly flashes in blue at about 1-second intervals)

- Connection process completed
● ● ● ● ● ● ● ● (repeatedly flashes quickly in blue for about 5 seconds)
- Connected
● ----- ● ----- (repeatedly flashes in blue at about 5-second intervals)
- Incoming call
● ● ● ● ● ● ● ● ● (repeatedly flashes quickly in blue)

The unconnected and connected status indications automatically turn off after a period of time has passed. They start flashing again for a period of time when some operation is performed. When the remaining battery charge becomes low, the indicator starts flashing in red.

Other

- Initialization completed
● ● ● ● (flashes 4 times in blue)
For details, see [“Initializing the headset to restore factory settings”](#).

Related Topic

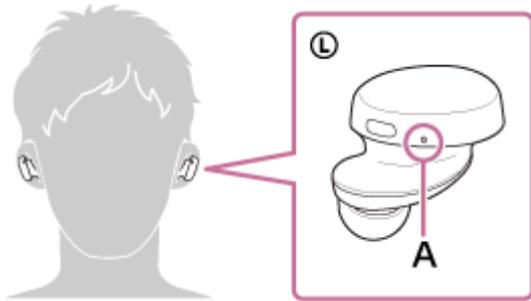
- [Checking the remaining battery charge](#)
- [About the voice guidance](#)
- [Initializing the headset to restore factory settings](#)

Wireless Stereo Headset
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Wearing the headset

1 Insert the headset units into both ears.

Put the unit with the Ⓛ (left) mark on your left ear and the unit with the Ⓡ (right) mark on your right ear. The left unit has a tactile dot.



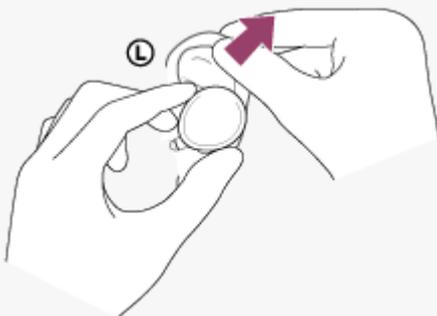
A: Tactile dot

2 Twist the headset to slide the earbud deep into your ear.



Hint

- The earbud will be easier to slide deep into your ear if you pull up on the top of the ear lightly while twisting the headset.



If the earbuds do not fit your ears

M-sized hybrid silicone rubber earbuds come attached to the left and right units of the headset at the time of purchase. If the earbuds tend to come off or you feel that there is insufficient low frequency sound and a difference in volume between the left and right units, change the earbuds to another size to comfortably and snugly fit your left and right ears.

About the instruction manual video

Watch the video to find out how to change the earbuds and how to wear the headset on your ears.

https://rd1.sony.net/help/mdr/mov0017/h_zz/

Related Topic

- [Replacing the earbuds](#)

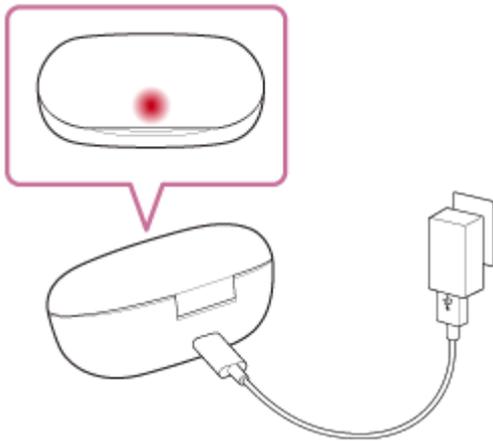
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Charging

The headset and the charging case contain built-in lithium-ion rechargeable batteries. Use the supplied USB Type-C cable to charge the headset before use.

1 Connect the charging case to an AC outlet.

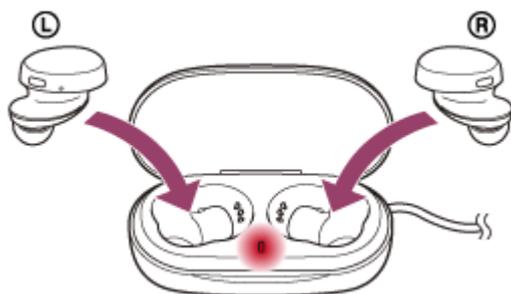
Use the supplied USB Type-C cable and a commercially available USB AC adaptor.



The indicator (red) on the charging case lights up, and the charging case starts charging.

2 Set the headset into the charging case.

Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, and put the right unit of the headset back into the right hole of the charging case. Each unit of the headset will be set to the correct position by the built-in magnet.



The indicators (red) on the headset light up, and the headset starts charging.

- Close the lid of the charging case after setting the headset into the charging case.
- After charging is complete, the indicators of the charging case and the left and right units of the headset turn off.

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

About the charging time

The required time for fully charging the left and right units of the headset is about 2.5 hours (*).

The required time for fully charging the charging case is about 3 hours (*).

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

Charging the headset when you are outside

A rechargeable battery is built into the charging case. If you charge the charging case in advance, you can use it to charge the headset when you go out without a power supply.

If the charging case is fully charged, you can fully charge both the left and right units of the headset once at the same time.

Notes on charging the headset when you are outside

- When the headset is placed in the charging case, if the indicator (red) on the charging case flashes slowly, the remaining battery charge of the charging case is low. Charge the charging case.
- If the indicator (red) on the charging case does not turn on even when the headset is placed in the charging case, the battery charge of the charging case is empty. Charge the charging case.

System requirements for battery charge using USB

USB AC adaptor

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

Personal computer

Personal computer with a standard USB port

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

Hint

- The headset can be also charged by connecting the charging case to a running computer using the supplied USB Type-C cable.

Note

- Charging may not be successful with cables other than the supplied USB Type-C cable.
- Charging may not be successful depending on the type of USB AC adaptor.
- When the charging case with the headset placed in is connected to an AC outlet or computer, all operations such as turning on the headset, registering or connecting to Bluetooth devices, and music playback cannot be performed.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging the headset once again.
- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after a few recharges. If you store the headset for a long time, charge the battery to its full capacity once every 6 months to avoid over-discharge.
- If the headset is not used for a long time, it may take longer to charge the battery.
- If the headset or the charging case detects a problem while charging due to the following causes, the indicator (red) of the charging case flashes. In this case, charge once again within the charging temperature range. If the problem persists, consult your nearest Sony dealer.
 - Ambient temperature exceeds the charging temperature range of 5 °C - 35 °C (41 °F - 95 °F).
 - There is a problem with the rechargeable battery.

It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.

- If the headset is not used for a long time, the indicator (red) on the headset or the charging case may not immediately light up when charging. Please wait a moment until the indicator (red) lights up.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer to replace the rechargeable battery.
- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.
- When connecting the charging case to a computer, use only the supplied USB Type-C cable, and be sure to directly connect them. Charging will not be properly completed when the charging case is connected through a USB hub.

Available operating time

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

Bluetooth connection

Music playback time (AAC): Max. 9 hours

Music playback time (SBC): Max. 9 hours

- About 60 minutes of music playback is possible after 10 minutes charging.

Communication time: Max. 5 hours

Standby time: Max. 200 hours

Note

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

Related Topic

- [Supported codecs](#)

Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable batteries of the headset and the charging case.

When you remove the headset from the charging case

When you remove the headset from the charging case, the voice guidance indicating the remaining battery charge of the headset can be heard via the left and right units of the headset respectively.

“Battery about XX %” (The “XX” value indicates the approximate remaining charge.)

“Battery fully charged”

The remaining battery charge indicated by the voice guidance may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

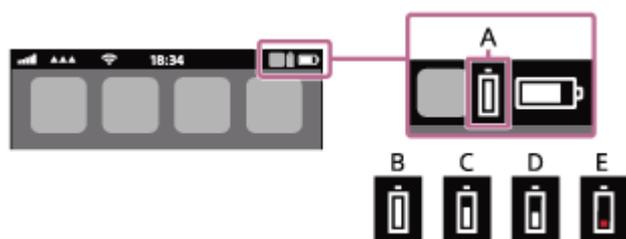
When the remaining charge becomes low

If a warning beep sounds and the voice guidance says, “Low battery, please recharge headset”, charge the headset as soon as possible.

When the battery becomes completely empty, a warning beep sounds, the voice guidance says, “Please recharge headset. Power off”, and the headset automatically turns off.

When you are using iPhone or iPod touch

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



A: Remaining battery charge of the headset

B: 100% - 70%

C: 70% - 50%

D: 50% - 20%

E: 20% or lower (requires charging)

The remaining battery charge of the headset is also displayed on the widget of an iPhone or iPod touch running iOS 9 or later. For more details, refer to the operating instructions supplied with the iPhone or iPod touch.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

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

When the headset is connected to an Android smartphone via HFP Bluetooth connection, select [Settings] - [Device connection] - [Bluetooth] to display the remaining battery charge of the headset where the paired Bluetooth device is displayed on the smartphone's screen. It is displayed as “100%”, “70%”, “50%”, or “20%”. For details, refer to the operating instructions of the Android smartphone.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

Checking the remaining battery charge of the charging case

When you set the headset into the charging case or remove the headset from the charging case, if the indicator (red) on the charging case flashes slowly, the remaining battery charge of the charging case is 30% or lower. Charge the

charging case.

Note

- The remaining battery charge may not be properly displayed if the headset has not been used for a long time. In this case, repeatedly charge and discharge the battery multiple times to properly display the remaining battery charge.

Related Topic

- [About the indicator](#)

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Turning on the headset

When the headset is set into the charging case

1 Remove the headset from the charging case.

The headset turns on automatically and the indicators (blue) flash.



You will hear the voice guidance say, "Power on".

When the headset is not set into the charging case

The headset turns off if pairing with the Bluetooth device is not established within 5 minutes or just after the headset is initialized. In this case, the headset will turn on by pressing and holding the buttons on both units of the headset for about 2 seconds. The headset will also turn on when it is set into the charging case and then removed from the charging case.

When the headset is turned on

When both units are removed from the charging case, the connection between the left and right units of the headset is established.

The headset goes into Bluetooth pairing mode when turning on the headset for the first time after purchase or just after initializing the headset.

Related Topic

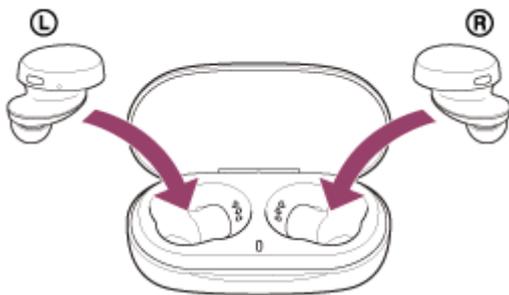
- [Turning off the headset](#)

Turning off the headset

1 Set the headset into the charging case.

Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, and put the right unit of the headset back into the right hole of the charging case. Each unit of the headset will be set to the correct position by the built-in magnet.

When the headset is set into the charging case, the headset will turn off automatically. When the remaining battery charge of the charging case is sufficient, the indicators (red) on the headset light up and the charging of the headset will start.



Note

- When the remaining battery charge of the charging case is not sufficient, the charging of the headset will not start. Charge the charging case.

Related Topic

- [Charging](#)
- [Turning on the headset](#)

Wireless Stereo Headset
WF-XB700

How to make a wireless connection to Bluetooth devices

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

Device registration (pairing)

To use the Bluetooth function, both of the connecting devices must be registered in advance. The operation to register a device is called "device registration (pairing)".

Pair the headset and the device manually.

Connecting to a paired device

Once a device and the headset are paired, there is no need to pair them again. Connect to devices already paired with the headset using the methods necessary for each device.

Pairing and connecting with an Android smartphone

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

Before starting the operation, make sure of the following:

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

1 Remove both units of the headset from the charging case.

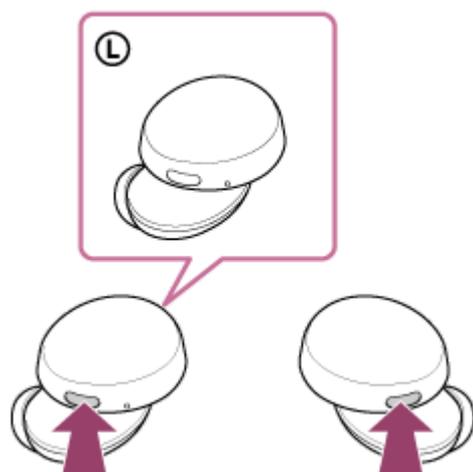


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, proceed to step 3.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the buttons on both the left and right units for about 7 seconds.



Check that the indicator (blue) on the left unit of the headset repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”, from the left unit of the headset.

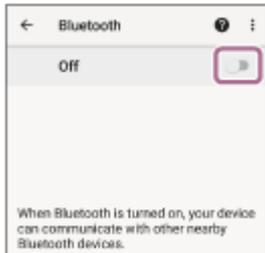
3 Unlock the screen of the Android smartphone if it is locked.

4 Find the headset on the Android smartphone.

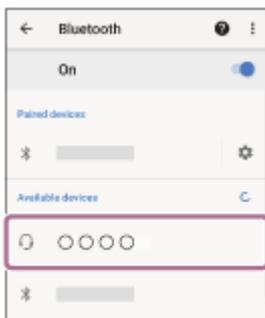
1. Select [Settings] - [Device connection] - [Bluetooth].



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



- 5 Touch [WF-XB700].



If Passkey (*) input is required, input "0000".

The headset and smartphone are paired and connected with each other.

You will hear the voice guidance say, "Bluetooth connected", from the left unit of the headset.

If they are not connected, see "[Connecting to a paired Android smartphone](#)".

If [WF-XB700] does not appear on the Android smartphone screen, try again from the beginning of step 4.

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

About the instruction manual video

Watch the video to find out how to register a device (pairing) for the first time.

https://rd1.sony.net/help/mdr/mov0016/h_zz/

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- To delete all Bluetooth pairing information, see "[Initializing the headset to restore factory settings](#)".

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration

information of the paired device with the oldest connection date is overwritten with the information for the new device.

- When the pairing information for the headset has been deleted from the Bluetooth device.
- When the headset is initialized.

All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.

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

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired Android smartphone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

Connecting to a paired Android smartphone

- 1 **Unlock the screen of the Android smartphone if it is locked.**
- 2 **Remove the headset from the charging case.**



The headset turns on automatically. Check that the indicators (blue) flash.

- 3 **Insert the headset units into both ears.**

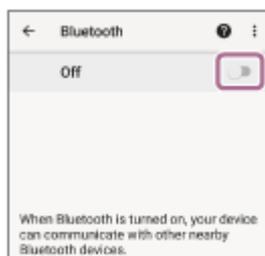
If the headset has automatically connected to the last connected device, you will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.
Check the connection status on the Android smartphone. If it is not connected, proceed to step 4.

- 4 **Display the devices paired with the Android smartphone.**

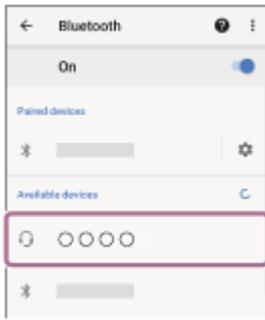
1. Select [Settings] - [Device connection] - [Bluetooth].



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



- 5 **Touch [WF-XB700].**



You will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.

Hint

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

Note

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

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an Android smartphone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Pairing and connecting with an iPhone

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

Before starting the operation, make sure of the following:

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

1 Remove both units of the headset from the charging case.

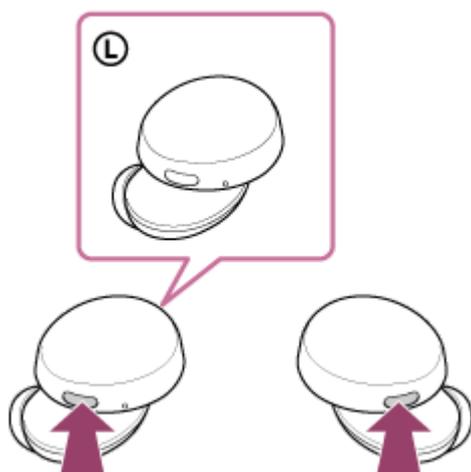


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, proceed to step 3.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the buttons on both the left and right units for about 7 seconds.

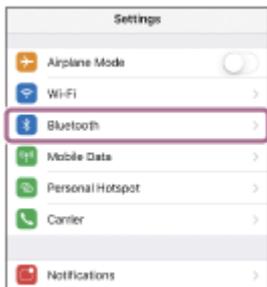


Check that the indicator (blue) on the left unit of the headset repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”, from the left unit of the headset.

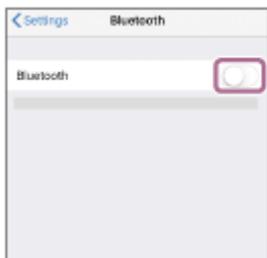
3 Unlock the screen of the iPhone if it is locked.

4 Find the headset on the iPhone.

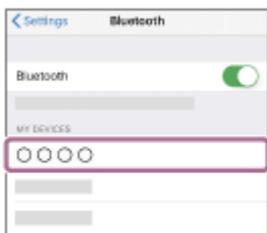
1. Select [Settings].
2. Touch [Bluetooth].



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



5 Touch [WF-XB700].



If Passkey (*) input is required, input "0000".

The headset and iPhone are paired and connected with each other.

You will hear the voice guidance say, "Bluetooth connected", from the left unit of the headset.

If they are not connected, see "[Connecting to a paired iPhone](#)".

If [WF-XB700] does not appear on the display of the iPhone, try again from the beginning of step 4.

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

About the instruction manual video

Watch the video to find out how to register a device (pairing) for the first time.

https://rd1.sony.net/help/mdr/mov0016/h_zz/

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with your iPhone.
- To delete all Bluetooth pairing information, see "[Initializing the headset to restore factory settings](#)".

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.

- When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

Connecting to a paired iPhone

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

2 Remove the headset from the charging case.



The headset turns on automatically. Check that the indicators (blue) flash.

3 Insert the headset units into both ears.

If the headset has automatically connected to the last connected device, you will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.
Check the connection status on the iPhone. If it is not connected, proceed to step 4.

4 Display the devices paired with the iPhone.

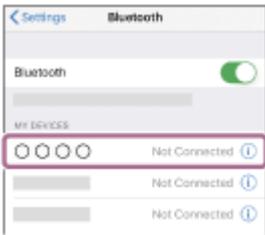
1. Select [Settings].
2. Touch [Bluetooth].



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



5 Touch [WF-XB700].



You will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.

Hint

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

Note

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

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an iPhone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Pairing and connecting with a computer (Windows 10)

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

Before starting the operation, make sure of the following:

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

1 Remove both units of the headset from the charging case.

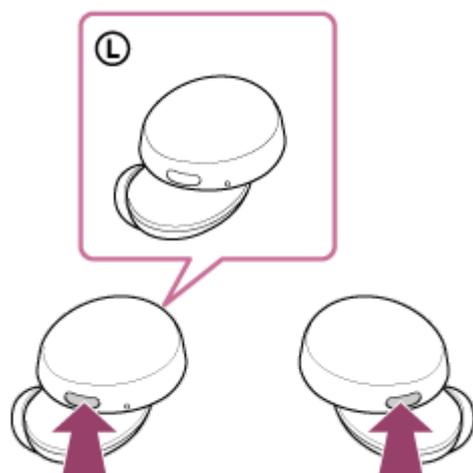


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, proceed to step 3.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the buttons on both the left and right units for about 7 seconds.

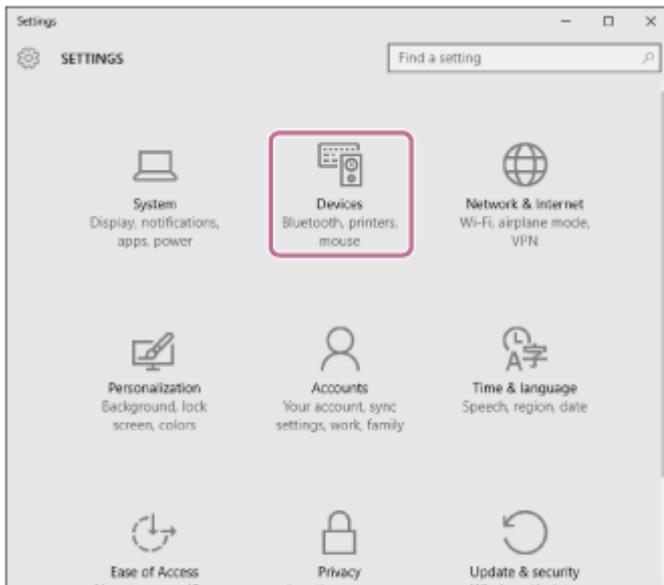


Check that the indicator (blue) on the left unit of the headset repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”, from the left unit of the headset.

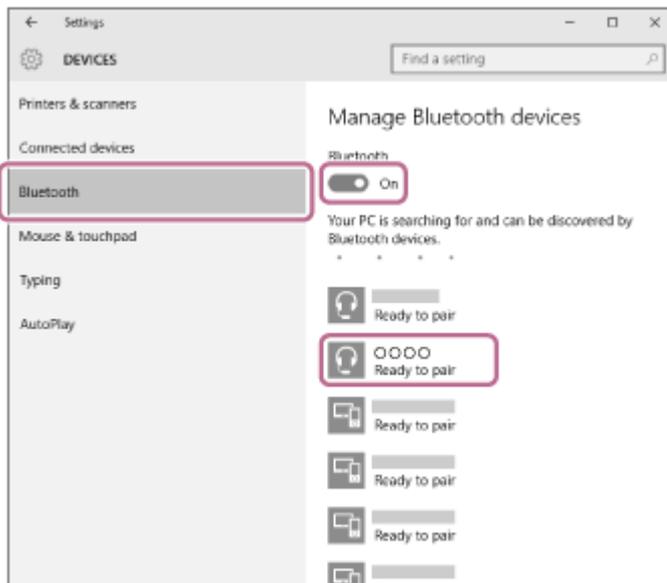
3 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

4 Register the headset using the computer.

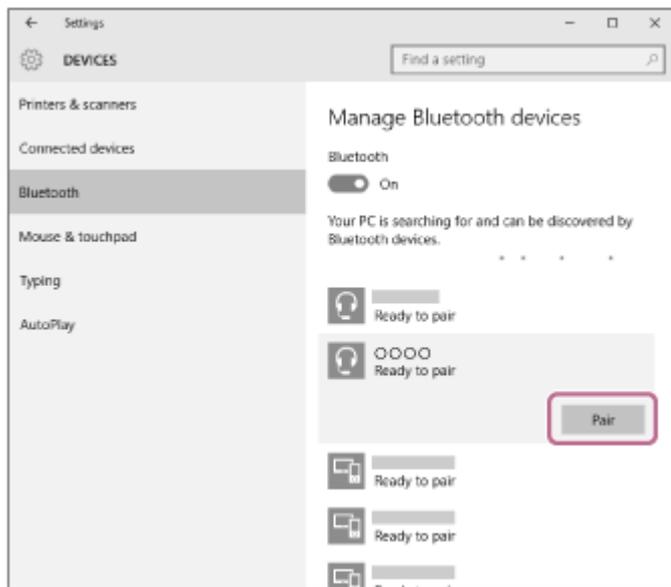
1. Click the [Start] button, then [Settings].
2. Click [Devices].



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



4. Click [Pair].



If Passkey (*) input is required, input "0000".

The headset and computer are paired and connected with each other.

You will hear the voice guidance say, "Bluetooth connected", from the left unit of the headset.

If they are not connected, see ["Connecting to a paired computer \(Windows 10\)"](#).

If [WF-XB700] does not appear on the computer screen, try again from the beginning of step 4.

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

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all Bluetooth pairing information, see ["Initializing the headset to restore factory settings"](#).

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

Wireless Stereo Headset
WF-XB700

Pairing and connecting with a computer (Windows 8.1)

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

Before starting the operation, make sure of the following:

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

1 Remove both units of the headset from the charging case.

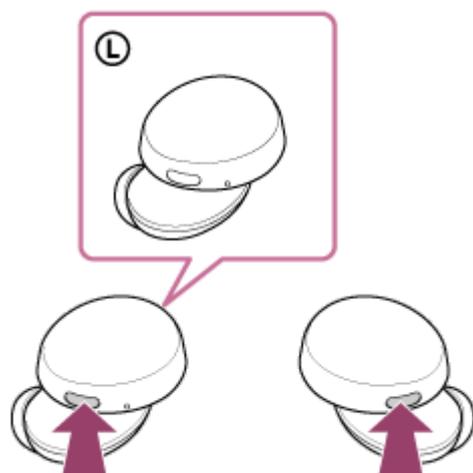


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, proceed to step 3.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the buttons on both the left and right units for about 7 seconds.



Check that the indicator (blue) on the left unit of the headset repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”, from the left unit of the headset.

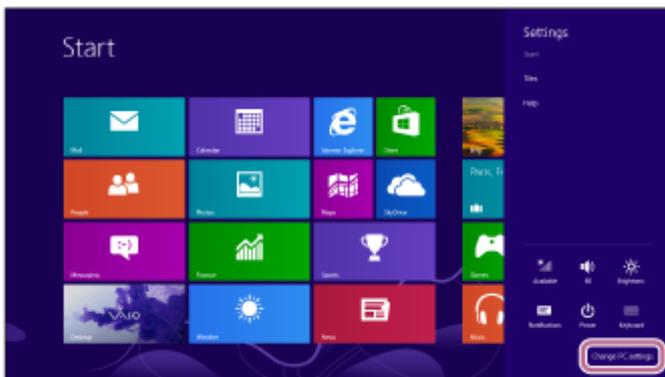
3 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

4 Register the headset using the computer.

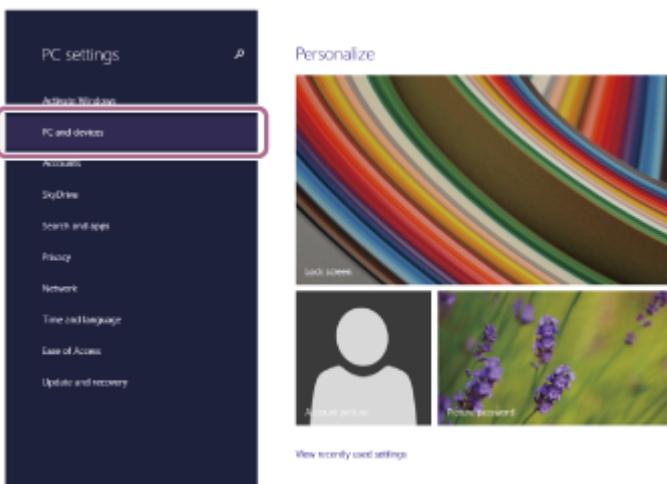
1. Move the mouse pointer to the top-right corner of the screen (when using a touch panel, swipe from the right edge of the screen), then select [Settings] from the Charm Bar.



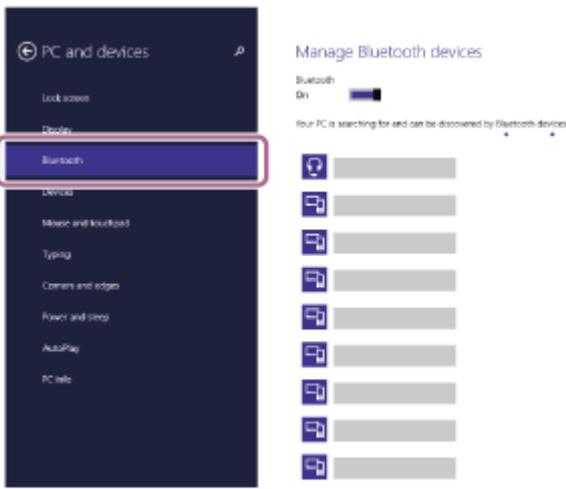
2. Select [Change PC Settings] of the [Settings] charm.



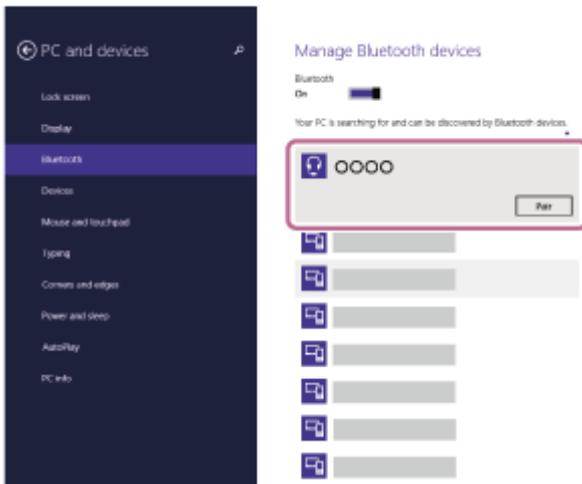
3. Select [PC and devices] of the [PC Settings] screen.



4. Select [Bluetooth].



5. Select [WF-XB700], then select [Pair].



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

The headset and computer are paired and connected with each other.

You will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.

If they are not connected, see [“Connecting to a paired computer \(Windows 8.1\)”](#).

If [WF-XB700] does not appear on the computer screen, try again from the beginning of step 4.

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

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

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Wireless Stereo Headset
WF-XB700

Pairing and connecting with a computer (Mac)

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

Compatible OS

macOS (version 10.10 or later)

Before starting the operation, make sure of the following:

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

If the computer speaker is set to the  “OFF” mode, no sound is heard from the headset.

Computer speaker in the ON mode



1 Remove both units of the headset from the charging case.

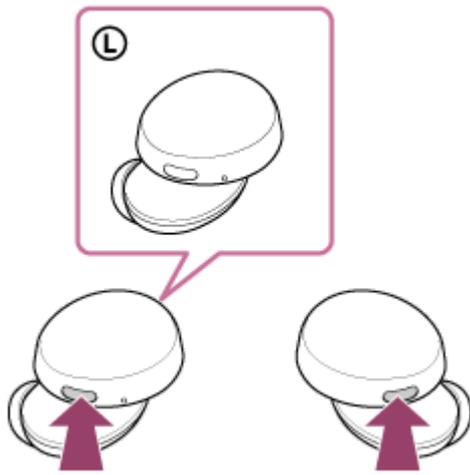


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, proceed to step 3.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the buttons on both the left and right units for about 7 seconds.



Check that the indicator (blue) on the left unit of the headset repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”, from the left unit of the headset.

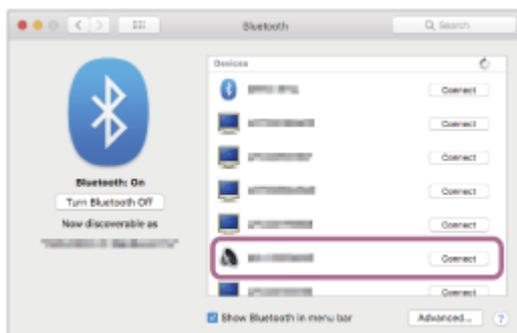
3 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

4 Register the headset using the computer.

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



2. Select [WF-XB700] of the [Bluetooth] screen and click [Connect].



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

The headset and computer are paired and connected with each other.

You will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.

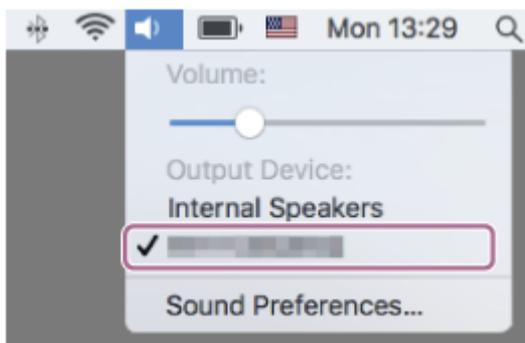
If they are not connected, see [Connecting to a paired computer \(Mac\)](#).

If [WF-XB700] does not appear on the computer screen, try again from the beginning of step 4.

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

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

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



Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

Connecting to a paired computer (Windows 10)

Before starting the operation, make sure of the following:

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

1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Remove the headset from the charging case.



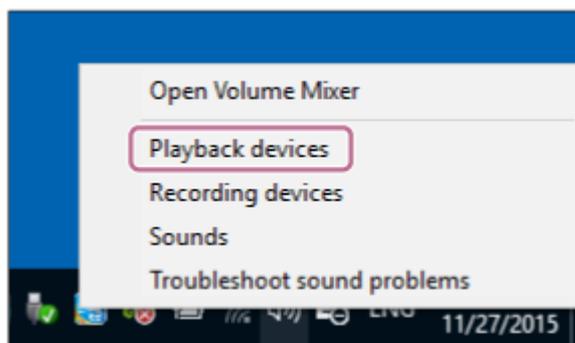
The headset turns on automatically. Check that the indicators (blue) flash.

3 Insert the headset units into both ears.

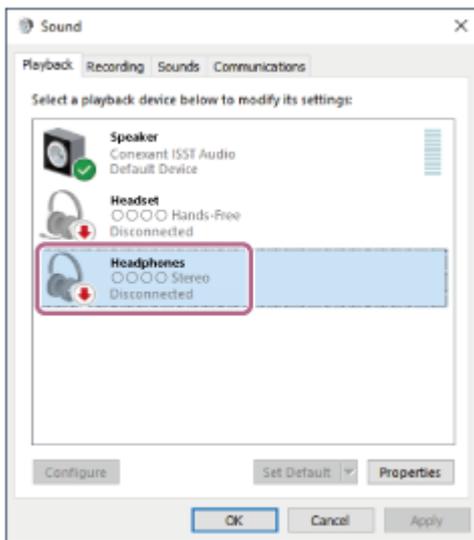
If the headset has automatically connected to the last connected device, you will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.
Check the connection status on the computer. If it is not connected, proceed to step 4.

4 Select the headset using the computer.

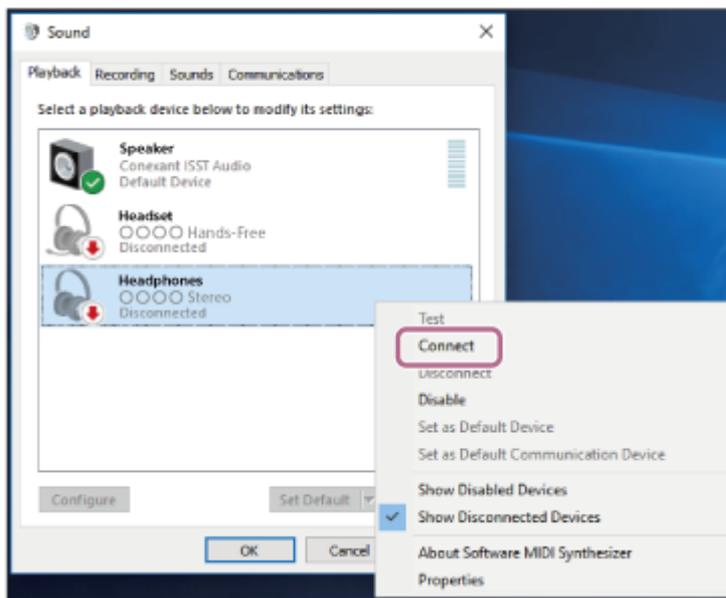
1. Right-click the speaker icon on the toolbar, then select [Playback devices].



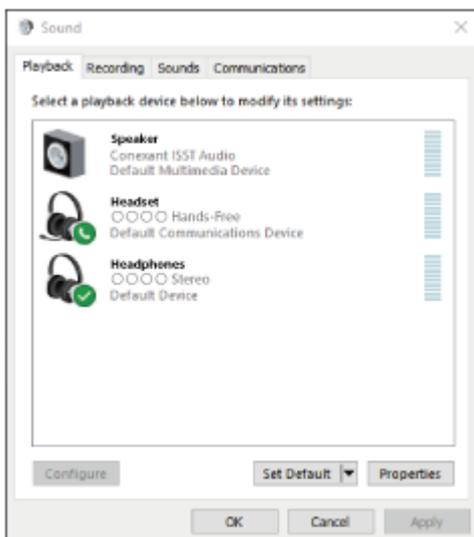
2. Right-click [WF-XB700].
If [WF-XB700] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then check [Show Disconnected Devices].



3. Select [Connect] from the displayed menu.



The connection is established. You will hear the voice guidance say, "Bluetooth connected", from the left unit of the headset.



Hint

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

Note

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

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows 10\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Connecting to a paired computer (Windows 8.1)

Before starting the operation, make sure of the following:

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

1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Remove the headset from the charging case.



The headset turns on automatically. Check that the indicators (blue) flash.

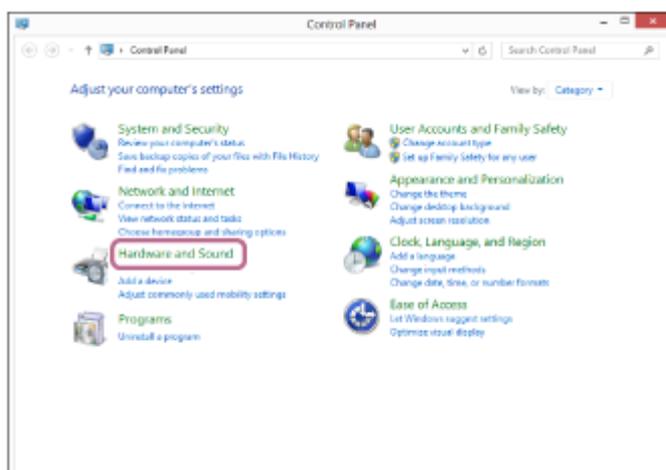
3 Insert the headset units into both ears.

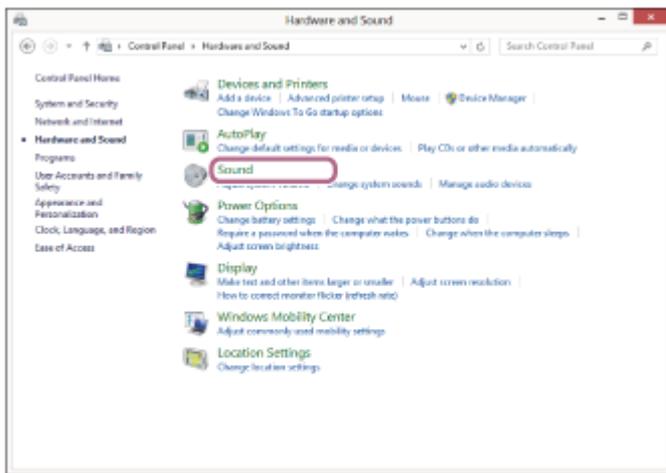
If the headset has automatically connected to the last connected device, you will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.

Check the connection status on the computer. If it is not connected, proceed to step 4.

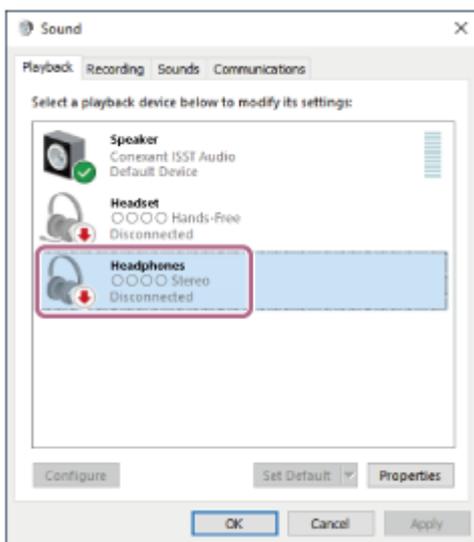
4 Select the headset using the computer.

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

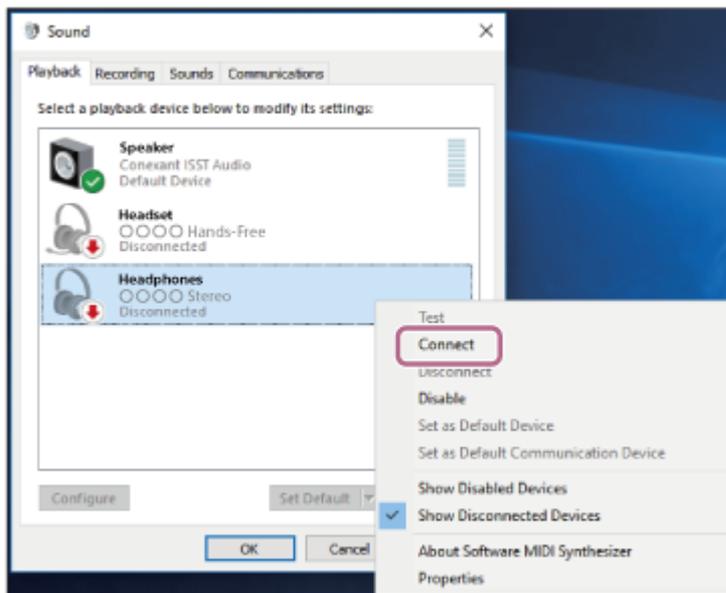




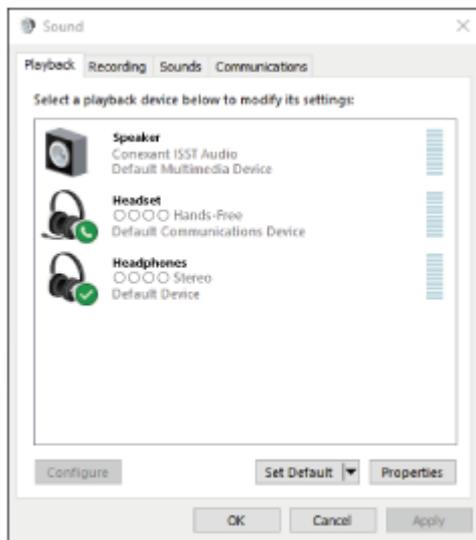
- Right-click [WF-XB700].
If [WF-XB700] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then check [Show Disconnected Devices].



- Select [Connect] from the displayed menu.



The connection is established. You will hear the voice guidance say, "Bluetooth connected", from the left unit of the headset.



Hint

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

Note

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

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows 8.1\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Connecting to a paired computer (Mac)

Compatible OS

macOS (version 10.10 or later)

Before starting the operation, make sure of the following:

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

Computer speaker in the ON mode



1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Remove the headset from the charging case.



The headset turns on automatically. Check that the indicators (blue) flash.

3 Insert the headset units into both ears.

If the headset has automatically connected to the last connected device, you will hear the voice guidance say, "Bluetooth connected", from the left unit of the headset.

Check the connection status on the computer. If it is not connected, proceed to step 4.

4 Select the headset using the computer.

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



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



You will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.

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

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



Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the last-connected device or turn off the power.

- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

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Pairing and connecting with a Bluetooth device

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

Before starting the operation, make sure of the following:

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

1 Remove both units of the headset from the charging case.

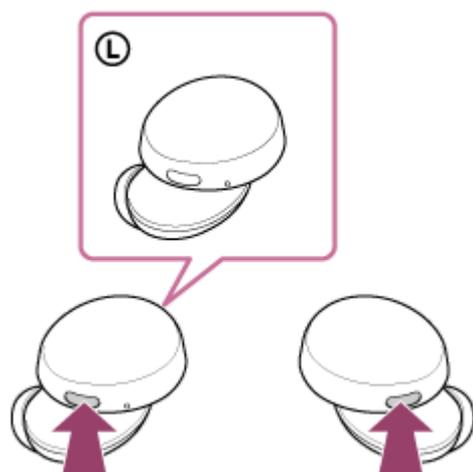


The headset turns on automatically. Check that the indicators (blue) flash.

2 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, proceed to step 3.

When you pair a second or subsequent device (the headset has pairing information for other devices), press and hold the buttons on both the left and right units for about 7 seconds.



Check that the indicator (blue) on the left unit of the headset repeatedly flashes twice in a row. You will hear the voice guidance say, “Bluetooth pairing”, from the left unit of the headset.

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

[WF-XB700] will be displayed on the list of detected devices on the screen of the Bluetooth device. If it is not displayed, repeat from step 2.

4 Select [WF-XB700] displayed on the screen of the Bluetooth device for pairing.

If Passkey (*) input is required, input "0000".

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

5 Make the Bluetooth connection from the Bluetooth device.

Some devices automatically connect with the headset when the pairing is complete. You will hear the voice guidance say, "Bluetooth connected", from the left unit of the headset.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Bluetooth device.
- To delete all Bluetooth pairing information, see "[Initializing the headset to restore factory settings](#)".

Note

- If pairing is not established within 5 minutes, pairing mode is canceled, and the headset turns off. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

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

Connecting to a paired Bluetooth device

1 Remove the headset from the charging case.



The headset turns on automatically. Check that the indicators (blue) flash.

2 Insert the headset units into both ears.

If the headset has automatically connected to the last connected device, you will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.
Check the connection status on the Bluetooth device. If it is not connected, proceed to step 3.

3 Make the Bluetooth connection from the Bluetooth device.

As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.
When connected, you will hear the voice guidance say, “Bluetooth connected”, from the left unit of the headset.

Hint

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

Note

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

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a Bluetooth device](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Disconnecting Bluetooth connection (after use)

1 Disconnect the Bluetooth connection by operating the Bluetooth device.

When disconnected, you will hear the voice guidance say, "Bluetooth disconnected", from the left unit of the headset.

2 Set the headset into the charging case.

The headset turns off.

Hint

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

Related Topic

- [Turning off the headset](#)

Wireless Stereo Headset
WF-XB700

Listening to music from a device via Bluetooth connection

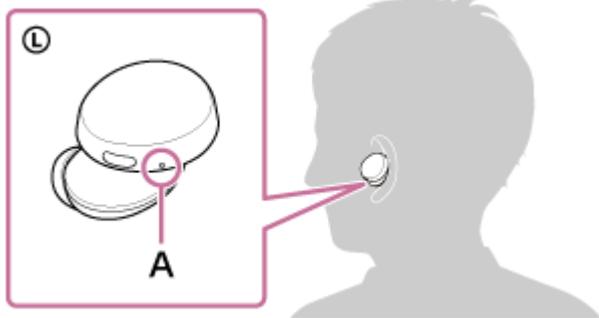
If your Bluetooth device supports the following profiles, you can enjoy listening to music and control the device from your headset via Bluetooth connection.

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

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

1 Insert the headset units into both ears.

Put the unit with the Ⓛ (left) mark on your left ear and the unit with the Ⓜ (right) mark on your right ear. The left unit has a tactile dot.



A: Tactile dot

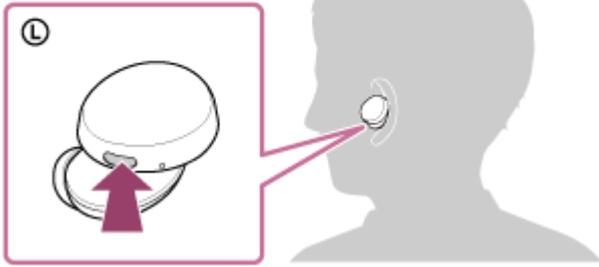
Twist the headset to slide the earbud deep into your ear.



2 Connect the headset to a Bluetooth device.

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

4 Press the button on the left unit to adjust the volume.



- Increase the volume: Press the button on the left unit once during music playback to increase the volume by 1 step.
- Decrease the volume: Press and hold the button on the left unit during music playback to decrease the volume continuously. Release the button at the desired volume level.

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

Hint

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

Note

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

Related Topic

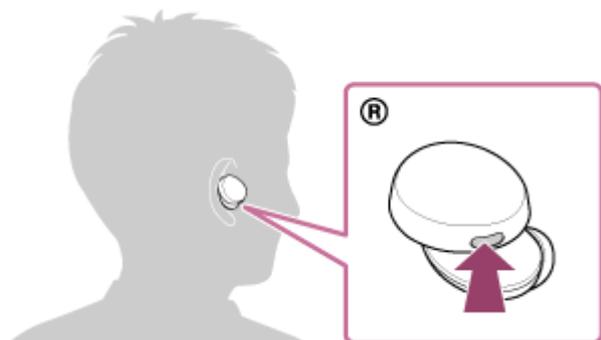
- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Controlling the audio device \(Bluetooth connection\)](#)

Wireless Stereo Headset
WF-XB700

Controlling the audio device (Bluetooth connection)

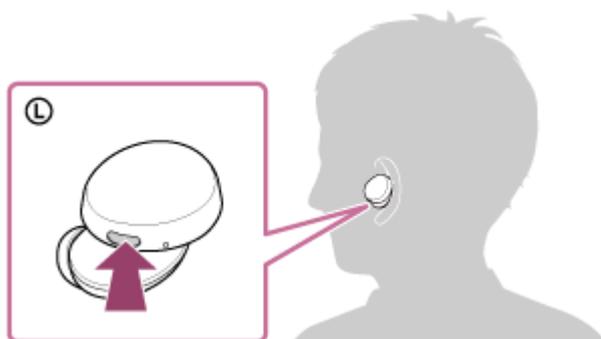
If your Bluetooth device supports the device operating function (compatible protocol: AVRCP), then the following operations are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.

You can use the button on the right unit to perform the following operations.



- Play/Pause: Press the button once briefly.
- Skip to the beginning of the next track: Press the button twice quickly.
- Skip to the beginning of the previous track (or the current track during playback): Press the button 3 times quickly.

You can use the button on the left unit to perform the following operations.



- Increase the volume: Press the button on the left unit once during music playback to increase the volume by 1 step.
- Decrease the volume: Press and hold the button on the left unit during music playback to decrease the volume continuously. Release the button at the desired volume level.

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

Note

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

Disconnecting Bluetooth connection (after use)

1 Disconnect the Bluetooth connection by operating the Bluetooth device.

When disconnected, you will hear the voice guidance say, "Bluetooth disconnected", from the left unit of the headset.

2 Set the headset into the charging case.

The headset turns off.

Hint

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

Related Topic

- [Turning off the headset](#)

Wireless Stereo Headset
WF-XB700

Supported codecs

A codec is an audio coding algorithm used when transmitting sound via Bluetooth connection.

The headset supports the following 2 codecs for music playback via an A2DP connection: SBC and AAC.

- SBC

This is an abbreviation for Subband Codec.

SBC is the standard audio coding technology used in Bluetooth devices.

All Bluetooth devices support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.

AAC is mainly used in Apple products such as iPhone that can provide a higher sound quality than that of SBC.

When music in one of the above codecs is transmitted from a connected device, the headset switches to that codec automatically and plays back the music in the same codec.

If the connected device supports a codec of higher sound quality than SBC, you may need to set the device beforehand to enjoy music with the desired codec from the supported codecs.

Refer to the operating instructions supplied with the device regarding setting the codec.

Receiving a call

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

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

Ring tone

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

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

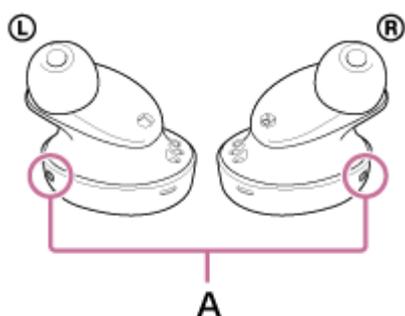
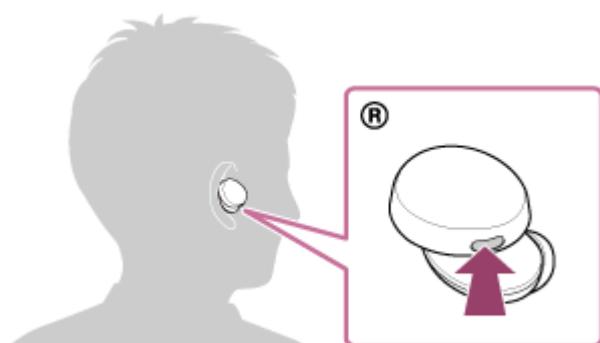
1 Connect the headset to a smartphone or mobile phone via Bluetooth connection beforehand.

2 When you hear a ring tone, press the button on the left or right unit of the headset and receive the call.

A voice will be heard from the headset.

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

You can talk using the microphone on the left unit of the headset.



A: Microphones (left, right)

If no ring tone is heard via the headset

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

3 Operate the smartphone or mobile phone to adjust the volume.

4 When you finish talking, press the button on the left or right unit of the headset to end the call.

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

Hint

- When receiving a call by operating smartphones or mobile phones, some smartphones or mobile phones receive a call with the phone instead of the headset. With an HFP or HSP connection, switch the call to the headset by pressing and holding the button on the left or right unit for about 2 seconds or by using your smartphone or mobile phone.
- You cannot adjust the volume during a call on the headset. Adjust the volume on the connected device.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.

Note

- Depending on the smartphone or mobile phone, when an incoming call arrives while you are listening to music, playback may not resume automatically even if you finish the call.
- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- Your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Making a call](#)
- [Functions for a phone call](#)

Wireless Stereo Headset
WF-XB700

Making a call

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

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

1 Connect the headset to a smartphone/mobile phone via Bluetooth connection.

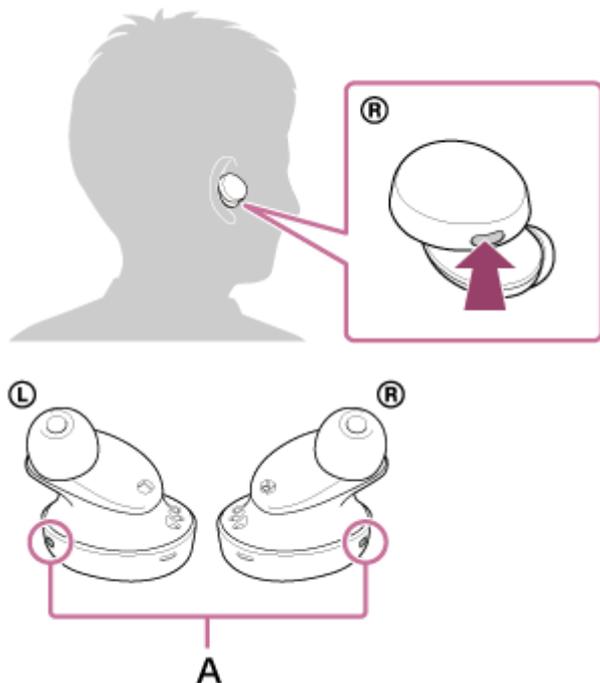
2 Operate your smartphone or mobile phone to make a call.

When you make a call, the dial tone is heard from the headset.

If you make a call while you are listening to music, playback pauses.

If no dial tone is heard via the headset, switch the call device to the headset using your smartphone or mobile phone or by pressing and holding the button on the left or right unit for about 2 seconds.

You can talk using the microphone on the left unit of the headset.



A: Microphones (left, right)

3 Operate the smartphone or mobile phone to adjust the volume.

4 When you finish talking, press the button on the left or right unit of the headset to end the call.

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

Hint

- You cannot adjust the volume during a call on the headset. Adjust the volume on the connected device.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.

Note

- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- Your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Functions for a phone call](#)

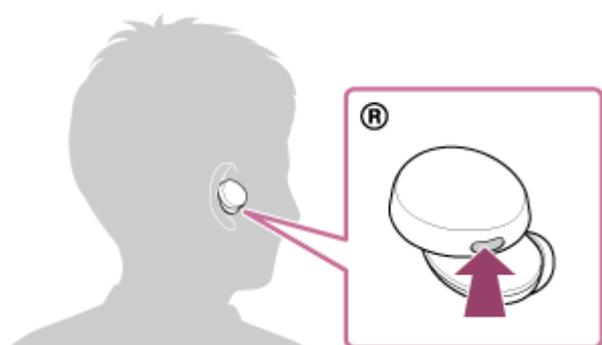
Functions for a phone call

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

Supported profile: HFP (Hands-free Profile)

During standby/music playback

- Press and hold the button on the right unit to start up the voice dial function (*) of the smartphone/mobile phone, or activate the Google™ app on the Android smartphone or Siri on the iPhone.



Outgoing call

You can use the button on either the left or right unit to perform the following operations.

- Press the button once to cancel an outgoing call.
- Press and hold the button for about 2 seconds to change the call device back and forth from the headset to the smartphone/mobile phone.

Incoming call

You can use the button on either the left or right unit to perform the following operations.

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

During call

You can use the button on either the left or right unit to perform the following operations.

- Press the button once to finish a call.
- Press and hold the button for about 2 seconds to change the call device back and forth from the headset to the smartphone/mobile phone.

Supported profile: HSP (Headset Profile)

You can use the button on either the left or right unit to perform the following operations.

Outgoing call

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

Incoming call

- Press the button once to answer a call.

During call

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

* Some devices may not support this function.

Related Topic

- [Receiving a call](#)
- [Making a call](#)

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Disconnecting Bluetooth connection (after use)

1 Disconnect the Bluetooth connection by operating the Bluetooth device.

When disconnected, you will hear the voice guidance say, "Bluetooth disconnected", from the left unit of the headset.

2 Set the headset into the charging case.

The headset turns off.

Hint

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

Related Topic

- [Turning off the headset](#)

Using the voice assist function (Google app)

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

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

On the Android smartphone, select [Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input], and set [Assist app] to the Google app.

The operation above is an example. For details, refer to the operating instructions of the Android smartphone.

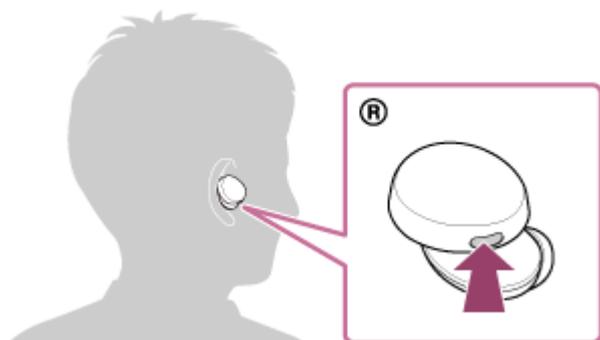
Note: The latest version of the Google app may be required.

For details on the Google app, refer to the operating instructions or the support website of the Android smartphone, or the Google Play store website.

The Google app may not be activated from the headset depending on specifications of the Android smartphone.

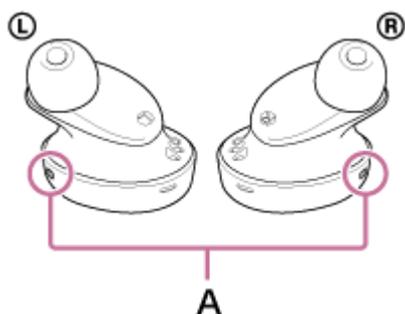
2 Put the headset on your ears and connect the headset to the Android smartphone via Bluetooth connection.

3 When the Android smartphone is in standby or playing music, press and hold the button on the right unit for about 2 seconds.



The Google app is activated.

4 Make a request to the Google app through the microphone on the left unit of the headset.



A: Microphones (left, right)

For details on the apps which work with the Google app, refer to the operating instructions of the Android smartphone.

After activating the Google app, the voice command is canceled when a certain time has passed without requests.

Note

- The Google app cannot be activated when you say "Ok Google" even when the Android smartphone's "Ok Google" setting is on.
- When using the voice assist function, your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.
- The Google app may not be activated depending on specifications of the smartphone or application version.
- The Google app does not work when connected to a device not compatible with the voice assist function.

Using the voice assist function (Siri)

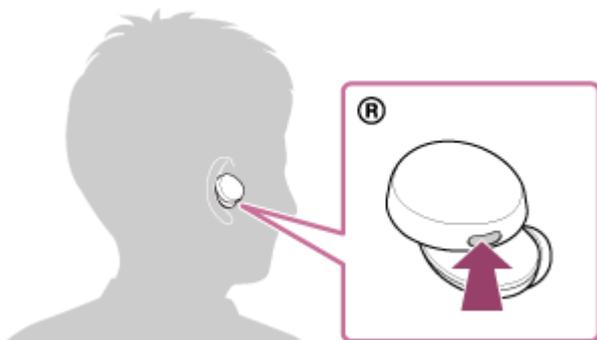
By using the Siri feature that comes with iPhone, you can speak to the headset's microphone to operate the iPhone.

1 Turn Siri on.

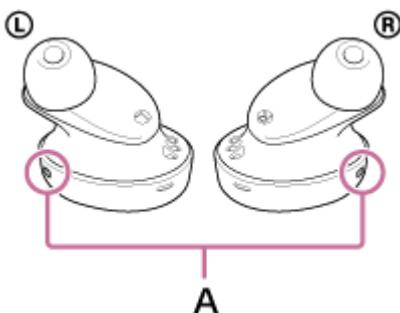
On iPhone, select [Settings] - [Siri & Search] to turn [Press Home for Siri] and [Allow Siri When Locked] on. The operation above is an example. For details, refer to the operating instructions of the iPhone.
Note: For details on Siri, refer to the operating instructions or support website of the iPhone.

2 Put the headset on your ears and connect the headset to the iPhone via Bluetooth connection.

3 When the iPhone is in standby or playing music, press and hold the button on the right unit until Siri is activated.



4 Make a request to Siri through the microphone on the left unit of the headset.



A: Microphones (left, right)

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

5 To continue to request, press the button on the right unit briefly before Siri is deactivated.

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

Note

- Siri cannot be activated when you say "Hey Siri" even when the iPhone's "Hey Siri" setting is on.

- When using the voice assist function, your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.
- Siri may not be activated depending on specifications of the smartphone or application version.

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Precautions

On Bluetooth communications

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

If the headset supports the multipoint function, the headset can connect to a music playback device (A2DP profile, Walkman, etc.) and a communication device (HFP or HSP profile, smartphone, etc.) at the same time, and you can listen to music while waiting for an incoming call or making a call.

Note on static electricity

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

Notes on wearing the unit

- After use, remove the headphones slowly.
- Because the earbuds achieve a tight seal in the ears, forcibly pressing them in or quickly pulling them out can result in eardrum damage. When wearing the earbuds, the speaker diaphragm may produce a click sound. This is not a malfunction.

Other notes

- Do not subject the unit to excessive shock.
- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- If you experience discomfort while using the unit, stop using it immediately.

- The earbuds may be damaged or deteriorate with long-term use and storage.
- If the earbuds become dirty, remove them from the unit and gently wash them by hand using a neutral detergent. After cleaning, thoroughly wipe off any moisture.
- If water or foreign objects enter the unit, it may result in fire or electric shock. If water or a foreign object enters the unit, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
 - When using the unit around a sink, etc.
Be careful that the unit does not fall into a sink or container filled with water.
 - When using the unit in the rain or snow, or in humid locations

Cleaning the unit

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

Do not use the headset near medical devices

- Radio waves can affect cardiac pacemakers and medical devices. Do not use the headset in crowded places such as crowded trains or inside a medical institution.
- The headset (including accessories) has magnet(s) which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place the headset close to persons who use such medical devices. Consult your doctor before using the headset if you use any such medical device.

Keep the headset away from the magnetic card

- The headset uses magnets. If you bring a magnetic card close to the headset, the card magnet may be affected and become unusable.

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<https://rd1.sony.net/help/mdr/sl/20/>

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Customer support websites

For customers in the U.S.A, Canada, and Latin America:

<https://www.sony.com/am/support>

For customers in European countries:

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

For customers in China:

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

For customers in other countries/regions:

<https://www.sony-asia.com/support>

What can I do to solve a problem?

If the headset does not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this Help Guide, and try any corrective actions listed.
- Set the headset into the charging case.
You may be able to resolve some issues by setting the headset into the charging case.
- Charge the headset.
You may be able to resolve some issues by charging the headset battery.
- Reset the headset.
- Initialize the headset.
This operation resets volume settings, etc. to the factory settings, and deletes all pairing information.
- Look up information on the issue on the customer support website.

If the operations above do not work, consult your nearest Sony dealer.

Related Topic

- [Charging](#)
- [Customer support websites](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

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Unable to turn on the headset.

- Make sure the battery is fully charged.
 - You cannot turn on the headset when the headset is placed and being charged in the charging case. Remove the headset from the charging case to turn it on.
 - Set the headset into the charging case and close the lid of the charging case.
You may be able to resolve some issues by setting the headset into the charging case.
 - Reset the headset.
-

Related Topic

- [Charging](#)
- [Checking the remaining battery charge](#)
- [Resetting the headset](#)

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Charging cannot be done.

- Make sure that the headset is set into the charging case securely.
 - Be sure to use the supplied USB Type-C cable.
 - Check that the USB Type-C cable is firmly connected to the charging case and the USB AC adaptor or computer.
 - Make sure that the USB AC adaptor is firmly connected to the AC outlet.
 - Check that the computer is turned on.
 - Wake the computer up if the computer is in standby (sleep) or hibernation mode.
 - When using Windows 8.1, update using Windows Update.
 - Set the headset into the charging case and close the lid of the charging case.
You may be able to resolve some issues by setting the headset into the charging case.
 - Reset the headset.
-
-

Related Topic

- [Charging](#)
- [Resetting the headset](#)

Wireless Stereo Headset
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Charging time is too long.

- Check that the charging case and the computer are directly connected, not via a USB hub.
 - Check that you are using the supplied USB Type-C cable.
-
-

Related Topic

- [Charging](#)

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Charging cannot be done even if the charging case is connected to a computer.

- Check that the supplied USB Type-C cable is properly connected to the USB port of the computer.
- Check that the charging case and the computer are directly connected, not via a USB hub.
- There may be a problem with the USB port of the connected computer. Try connecting to another USB port on the computer if one is available.
- Try the USB connection procedure again in cases other than those stated above.

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

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

Related Topic

- [Checking the remaining battery charge](#)

Wireless Stereo Headset
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No sound

- Depending on the smartphone app (which requires HFP (Hands-free Profile)/HSP (Headset Profile)), you may hear a voice from only one unit.
- Check that the connected device and both the left and right units of the headset are turned on.
- Check that the headset and the transmitting Bluetooth device are connected via Bluetooth A2DP.
- Turn up the volume if it is too low.
- Check that the connected device is playing back.
- If you are connecting a computer to the headset, make sure the audio output setting of the computer is set for a Bluetooth device.
- Pair the headset and the Bluetooth device again.
- Set the headset into the charging case and close the lid of the charging case.
You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Charge the headset. Check if the sound is output from the headset after charging.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Wireless Stereo Headset
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Low sound level

- Turn up the volume of the connected device.
- You can adjust the volume on the headset during music playback.
- You cannot adjust the volume during a call on the headset. Adjust the volume on the connected device.
- Connect the Bluetooth device to the headset once again.

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There is a difference in volume between the left and right units of the headset, insufficient low-frequency sound.

- M-sized earbuds come attached to the left and right units of the headset at the time of purchase. If you feel that there is insufficient low frequency sound and a difference in volume between the left and right sides, change the earbuds to another size to comfortably and snugly fit your left and right ears.
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-

Related Topic

- [Replacing the earbuds](#)

Low sound quality

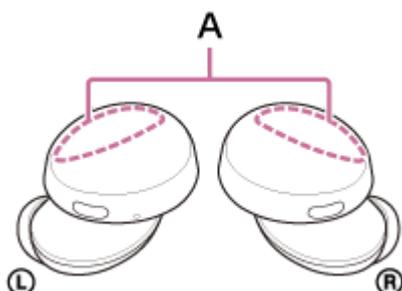
- Turn down the volume of the connected device if it is too loud.
- Keep the headset away from a microwave oven, wireless LAN device, etc.
- Bring the headset closer to the Bluetooth device. Remove any obstacles between the headset and the Bluetooth device.
- Keep the headset away from a TV.
- Switch the Bluetooth connection to A2DP with the connected device when the headset and the transmitting Bluetooth device are connected via an HFP or HSP Bluetooth connection.
- If you connect a device with a built-in radio or tuner to the headset, broadcasts may not be received or the sensitivity may be reduced. Move the headset away from the connected device.
- If the headset connects to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it is turned on. Use the connected device to connect via an A2DP Bluetooth connection.
- When listening to music from a computer on the headset, the sound quality may be poor (e.g., difficult to hear the singer's voice, etc.) for the first few seconds after a connection is established. This is due to the computer specifications (priority on stable connection at the start of transmission and then switches to priority on sound quality several seconds later) and is not a headset malfunction.

If the sound quality does not improve after a few seconds, use the computer to establish an A2DP connection. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Wireless Stereo Headset
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Sound skips frequently.

- Remove any obstacles between the antenna of the connecting Bluetooth device and the antennas built into the left and right units of the headset. The antenna of each left or right unit of the headset is built into the part shown in the dotted line below.



A: Locations of the built-in antennas (left, right)

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
 - When there is a human body between the headset and the Bluetooth device
In this case, put the Bluetooth device in the same direction as the antenna of the headset to improve the Bluetooth communications.
 - There is an obstacle, such as metal or a wall, between the headset and the Bluetooth device.
 - In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Because Bluetooth devices and wireless LAN (IEEE802.11b/g/n) use the same frequency band (2.4 GHz), microwave interference may occur and result in noise, audio dropouts, or communications being disabled if this headset is used near a wireless LAN device. In such a case, perform the following steps.
 - When connecting the headset to a Bluetooth device, use the headset at least 10 m (30 feet) away from the wireless LAN device.
 - If this headset is used within 10 m (30 feet) of a wireless LAN device, turn off the wireless LAN device.
 - Use this headset and the Bluetooth device as near to each other as possible.
- If you are enjoying music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.
- Connect the headset and the Bluetooth device once again.
Set the headset into the charging case and close the lid of the charging case, and then remove the headset from the charging case to connect the headset to the Bluetooth device.

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Pairing cannot be done.

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
 - When pairing for the first time after purchasing, initializing, or repairing the headset, the headset enters pairing mode automatically if you remove the headset from the charging case. To pair a second or subsequent device, press and hold the buttons on both the left and right units at the same time for about 7 seconds to enter pairing mode.
 - When pairing a device once again after initializing or repairing the headset, you may be unable to pair the device if it retains pairing information for the headset (iPhone or other device). In this case, delete the pairing information for the headset from the device and pair them again.
-

Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Initializing the headset to restore factory settings](#)

Wireless Stereo Headset
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Unable to make a Bluetooth connection.

- Check that the headset is turned on.
 - Check that the Bluetooth device is turned on and the Bluetooth function is on.
 - If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via Bluetooth connection. In that case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
 - Check if the Bluetooth device is in sleep mode. If the device is in sleep mode, cancel the sleep mode.
 - Check if the Bluetooth connection has been terminated. If terminated, make the Bluetooth connection again.
 - If the pairing information for the headset has been deleted on the Bluetooth device, pair the headset with the device again.
-

Related Topic

- [How to make a wireless connection to Bluetooth devices](#)

Wireless Stereo Headset
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Distorted sound

- Keep the headset away from a microwave oven, wireless LAN device, etc.

Wireless Stereo Headset
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The headset does not operate properly.

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

Related Topic

- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Wireless Stereo Headset
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Cannot hear a person on a call.

- Check that both the headset and the connected device (i.e., smartphone) are turned on.
 - Turn up the volume of the connected device if it is too low.
 - Check the audio settings of the Bluetooth device to make sure the sound is output from the headset during a call.
 - Use the Bluetooth device to re-establish the connection. Select HFP or HSP for the profile.
 - While listening to music with the headset, stop playback and press the button on either the left or right unit to respond to an incoming call.
-

Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Making a call](#)

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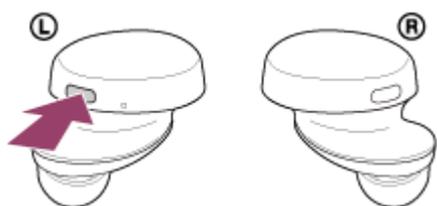
Low voice from callers

- Turn up the volume of the connected device.

Resetting the headset

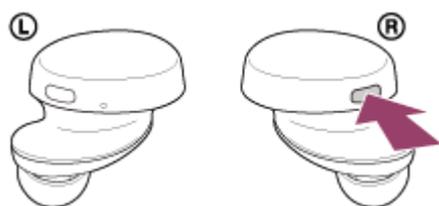
If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset.

Press and hold the button on the left unit for about 20 seconds.



Release your finger when the indicator (red) of the headset turns off after flashing.

Then press and hold the button on the right unit for about 20 seconds.



Release your finger when the indicator (red) of the headset turns off after flashing.

The device registration (pairing) information and other settings are retained.

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

Related Topic

- [Initializing the headset to restore factory settings](#)

Wireless Stereo Headset
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Initializing the headset to restore factory settings

If the headset does not operate correctly even after resetting, initialize the headset.

Press and hold the buttons on both the left and right units of the headset for about 15 seconds. Release your fingers within 5 seconds after the indicators (red) of the headset start flashing. Press the buttons on both the left and right units within 10 seconds after the indicators (red) of the headset light up.

After a few seconds, the indicators (blue) flash 4 times (● ● ● ●), and the headset is initialized.

This operation resets volume settings, etc. to the factory settings, and deletes all pairing information. In this case, delete the pairing information for the headset from the device and then pair them again.

If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

Note

- Check that the indicators (red) on both the left and right units of the headset light up before you press the buttons on both the left and right units of the headset.
- When the initialization is finished, the headset turns off.

Related Topic

- [Turning on the headset](#)