

Wireless Speaker
h.ear go 2 (SRS-HG10)



The following explains how to use this speaker.

The content referenced in the Operating Instructions is described in detail through the following links.



[Installing “Sony | Music Center”](#)

“Sony | Music Center” is an application for controlling Sony audio devices which are compatible with “Sony | Music Center,” by your smartphone or iPhone.

Sony | Music Center



[Connecting by using “Sony | Music Center”](#)

This section explains how to connect the speaker to a Wi-Fi network.

Music Services

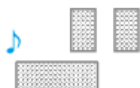


[Playback via a network \(Internet music streaming service\)](#)

You can stream music from the Internet using “Sony | Music Center.”



[Playback via a network \(Wireless Multi-room, Wireless Surround, Wireless Stereo\)](#)



Enjoy music in any room via Wi-Fi. You can listen to your favorite music stored in your PC or smartphone, or from music streaming services by using “Sony | Music Center,” in different rooms with high sound quality.

Getting Started

[Parts and controls](#)

Power source/Charging

- └ [Charging the battery.](#)
- └ [Turning the power on](#)
- └ [Using the BLUETOOTH®/Network standby mode](#)
- └ [Auto Power Off \(Auto Standby\) mode](#)

Using “Sony | Music Center”

[About “Sony | Music Center”](#)

[Installing “Sony | Music Center”](#)

[Main setting items of “Sony | Music Center”](#)

[Wi-Fi network connection \(“Sony | Music Center”\)](#)

[Listening to music on a device connected to the home network \(“Sony | Music Center”\)](#)

[Listening with multiple speakers \(Wireless Multi-room, Wireless Surround, Wireless Stereo\)](#)

Listening to music on a PC

Without a Wi-Fi network

- └ [Connecting via a USB cable](#)
- └ [Making a wireless connection \(BLUETOOTH connection\)](#)

With a Wi-Fi network

- └ [Using “Windows Media Player” \(Windows 7 or later\)](#)
- └ [Using other music playback software](#)

Listening to music on a smartphone such as an Xperia or WALKMAN® equipped with Android

Without a Wi-Fi network

- └ [Making a wireless connection \(BLUETOOTH connection\)](#)
- └ [Connecting via an audio cable \(with stereo mini plugs/no resistance\)](#)

With a Wi-Fi network

- └ [Using “Sony | Music Center”](#)

Listening to music on an Xperia compatible with High-Resolution Audio formats

Without a Wi-Fi network

- └ [Connecting via a USB cable](#)

- └ [Making a wireless connection \(BLUETOOTH connection\)](#)

- └ [Connecting via an audio cable \(with stereo mini plugs/no resistance\)](#)

With a Wi-Fi network

- └ [Using "Sony | Music Center"](#)

Listening to music on an iPhone/iPod touch

Without a Wi-Fi network

- └ [Making a wireless connection \(BLUETOOTH connection\)](#)

- └ [Connecting via an audio cable \(with stereo mini plugs/no resistance\)](#)

With a Wi-Fi network

- └ [Using "Sony | Music Center"](#)

Listening to music on a WALKMAN®

- └ [Making a wireless connection \(BLUETOOTH connection\)](#)

- └ [Connecting via an audio cable \(with stereo mini plugs/no resistance\)](#)

Listening to music on a WALKMAN® compatible with High-Resolution Audio formats

- └ [Connecting via a USB cable](#)

- └ [Making a wireless connection \(BLUETOOTH connection\)](#)

- └ [Connecting via an audio cable \(with stereo mini plugs/no resistance\)](#)

Listening to music from an Internet music service

Without a Wi-Fi network (PC)

- └ [Connecting via a USB cable](#)

- └ [Making a wireless connection \(BLUETOOTH connection\)](#)

Without a Wi-Fi network (Smartphone)

- └ [Making a wireless connection \(BLUETOOTH connection\)](#)

With a Wi-Fi network

- └ [Using "Sony | Music Center" \(Chromecast built-in\)](#)

Connections

Wi-Fi network connection

[Selecting the Wi-Fi network connection method](#)

[DLNA \(Digital Living Network Alliance\)](#)

[Connecting to a Wi-Fi network using the Wi-Fi Protected Setup \(WPS\) button of the wireless router](#)

[Connecting to a Wi-Fi network using a PC connected wirelessly](#)

[How to turn off the Wi-Fi network/BLUETOOTH function](#)

Wireless Surround/Wireless Stereo connection

[Using this speaker as a rear speaker \(Wireless Surround\)](#)

[Connecting two speakers \(Wireless Stereo\)](#)

BLUETOOTH connection (pairing)

[How to make a wireless connection with BLUETOOTH devices](#)

[Pairing and connecting with a BLUETOOTH device](#)

[Pairing and connecting with a PC \(Windows 10\)](#)

[Pairing and connecting with a PC \(Windows 8.1\)](#)

[Pairing and connecting with a PC \(Windows 7\)](#)

BLUETOOTH connection (NFC)

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

BLUETOOTH connection (with a paired device)

[Connecting with a paired BLUETOOTH device](#)

[Connecting with a paired PC \(Windows 10\)](#)

[Connecting with a paired PC \(Windows 8.1\)](#)

[Connecting with a paired PC \(Windows 7\)](#)

Speaker Add function

[Connecting two speakers \(Speaker Add function\)](#)

[Switching between double mode and stereo mode \(Speaker Add function\)](#)

[Terminating the BLUETOOTH connection \(After use\)](#)

USB device

[Connecting a WALKMAN® compatible with High-Resolution Audio formats](#)

[Connecting an Xperia compatible with High-Resolution Audio formats](#)

AUDIO IN

[Connecting to a portable audio device, etc.](#)

Settings

Network

- [Setting your PC as a DLNA server and controller \(Windows 10\)](#)
- [Setting your PC as a DLNA server and controller \(Windows 8.1\)](#)
- [Setting your PC as a DLNA server and controller \(Windows 7\)](#)

USB

- [Connecting a PC/Installing the dedicated driver](#)

Listening

Network

- [Listening to music on a PC via a network \("Windows Media Player"\)](#)
- [Listening to music on a PC via a network \("Windows Media Player" with "Sony | Music Center" operation\)](#)
- [Listening with multiple speakers \(Wireless Multi-room, Wireless Surround, Wireless Stereo\)](#)
- [Listening to an Internet music service \(Spotify\)](#)

BLUETOOTH

- [Selecting the BLUETOOTH audio streaming playback quality \(Codec\)](#)
- [Listening to music on a device via a BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)

USB

- [Listening to music on a WALKMAN® compatible with High-Resolution Audio formats](#)
- [Listening to music on an Xperia compatible with High-Resolution Audio formats](#)
- [Listening to music on a PC](#)

AUDIO IN

- [Listening to music on a portable audio device, etc.](#)

Phone calls

[Receiving a call](#)

[Making a call](#)

[Terminating the BLUETOOTH connection \(After use\)](#)

[Button functions for a phone call](#)

Using the voice assist function

[Using the voice assist function \(Google app\)](#)

[Using the voice assist function \(Siri\)](#)

Listening to High-Resolution Audio format files

[About High-Resolution Audio format files](#)

[Installing “Hi-Res Audio Player” to a PC](#)

[Listening to High-Resolution Audio format files via a network](#)

Information

[Specifications](#)

[About the indicators](#)

Compatible devices and operating systems

- └ [Compatible iPhone/iPod touch models](#)

- └ [Compatible WALKMAN® models](#)

- └ [Compatible operating systems \(Windows\)](#)

- └ [Compatible operating systems \(Mac\)](#)

- └ [Compatible DLNA devices](#)

- └ [Compatible BLUETOOTH devices](#)

- └ [Compatible USB devices](#)

Software update

- └ [Updating the pre-installed software](#)

- └ [Update method 1: Automatic update via the Internet](#)

- └ [Update method 2: Manual update via the Internet](#)

- └ [Searching the latest software via a network connection](#)

Wi-Fi signal strength

- └ [Checking the Wi-Fi signal strength \(reception sensitivity\)](#)

Notes on use

- └ [Precautions](#)

- └ [What is BLUETOOTH wireless technology?](#)

- └ [What is LDAC?](#)

[About the voice guidance](#)

[Trademarks](#)

[Important information on software](#)

[Notes on software](#)

Support website

└ [Customer support websites](#)

Troubleshooting

[What can I do to solve a problem?](#)

Power supply/Charging

└ [Unable to turn on the speaker or charge the built-in battery.](#)

└ [Any button on the speaker cannot be operated](#)

└ [The power suddenly turns off](#)

└ [The power indicator flashes in red](#)

└ [The CHARGE indicator flashes](#)

Sound

└ [No sound/Sound from only one speaker/Low sound level](#)

└ [Distorted sound/humming or noise from the speaker](#)

└ [The volume is getting smaller while using](#)

Network connection

└ [The speaker cannot connect to the network \(Other equipment on the network cannot find or recognize the speaker\)](#)

└ [Unable to connect to a network via a Wi-Fi connection](#)

└ [Unable to connect to a network via a Wi-Fi connection \(even though a correct SSID is selected\)](#)

└ [The speaker cannot connect to a network using the UPDATE/WPS button](#)

└ [The speaker does not appear in the device list of the PC's music playback application](#)

└ [The speaker does not appear in the device select screen of "Sony | Music Center"](#)

└ [The speaker cannot connect to music services](#)

└ [The controller cannot find the speaker \(The controller cannot browse the contents of the speaker\)](#)

└ [Music started automatically \(home network\)](#)

└ [The sound is interrupted](#)

└ [Playback does not start](#)

BLUETOOTH

- [Smartphone, iPhone, etc. cannot be paired](#)
- [Unable to connect the speaker to a BLUETOOTH device with One-touch \(NFC\)](#)
- [There is no sound \(BLUETOOTH\)](#)
- [Distorted sound/humming or noise from the speaker](#)

USB device

- [An unsupported USB device is connected](#)
- [There is no sound \(USB\)](#)
- [There is noise, skipping, or distorted sound](#)
- [Playback does not start](#)
- [Playback does not start from the first track](#)

Software update

- [Updating the pre-installed software](#)
- [Update method 1: Automatic update via the Internet](#)
- [Update method 2: Manual update via the Internet](#)
- [Searching the latest software via a network connection](#)

Reset

- [Reset the speaker](#)
- [Initializing the speaker](#)

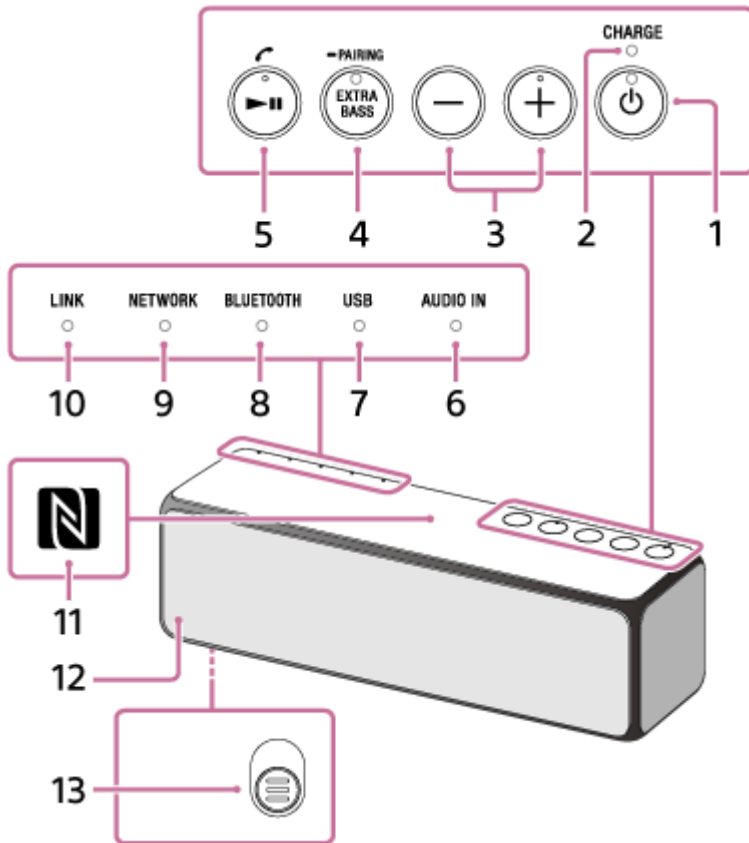
Disposal and transfer

- [Disposing of or giving away this speaker](#)

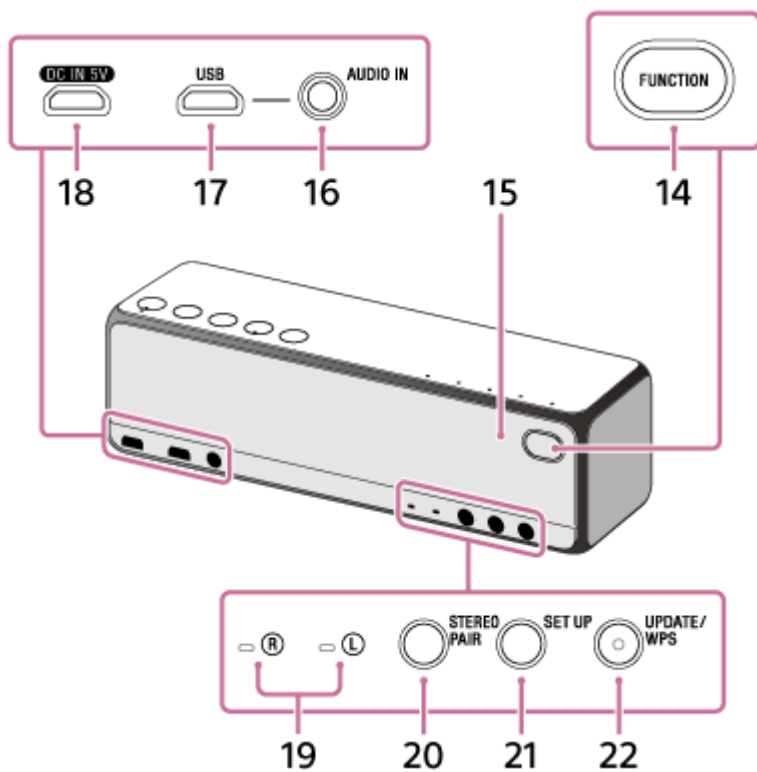
Wireless Speaker
h.ear go 2 (SRS-HG10)

Parts and controls

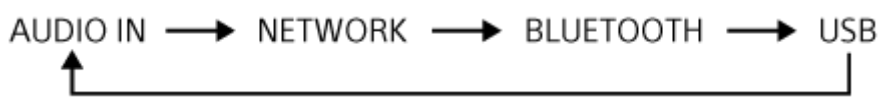
Top and bottom



Rear



1. (power) button with indicator
Press and hold for 8 seconds to reset the speaker.
2. CHARGE indicator
3. -/+ (volume) buttons
The (power) indicator flashes 3 times when reaching maximum or minimum volume.
The + (volume) button has a tactile dot. Use the tactile dot as reference when operating the speaker.
4. EXTRA BASS button with indicator/ PAIRING button
 - Press to set sound effects. It is set off by default at time of purchase.
 - While the speaker is turned on, press and hold for more than 3 seconds to switch to BLUETOOTH pairing mode.
5. (play) button/ (call) button
 - Operate to play/pause/skip/go back.
 - Press to receive a call.
It has a tactile dot. Use the tactile dot as a reference when operating the speaker.
6. AUDIO IN indicator
7. USB indicator
8. BLUETOOTH indicator
9. NETWORK indicator
10. LINK indicator
11. N-Mark
Touch this mark with an NFC (FeliCa) compatible device.
12. Speaker grille
13. (Bottom) Grille detachment lever
Removes the front speaker grille.
14. FUNCTION button
Press to change the speaker modes in the following order:



15. Microphone

Built in for a hands-free call.

16. AUDIO IN jack

Connect to the headphone jack of a portable audio devices, etc., using a commercially-available audio cable (with stereo mini plugs/no resistance).

17. USB port

Connect to a PC or High-Resolution Audio compatible WALKMAN[®] or Xperia.

18. DC IN 5V jack

19.  (right)/  (left) indicator

Lights up when Speaker Add function, Wireless Surround function^{*1} or Wireless Stereo function^{*1} is used.

20. STEREO PAIR button

Press to use Speaker Add function or Wireless Stereo function^{*1} with two speakers.

21. SET UP button

Press to use Stereo Mode function with two speakers or to use Wireless Surround function^{*1} by combining the speaker with other audio devices.

22. UPDATE button with indicator/WPS button

- Indicates the status of the speaker's software update. After pressing and holding for 2 seconds when the indicator is lit, the speaker beeps and the software update starts.
- If your wireless router has a Wi-Fi Protected Setup™ (WPS) button, you can use this button to connect to the network^{*2}.

If your wireless router has an AOSS button, it can be used as a Wi-Fi Protected Setup™ (WPS) button. For details, refer to the operating instructions supplied with your wireless router.

*1 For more details, refer to the following URL.

<http://sony.net/nasite>

*2 Not available while the UPDATE indicator is lit

Related Topic

- [About the indicators](#)
- [Using this speaker as a rear speaker \(Wireless Surround\)](#)
- [Connecting two speakers \(Wireless Stereo\)](#)
- [Connecting two speakers \(Speaker Add function\)](#)

Charging the battery

You can operate the speaker by connecting to the AC outlet with the supplied USB AC adaptor or by using the built-in lithium-ion battery (rechargeable).

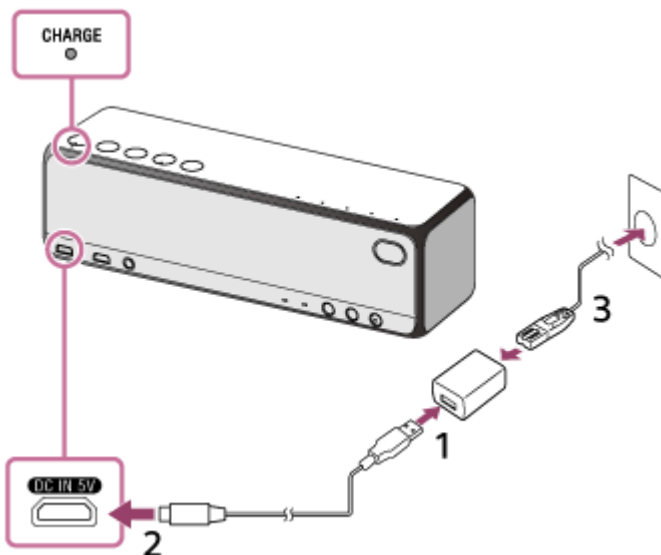
Before turning on the speaker for the first time, be sure to charge the speaker for more than 1 hour. When the battery is charged, you can use the speaker without using the USB AC adaptor.

1 Connect the supplied USB AC adaptor and micro-USB cable.

2 Connect the micro-USB cable to a DC IN 5V jack.

3 Connect the USB AC adaptor to an AC outlet.

Do not use other than the supplied USB AC adaptor, micro-USB cable, and AC power cord. According to your country or region, connect the AC power cord and plug adaptor to the USB AC adaptor.



When the speaker is connected to an AC outlet via the USB AC adaptor, charging starts and the CHARGE indicator lights up in orange. Charging is completed in about 5 hours^{*1} and the indicator turns off.

^{*1} When the speaker is turned off, time that is required to charge the empty battery to its full capacity.

Lifespan of a lithium-ion battery

When making a BLUETOOTH (SBC) connection: Approx. 12 hours (at normal playback)^{*2}

When connected to a network: Approx. 8 hours (at normal playback)^{*3}

^{*2} When the specified music source is used, the BLUETOOTH device is set to the maximum volume, and the volume level of the speaker is set to 43.

The battery life when the volume level of the speaker is set to maximum will be about 4 hours.

^{*3} When the specified music source is used, the network device is set to the maximum volume, and the volume level of the speaker is set to 43.

The battery life when the volume level of the speaker is set to maximum will be about 4 hours.

When the battery is running low

When the CHARGE indicator flashes slowly, the built-in battery is running low and needs to be charged. Charge the speaker for more than 1 hour by connecting it to an AC outlet via the USB AC adaptor.

Hint

- Even when listening to music from the speaker, you can charge the speaker if it is connected to the AC outlet. However, it is recommended to turn off the speaker for charging because the charging time may become longer.
- The voice guidance for the remaining battery capacity can be turned on or off by using the dedicated app "Sony | Music Center."

Note

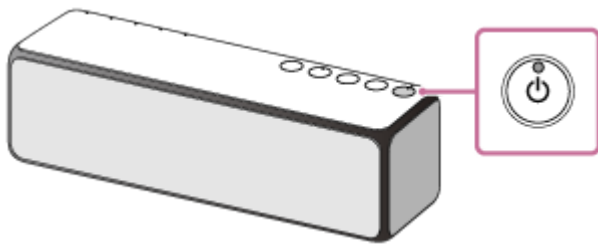
- When you switch the power source between an AC outlet and battery by connecting/disconnecting the USB AC adaptor, sound output will stop for a short while. This is not a malfunction.
- If you use the speaker at a high volume, the battery power may reduce even when connected to an AC outlet. When using the speaker while charging the battery, turn the volume to low. Otherwise, turn off the speaker and charge it for at least 1 hour.
- If you use the speaker at a high volume for a long time, the battery power and the volume may reduce even when connected to an AC outlet. This is not a malfunction. In this case, turn off the speaker and charge it for at least 1 hour.
- When the battery life is low (CHARGE indicator flashes), the maximum output level of the speaker becomes low.
- In a very high or low temperature, charging the battery will be stopped for its safety. If the charging continues for a long time, the charging may be stopped. Charge the battery in the usable temperature range (5 °C to 35 °C).
- If you do not intend to use the speaker for a long time, charge the battery to its full capacity once every 6 months to maintain its performance.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Turning the power on

1 Press the (power) button.

The  (power) indicator lights up in green.



It may take a while before the speaker turns on.

Depending on the remaining power of the built-in battery, the voice guidance is output from the speaker as follows.

“Battery fully charged”

“Battery about 80%”

“Battery about 60%”

“Battery about 40%”

“Battery about 20%”

“Battery level low, please charge”

“Battery level low” (While the speaker is charging)

Hint

- The LINK indicator may also begin to flash or light up when the speaker is turned on.
- When you turn on the speaker in the BLUETOOTH/Network standby mode, the speaker turns on automatically by operating a BLUETOOTH device or network device, and then the BLUETOOTH or network connection starts (only when using the USB AC adaptor).
- The voice guidance for the remaining battery capacity (BATT Level) can be turned off by selecting [Setting] - [Power Option] - [BATT Level] - [Off] on the menu of “Sony | Music Center.”

Note

- When the CHARGE indicator flashes, this indicates that the built-in battery is running low and needs to be charged. Charge the speaker for at least 1 hour by connecting it to an AC outlet via the USB AC adaptor.

Related Topic

- [About the indicators](#)
- [Using the BLUETOOTH®/Network standby mode](#)
- [About the voice guidance](#)

Using the BLUETOOTH®/Network standby mode

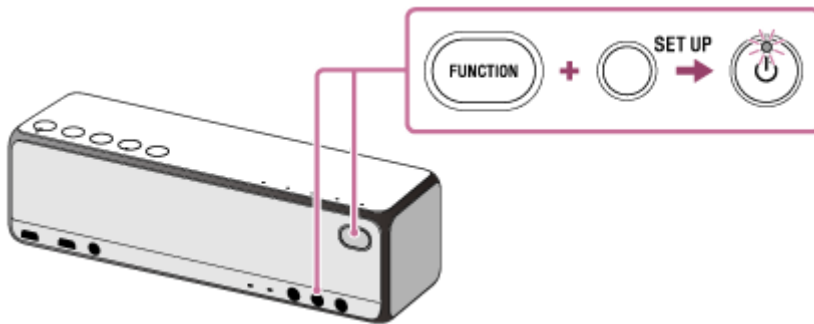
If the BLUETOOTH/Network standby mode is on, the speaker turns on when a BLUETOOTH device or network device is operated. The start-up time becomes shorter and the speaker will become operational sooner than in normal start-up. The BLUETOOTH/Network standby mode can be set only when the speaker is connected to an AC outlet via the USB AC adaptor (supplied).

When the speaker is being powered by the built-in battery only, the BLUETOOTH/Network standby mode is not available.

- 1 **Connect the speaker to the AC outlet via the USB AC adaptor, then turn the speaker on.**

The  (power) indicator lights up in green.


- 2 **Press and hold the FUNCTION button and the SET UP button simultaneously until the  (power) indicator lights up in orange.**




The speaker turns off and enters the BLUETOOTH/Network standby mode.

If you operate a network device or BLUETOOTH device to connect to the speaker, the speaker turns on automatically and connection starts.

To turn off the BLUETOOTH/Network standby mode

With the speaker turned on, press and hold the FUNCTION button and the SET UP button simultaneously until the  (power) indicator turns off. The BLUETOOTH/Network standby mode is turned off.

Hint

- If the BLUETOOTH/Network standby mode is on, the  (power) indicator lights up in orange when the speaker turns off.
- The BLUETOOTH/Network standby mode can be set to on or off by using the dedicated app “Sony | Music Center.”

Wireless Speaker

h.ear go 2 (SRS-HG10)

Auto Power Off (Auto Standby) mode

The speaker powers off automatically if the speaker remains in any of the following states for 15 minutes. Auto power off (auto standby) mode is set to on at time of purchase.

BLUETOOTH mode

- No operation of the speaker.
- No connect/disconnect operations to the speaker from a mobile phone (smartphone/iPhone) via BLUETOOTH using HFP/HSP.
HFP/HSP are types of BLUETOOTH profile.
HSP (Headset Profile): It enables calls and operations on phone.
HFP (Hands-free Profile): It enables hands-free calls and operations on phone.
- No music (audio) is played.

NETWORK/USB/AUDIO IN mode

- No operation of the speaker.
- No music (audio) is played.

Hint

- The auto power off (auto standby) mode can be turned off by using "Sony | Music Center."
- The auto power off (auto standby) mode may not work depending on the connecting device during the AUDIO IN mode.

Related Topic

- [Main setting items of "Sony | Music Center"](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

About “Sony | Music Center”

“Sony | Music Center” is an application for controlling Sony audio devices which are compatible with “Sony | Music Center,” by your smartphone etc.

For more details about “Sony | Music Center,” refer to the following website.

<http://www.sony.net/smcqa/>

What you can do with this application

- Play back music files, including High-Resolution Audio files saved on smartphones, etc.
- Play back music files, including High-Resolution Audio files saved on devices (PC, server, etc.) on your home network.
- Use Internet music services (Chromecast built-in)
- Sound quality settings and equalizer adjustment
- Check the battery level of the rechargeable battery built in to the speaker
- Power option settings (auto power off (auto standby) mode/the voice guidance for the remaining battery capacity)
- BLUETOOTH/Network standby mode settings
- Change the BLUETOOTH mode and the AUDIO IN mode
- Select the BLUETOOTH Codec (audio streaming playback quality)
- Form groups with other devices (Speaker Add function/Wireless Multi-room function/Wireless stereo function/Wireless surround function)

...etc.

Note

- What you can control with “Sony | Music Center” varies depending on the connected device. The specification and design of the application may change without notice.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Installing “Sony | Music Center”

Install “Sony | Music Center” to your smartphone, etc. from Google Play or App Store.

- 1 Download “Sony | Music Center” from Google Play or App Store and install it to your smartphone, etc.



Sony Music Center



- 2 After finishing installation, start “Sony | Music Center.”

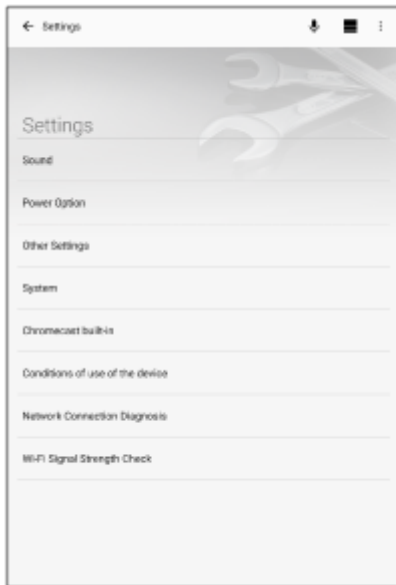
Note

- Use the latest “Sony | Music Center.” If you cannot connect the speaker and your smartphone, etc., or sound is not output from the speaker, uninstall “Sony | Music Center” and try to make a BLUETOOTH connection again. For details, refer to Google Play or App Store.

Wireless Speaker
h.ear go 2 (SRS-HG10)

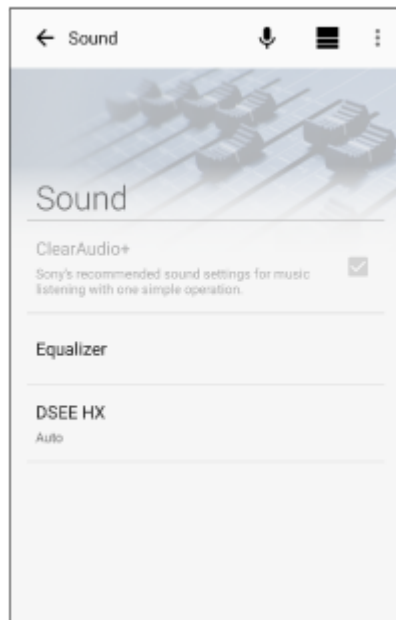
Main setting items of “Sony | Music Center”

You can configure Sound settings, Power Option settings, BLUETOOTH Codec settings, Chromecast built-in settings, etc.



Below is the list of main setting items of “Sony | Music Center.”

Sound settings

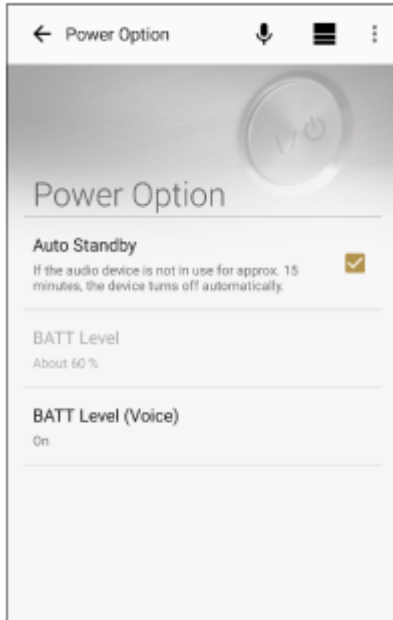


Item	Description
ClearAudio+	You can enjoy ClearAudio+ (Sony's recommended sound quality). ClearAudio+ is set as default at time of purchase.
Equalizer	You can set the sound quality according to the music genre.

Item	Description
DSEE HX	This function enables enhancement* of the sound quality (equivalent to High-Resolution) for compressed audio files and restores high-range sound lost during the compression process. [Auto] is set as default at time of purchase, which effectively enhances compressed audio, while High-Resolution Audio can be enjoyed in its original state.

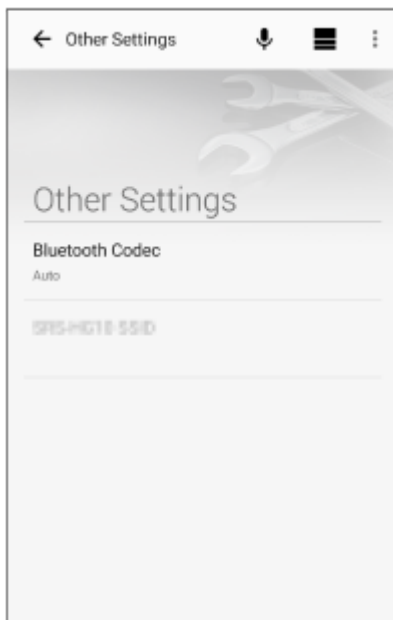
* It extends up to 192 kHz / 24 bit equivalent.

Power Option settings



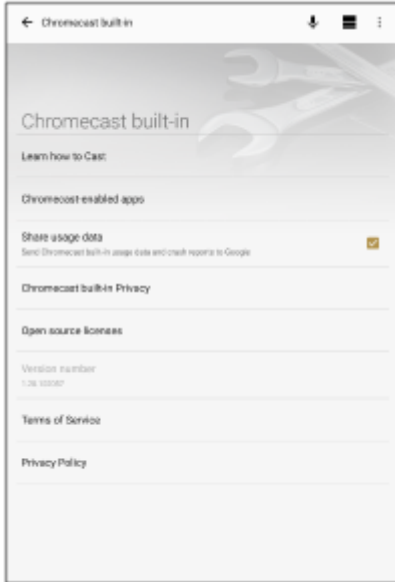
Item	Description
Auto Standby	If no operation is performed on the speaker for more than 15 minutes, the speaker powers off automatically auto power off.
BATT Level (Voice)	Set whether or not to enable the voice guidance that informs you of the remaining battery capacity (BATT level) when the speaker is on.

Other settings



Item	Description
Bluetooth Codec	Auto: Setting that prioritizes sound quality. The optimal codec is automatically selected from among AAC, LDAC, and SBC. SBC: Setting that prioritizes stable connection.

Chromecast built-in



Item	Description
Learn how to Cast	Links to the page describing how to set up Chromecast built-in.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Wi-Fi network connection (“Sony | Music Center”)

You can connect the speaker to a Wi-Fi network using “Sony | Music Center.” First, make a BLUETOOTH connection between the speaker and a smartphone/iPhone. Then configure the Wi-Fi network settings. Wi-Fi network settings in “Sony | Music Center” are sent from your smartphone/iPhone to the speaker via BLUETOOTH communication. Complete step ③ within 15 minutes after turning on the speaker. If the speaker is not operated for more than 15 minutes, it will turn off automatically by the auto power off (auto standby) mode.

Note

- While performing Wi-Fi network setting according to procedures below, the setting information of your Wi-Fi network will not be protected until the setting is complete. After completing the setting, setting information of your Wi-Fi network will be protected again by setting the wireless LAN security.

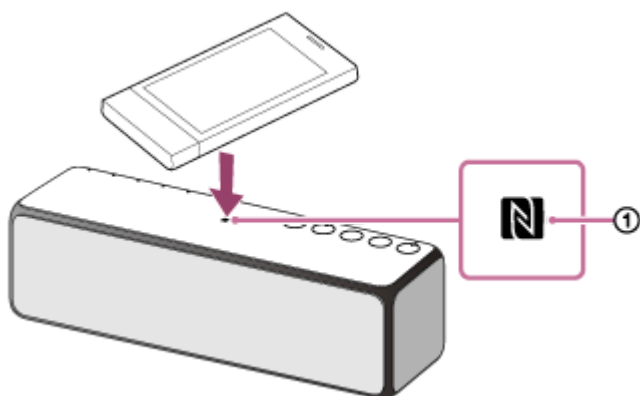
① Place your speaker as close as possible to the wireless router.

1. Connect your smartphone to your wireless router.
2. Record the SSID and password of the wireless router for reference.
Some wireless routers have multiple SSIDs. Be sure to record the SSID which your smartphone is connected to.
For details, refer to the operating instructions supplied with your wireless router.

② Make a BLUETOOTH connection.

For NFC-compatible smartphones

Unlock the smartphone screen, turn on the NFC function, and then establish BLUETOOTH connection between the speaker and smartphone with one touch (NFC).
Keep touching the smartphone to the N-Mark (①) of the speaker until the smartphone responds.



For smartphones not compatible with NFC

See “[Pairing and connecting with a BLUETOOTH device.](#)”

For iPhone/iPod

See “[How to make a wireless connection with BLUETOOTH devices.](#)”
If [Share Wi-Fi Settings?] is displayed, tap [Allow].

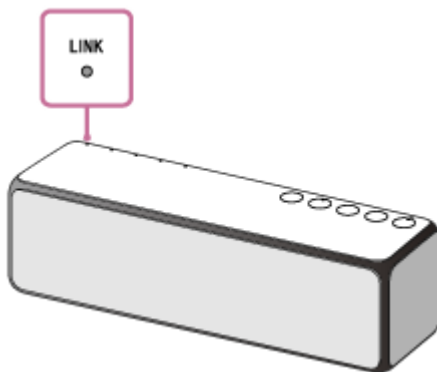
③ Connect to a Wi-Fi network following the instructions on the screen of “Sony | Music Center.”

“Sony | Music Center” will automatically start up when BLUETOOTH connection is completed. Follow the instructions on the screen.



4 Check that the LINK indicator on the speaker lights up in orange.

When the Wi-Fi connection is completed, the LINK indicator lights up in orange. Depending on the environment, it may take more than a minute for the LINK indicator to light up.



Connection is completed.

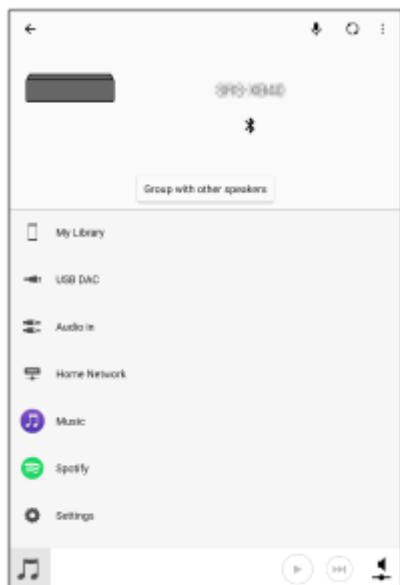
Note

- To download the app, you may have to pay a communication fee, depending on your Internet contract.
- When you connect the speaker to a Wi-Fi network for the first time after purchase, or after you initialize the speaker, the BLUETOOTH/Network standby mode is turned on automatically.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Listening to music on a device connected to the home network (“Sony | Music Center”)

Operating from the “Sony | Music Center” home screen



Functions supported by the speaker are listed, and can be used for operation/configuration.

Below is a list of the main functions.

For details, refer to the Help page in “Sony | Music Center.”

<http://www.sony.net/smcqa/>

Item	Description
My Library	Play back music files (including high-resolution audio) stored in your smartphone/iPhone, etc.
USB DAC	Play back music files stored in USB devices (PC, WALKMAN [®] , Xperia, etc.). Connect through the speaker USB port, and operate from the connected USB device for playback.
Home Network	See “ Listening with multiple speakers (Wireless Multi-room, Wireless Surround, Wireless Stereo) .”
Settings	Use to configure Sound settings, Power Option settings, BLUETOOTH Codec settings, Chromecast built-in settings, etc. See “ Main setting items of “Sony Music Center” .”

Listening to music on a PC via a Wi-Fi network

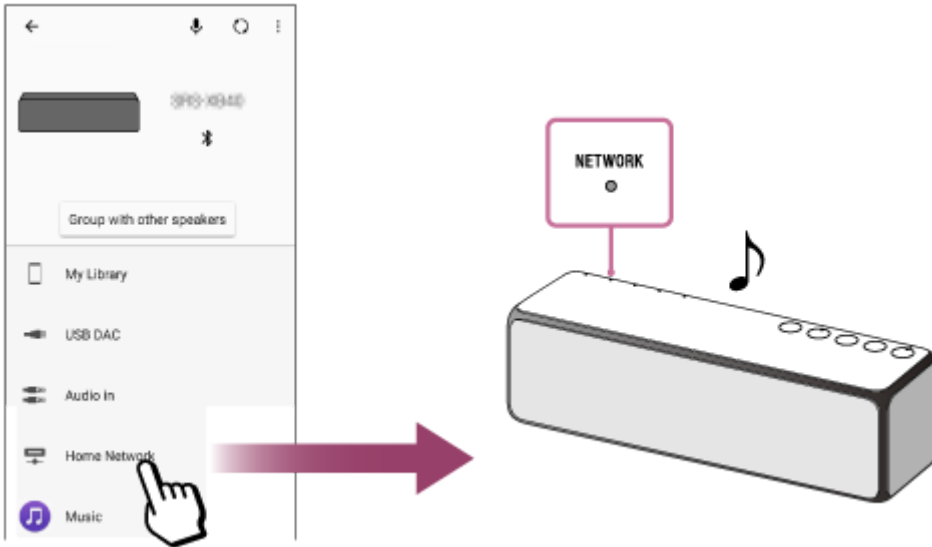
Play back music stored in your home network’s PC via Wi-Fi network. You can use “Sony | Music Center” as a DLNA controller, then operate it for playback.

1 Set the PC as a DLNA server beforehand.

For details on the setting method, see the Related Topic below.

2 Select [Home Network] on the home screen of “Sony | Music Center” with the smartphone and select the DLNA server you have set from the sever list.

3 Select the folder or audio file which has music you want to listen.



Note

- When you use “Sony | Music Center” as a DLNA controller, you cannot adjust the volume with the connected device. Adjust the volume with the application or speaker.

Listening to Internet music services

You can use an Internet music service.

To use Chromecast built-in, refer to [Setting] – [Chromecast built-in] – [Learn how to Cast]. Check how to use the service and install an application compatible with Chromecast built-in. Also refer to the Help page in “Sony | Music Center.”

<http://www.sony.net/smcqa/>

Listening to music with multiple speakers

By combining speakers of compatible model, you can enjoy your favorite music in various styles via a Wi-Fi network.

For more details about compatible models and available function, see “[Listening with multiple speakers \(Wireless Multi-room, Wireless Surround, Wireless Stereo\)](#).”



Related Topic

- [DLNA \(Digital Living Network Alliance\)](#)
- [Compatible DLNA devices](#)
- [Setting your PC as a DLNA server and controller \(Windows 10\)](#)
- [Setting your PC as a DLNA server and controller \(Windows 8.1\)](#)
- [Setting your PC as a DLNA server and controller \(Windows 7\)](#)
- [Listening to music on a PC via a network \(“Windows Media Player” with “Sony | Music Center” operation\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Listening with multiple speakers (Wireless Multi-room, Wireless Surround, Wireless Stereo)

You can enjoy listening to your favorite music in various styles by wireless speaker combinations.



Compatible models

For more details about Wireless Surround and Wireless Stereo functions, and compatible models for Wireless Surround and Wireless Stereo functions, refer to the following URL.

<http://sony.net/nasite/>

Enjoying music using multiple speakers

The Wireless Multi-room function, Wireless Surround function, and Wireless Stereo function are available.

To switch between functions, cancel the function you are using, and then operate for the other function. To cancel a function, operate on “Sony | Music Center.” For the Wireless Surround function or Wireless Stereo function, you can also cancel the function by pressing and holding the SET UP button on the rear of the speaker until a beep is heard. The **(R)** (right)/ **(L)** (left) indicators turn off, and the function is canceled. The grouping is also canceled.

Note

- You can enjoy the Wireless Multi-room function, Wireless Surround function and Wireless Stereo function only on the network connection via Wi-Fi. These functions are not available with BLUETOOTH connection.
- To play back music stored on a PC, the DLNA server function is required on the PC. For more information, refer to the operating instructions for the PC.
- Only music files on the server device of the home network can be played back. Sound from video files cannot be played back.
- You will not be able to cast from the Chromecast compatible application to the grouping (Wireless Multi-Room function) created using “Sony | Music Center.” Use the “Google Home” application to create a new grouping.

Enjoying music in any room of the home



By grouping speakers, you can fill your rooms with same music simultaneously.

For music stored on a PC or NAS, you can also listen to different songs from each speaker.

You can set and save one favorite speaker group.

For more details on the Wireless Multi-room function (such as grouping and group playback), refer to the following URL.

<http://www.sony.net/smcqa/>



Enjoy even greater surround sound with additional speakers compatible with wireless surround function.

For more details, see “[Using this speaker as a rear speaker \(Wireless Surround\)](#).”



Pair two speakers together to create wider, stereo sound.

For more details, see “[Connecting two speakers \(Wireless Stereo\)](#).”

* It is not recommended watching video by connecting a TV or game machine with Wireless Stereo function.

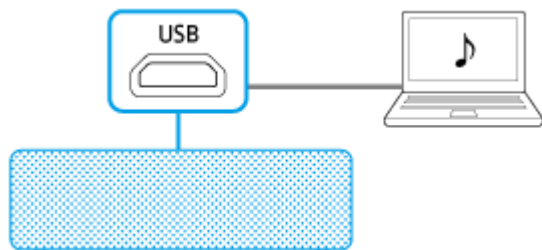
Related Topic

- [Using this speaker as a rear speaker \(Wireless Surround\)](#)
- [Connecting two speakers \(Wireless Stereo\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting via a USB cable

Operate an application such as “Hi-Res Audio Player” to play back music.
This connection method is suitable for playing back high-resolution audio files.



1. Connecting a PC/Installing the dedicated driver
2. Installing “Hi-Res Audio Player” to a PC
3. Listening to music with “Hi-Res Audio Player ”

Note

- Use other music playback application such as “Sony | Music Center” to play back audio files which are not High-Resolution Audio format.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Making a wireless connection (BLUETOOTH connection)

Confirm that your PC is equipped with the BLUETOOTH function.

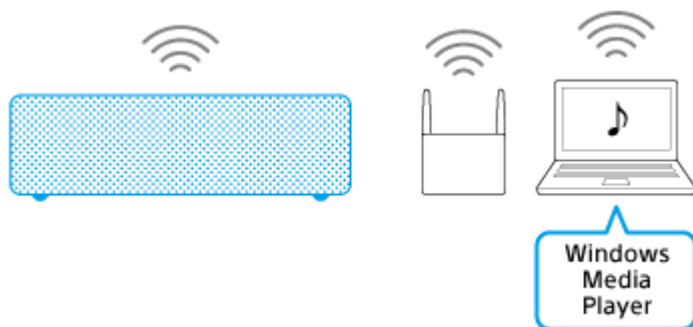


1. Making a BLUETOOTH connection between your PC and the speaker by using either of the following methods
 - Pairing a device to connect to the speaker for the first time ([Windows 10](#))/([Windows 8.1](#))/([Windows 7](#))
 - Connecting a paired PC and the speaker ([Windows 10](#))/([Windows 8.1](#))/([Windows 7](#))
2. [Listening to music on a device via a BLUETOOTH connection](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Using “Windows Media Player” (Windows 7 or later)

Operate “Windows Media Player” on your PC to listen to music from the speaker via a Wi-Fi network.



1. [Connecting to a Wi-Fi network](#)
2. [Setting your PC as a DLNA server and controller \(Windows 10\)/\(Windows 8.1\)/\(Windows 7\)](#)
3. [Listening to music on a PC via a network \(“Windows Media Player”\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Using other music playback software

If you want to use the server function to listen to the music files stored on your PC from the speaker via a network, move or copy music files to the library of “Hi-Res Audio Player.”

Note

- If you want to use a music playback software other than “Hi-Res Audio Player,” make a BLUETOOTH connection with a PC.

Wireless Speaker

h.ear go 2 (SRS-HG10)

Making a wireless connection (BLUETOOTH connection)

Confirm that your smartphone is equipped with the BLUETOOTH function.

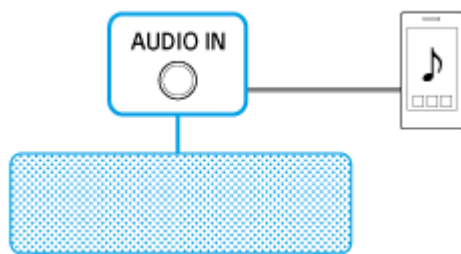


1. Making a BLUETOOTH connection between your smartphone and the speaker by using either of the following methods
 - Pairing and connecting with a BLUETOOTH device ([Android](#))/(Other devices)/(NFC-compatible device)
 - [Connecting with a paired BLUETOOTH device](#)
2. [Listening to music on a device via a BLUETOOTH connection](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting via an audio cable (with stereo mini plugs/no resistance)

A commercially-available audio cable (with stereo mini plugs/no resistance) is required.

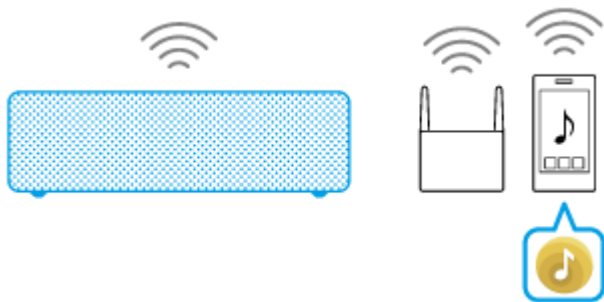


1. Connecting a smartphone
2. Listening to music on a portable audio device, etc.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Using “Sony | Music Center”

Use your smartphone, iPhone, etc. with “Sony | Music Center” installed.

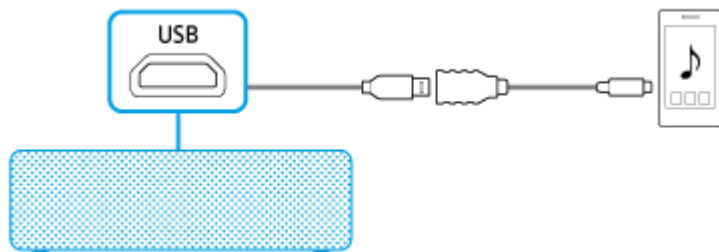


1. [Wi-Fi network connection \(“Sony | Music Center”\)](#)
2. [Listening to music on a device connected to the home network \(“Sony | Music Center”\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting via a USB cable

A commercially-available adapter cable (OTG cable) is required.
This connection method is suitable for playing back high-resolution audio files.



1. [Connecting an Xperia compatible with High-Resolution Audio formats](#)
2. [Listening to music on an Xperia compatible with High-Resolution Audio formats](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Making a wireless connection (BLUETOOTH connection)

Confirm that your smartphone is equipped with the BLUETOOTH function.

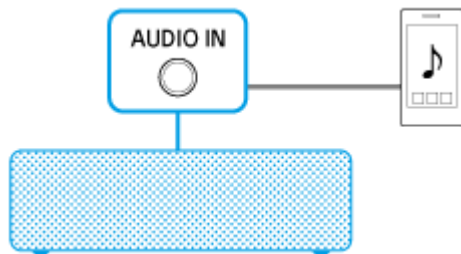


1. Making a BLUETOOTH connection between your smartphone and the speaker by using either of the following methods
 - Pairing and connecting with a BLUETOOTH device ([Android](#))/([Other devices](#))/([NFC-compatible device](#))
 - [Connecting with a paired BLUETOOTH device](#)
2. [Listening to music on a device via a BLUETOOTH connection](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting via an audio cable (with stereo mini plugs/no resistance)

A commercially-available audio cable (with stereo mini plugs/no resistance) is required.

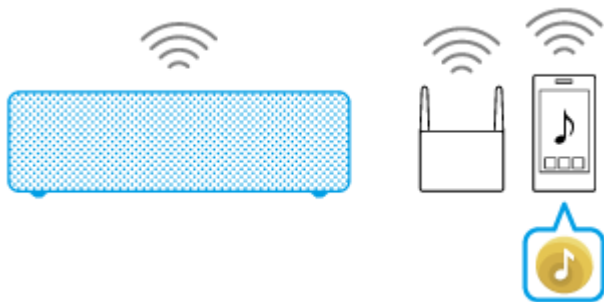


1. Connecting a smartphone
2. Listening to music on a portable audio device, etc.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Using “Sony | Music Center”

Use your smartphone, iPhone, etc. with “Sony | Music Center” installed.



1. [Wi-Fi network connection \(“Sony | Music Center”\)](#)
2. [Listening to music on a device connected to the home network \(“Sony | Music Center”\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Making a wireless connection (BLUETOOTH connection)

Check whether your iPhone/iPod touch is equipped with the BLUETOOTH function.



1. Making a BLUETOOTH connection between your iPhone/iPod touch and the speaker by using either of the following methods

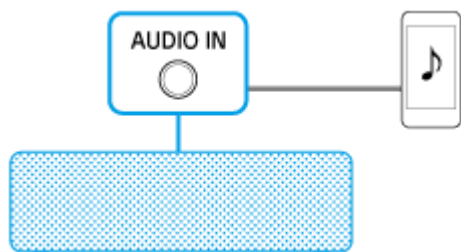
- Pairing [iPhone/iPod touch](#) to connect to the speaker for the first time
- Connecting a paired [iPhone/iPod touch](#) and the speaker

2. [Listening to music on a device via a BLUETOOTH connection](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting via an audio cable (with stereo mini plugs/no resistance)

A commercially-available audio cable (with stereo mini plugs/no resistance) is required.

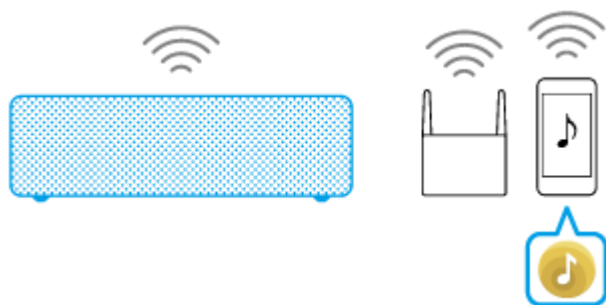


1. Connecting an iPhone/iPod touch
2. Listening to music on a portable audio device, etc.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Using “Sony | Music Center”

Use your iPhone/iPod touch with “Sony | Music Center” installed.



1. Wi-Fi network connection (“Sony | Music Center”)
2. Listening to music on a device connected to the home network (“Sony | Music Center”)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Making a wireless connection (BLUETOOTH connection)

Confirm that your WALKMAN® is equipped with the BLUETOOTH function.

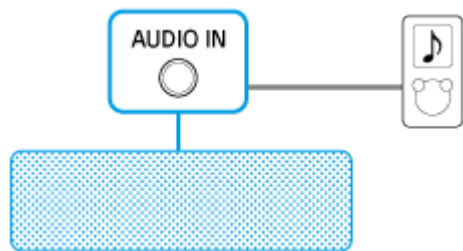


1. Making a BLUETOOTH connection between your WALKMAN® and the speaker by using either of the following methods
 - [Pairing and connecting with a BLUETOOTH device](#)
 - [Connecting with a paired BLUETOOTH device](#)
2. [Listening to music on a device via a BLUETOOTH connection](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting via an audio cable (with stereo mini plugs/no resistance)

A commercially-available audio cable (with stereo mini plugs/no resistance) is required.



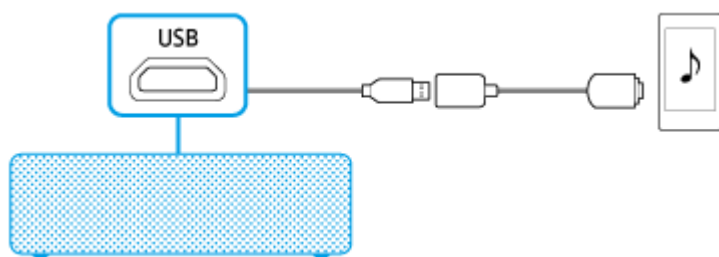
1. Connecting to a portable audio device, etc.
2. Listening to music on a portable audio device, etc.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting via a USB cable

An optional High-Resolution Audio USB Adaptor WM-PORT cable* is required.
This connection method is suitable for playing back high-resolution audio files.

* Optional High-Resolution Audio USB Adaptor WM-PORT cable can be ordered from your nearest Sony Service Center.



1. Connecting a WALKMAN® compatible with High-Resolution Audio formats
2. Listening to music on a WALKMAN® compatible with High-Resolution Audio formats

Wireless Speaker
h.ear go 2 (SRS-HG10)

Making a wireless connection (BLUETOOTH connection)

Confirm that your WALKMAN® is equipped with the BLUETOOTH function.

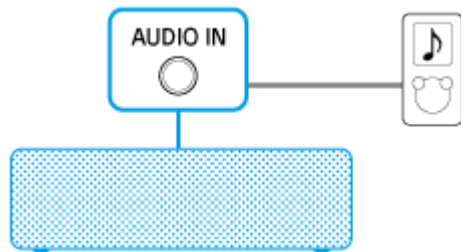


1. Making a BLUETOOTH connection between your WALKMAN® and the speaker by using either of the following methods
 - [Pairing and connecting with a BLUETOOTH device](#)
 - [Connecting with a paired BLUETOOTH device](#)
2. [Listening to music on a device via a BLUETOOTH connection](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting via an audio cable (with stereo mini plugs/no resistance)

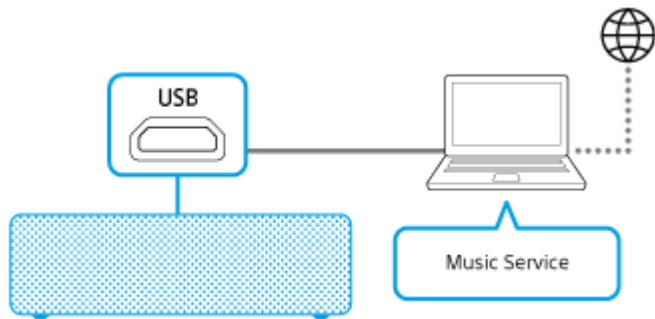
A commercially-available audio cable (with stereo mini plugs/no resistance) is required.



1. Connecting to a portable audio device, etc.
2. Listening to music on a portable audio device, etc.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting via a USB cable

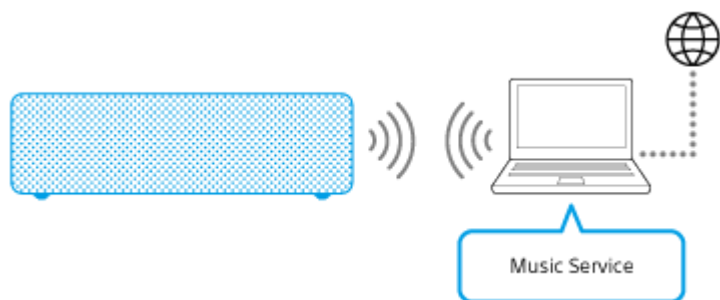


1. Connecting a PC/Installing the dedicated driver
2. Receiving music services on your PC

Wireless Speaker
h.ear go 2 (SRS-HG10)

Making a wireless connection (BLUETOOTH connection)

Confirm that your PC is equipped with the BLUETOOTH function.

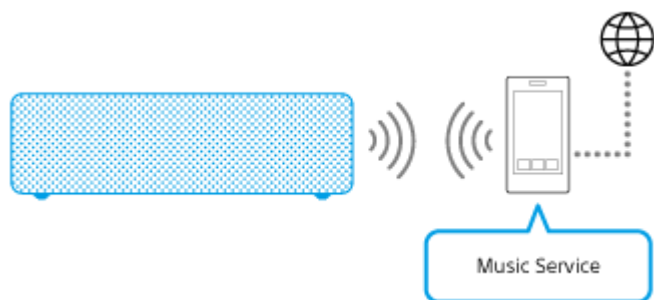


1. Making a BLUETOOTH connection between your PC and the speaker by using either of the following methods
 - Pairing a device to connect to the speaker for the first time ([Windows 10](#))/([Windows 8.1](#))/([Windows 7](#))
 - Connecting a paired PC and the speaker ([Windows 10](#))/([Windows 8.1](#))/([Windows 7](#))
2. Receiving music services on your PC

Wireless Speaker
h.ear go 2 (SRS-HG10)

Making a wireless connection (BLUETOOTH connection)

Make sure whether your smartphone, iPhone, etc. is equipped with the BLUETOOTH function.

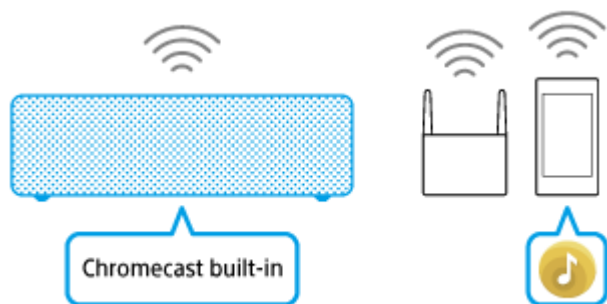


1. Making a BLUETOOTH connection between your smartphone or iPhone, etc. and the speaker by using either of the following methods
 - [Pairing and connecting with a BLUETOOTH device](#)
 - [Connecting with a paired BLUETOOTH device](#)
2. Receiving music services on the smartphone, iPhone, etc.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Using “Sony | Music Center” (Chromecast built-in)

A smartphone, iPhone, etc. with “Sony | Music Center” installed is required.
You can listen to music services from the speaker via a Chromecast built-in-enabled app.



1. Wi-Fi network connection (“Sony | Music Center”)
2. Listening to music on a device connected to the home network (“Sony | Music Center”)
See “Listening to Internet music services.”
3. Receiving music services on the smartphone, iPhone, etc.

Refer also to the “Sony | Music Center” support website.
<http://www.sony.net/smcqa/>

Wireless Speaker

h.ear go 2 (SRS-HG10)

Selecting the Wi-Fi network connection method

Select the appropriate connection method for your network environment from below. Do the following before starting.

- Check that the Wi-Fi network function is turned on.
If the NETWORK indicator flashes continuously when changing the speaker to the NETWORK mode, turn on the Wi-Fi network function.
- Place the speaker closer to the wireless router.

Connecting to a Wi-Fi network using “Sony | Music Center”

Download “Sony | Music Center” to your smartphone, iPhone, etc. This application provides Wi-Fi connection setup with the speaker, and allows you to select/play music in a DLNA server (such as a PC).

For details, see [“Wi-Fi network connection \(‘Sony | Music Center’\).”](#)

Connecting to a Wi-Fi network using the Wi-Fi Protected Setup (WPS) button of the wireless router

If your wireless router has a Wi-Fi Protected Setup (WPS) button, connect to the Wi-Fi network by this method.

To check if your wireless router is compatible with Wi-Fi Protected Setup (WPS), refer to the operating instructions of your router.

For details, see [“Connecting to a Wi-Fi network using the Wi-Fi Protected Setup \(WPS\) button of the wireless router.”](#)

Connecting to a Wi-Fi network using a PC

If your wireless router does not have a Wi-Fi Protected Setup (WPS) button, connect this speaker to your PC wirelessly, and then connect the speaker to the Wi-Fi network.

The speaker should be initialized to the factory default settings for this connection.

For details, see [“Connecting to a Wi-Fi network using a PC connected wirelessly.”](#)

Hint

- If your wireless router has an AOSS button, it is possible to use it as Wi-Fi Protected Setup (WPS) button. For details, refer to the operating instructions supplied with your wireless router.

Related Topic

- [Wi-Fi network connection \(‘Sony | Music Center’\)](#)
- [Checking the Wi-Fi signal strength \(reception sensitivity\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

DLNA (Digital Living Network Alliance)

You can listen to music stored in a DLNA server (such as a PC) on a home network using the speaker. By connecting DLNA-compatible digital devices with each other on the network, you can play back music stored in a DLNA server by using a DLNA controller. To use the PC as a DLNA server or controller, it is necessary to set the PC.

To listen to music in a DLNA server (PC, etc.) by operating a smartphone, iPhone, etc.

Download “Sony | Music Center” to your smartphone, iPhone, etc. This application provides Wi-Fi connection setup with the speaker, and allows you to select/play music in the DLNA server (such as a PC). For details, see [“Wi-Fi network connection \(“Sony | Music Center”\)”](#) or [“Listening to music on a PC via a network \(“Windows Media Player” with “Sony | Music Center” operation\).”](#)

To listen to music in a DLNA server using your PC as a controller

You can play back music stored in a DLNA server by operating your PC. Start “Windows Media Player” on your PC, then play back music by using the “Cast to Device” function (Windows 10) or “Play To” function (Windows 8.1/Windows 7). Follow the instructions on the PC screen to operate. To use the PC as a DLNA server or controller, it is necessary to set the PC. For details, see [“Setting your PC as a DLNA server and controller \(Windows 10\)/\(Windows 8.1\)/\(Windows 7\)”](#) or [“Listening to music on a PC via a network \(“Windows Media Player”\).”](#)

Note

- The speaker can play MP3, Linear PCM, WMA, AAC, WAV, FLAC, ALAC and AIFF format files (only AAC files with the extension “.m4a,” “.mp4,” or “.3gp” are playable). Even if the bit rate and file format are supported, the playback of all files is not guaranteed.
- Files with DRM (Digital Rights Management) copyright protection cannot be played on the speaker. To check if a WMA file is protected by DRM, right-click the file on the PC. If you see the [License] tab, the file is protected by DRM.
- When you listen to music via a home network, it may take some time to start, since each DLNA-compatible device has to recognize the component currently used.
- Some content may not be playable with DLNA certified products.

Related Topic

- [Listening to music on a device connected to the home network \(“Sony | Music Center”\)](#)
- [Listening to music on a PC via a network \(“Windows Media Player” with “Sony | Music Center” operation\)](#)
- [Listening to music on a PC via a network \(“Windows Media Player”\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting to a Wi-Fi network using the Wi-Fi Protected Setup (WPS) button of the wireless router

If your wireless router has a Wi-Fi Protected Setup (WPS) button, you can connect to the Wi-Fi network by this method. To check if your wireless router is compatible with Wi-Fi Protected Setup (WPS), refer to the operating instructions of your router.

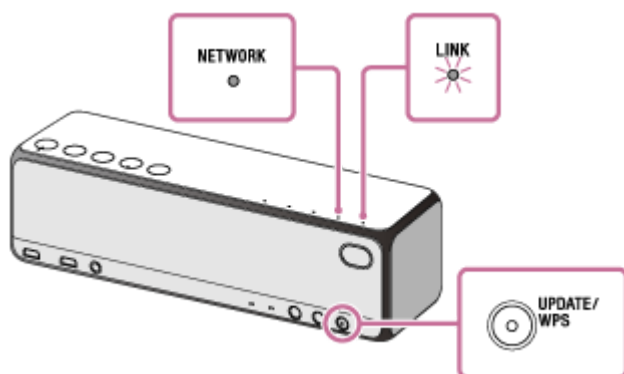
Do the following before starting.

- Place the speaker closer to the wireless router.

1 Turn on the speaker.

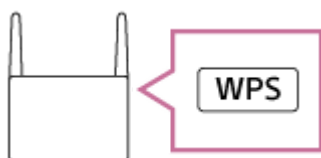
2 Press and hold the UPDATE/WPS button on the rear of the speaker until a beep is heard (for about 2 seconds).

The NETWORK indicator lights up in white and the LINK indicator flashes in orange.



3 Press the Wi-Fi Protected Setup (WPS) button* of the wireless router.

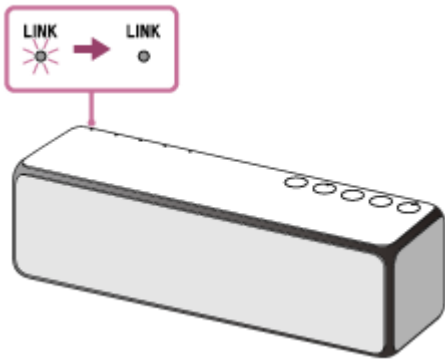
Operate within 90 seconds after pressing the UPDATE/WPS button of the speaker. Depending on the wireless router, press and hold the Wi-Fi Protected Setup (WPS) button of the wireless router for a few seconds. For details, refer to the operating instructions of your wireless router.



* The position and shape of the Wi-Fi Protected Setup (WPS) button differ depending on the wireless router.

4 Check that the LINK indicator changes from flashing to staying lit in orange.

When the Wi-Fi connection is established, the LINK indicator lights up in orange. Depending on the environment, it may take more than a minute for the LINK indicator to light up.



The connection is established.

If the LINK indicator flashes in red

The speaker failed to connect to the Wi-Fi network. Try connecting again from step 2.

Hint

- For details on the Wi-Fi Protected Setup (WPS) button of your wireless router, refer to the operating instructions of your wireless router.
- If your wireless router has an AOSS button, it is possible to use it as Wi-Fi Protected Setup (WPS) button. For details, refer to the operating instructions supplied with your wireless router.
- If the Wi-Fi connection fails even if you try several times, initialize the speaker and delete the setting information of the Wi-Fi connection, then try connecting again.

Note

- When you connect the speaker to a Wi-Fi network for the first time after purchase, or after you initialize the speaker, the BLUETOOTH/Network standby mode is turned on automatically.

Related Topic

- [Using the BLUETOOTH®/Network standby mode](#)
- [Updating the pre-installed software](#)
- [Initializing the speaker](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting to a Wi-Fi network using a PC connected wirelessly

Note that the speaker should be initialized to the factory default for this connection. All BLUETOOTH device registration (pairing) information is deleted. To use the BLUETOOTH connection after that, delete all pairing information on the PC, and then set pairing again.

This section describes how to connect a PC and the speaker wirelessly, then how to connect the speaker to a wireless router, using the PC.

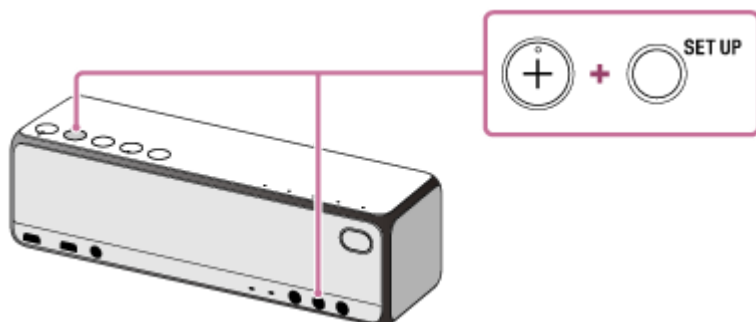
Do the following before starting.

- Place the speaker closer to the wireless router.
- Locate the SSID (the name of a wireless network) and encryption key (WEP or WPA), which are required to set up a Wi-Fi network. The encryption key restricts access to devices on a network. It is used to make more secure communication between the devices connected to wireless routers or access points.

1 Have the Wi-Fi network name (SSID) and password (encryption key) of the wireless router available for reference.

For details, refer to the operating instructions supplied with your wireless router.



2 With the speaker turned on, press and hold the + (volume) button on the top and the SET UP button on the rear at the same time for more than 4 seconds to initialize the settings of the speaker.



NETWORK indicator, BLUETOOTH indicator, USB indicator and AUDIO IN indicator light up in white, then initialization starts. Initialization takes about 60 to 80 seconds. (power) indicator lights up in green when initialization is complete. Initializing the settings will delete all BLUETOOTH pairing information and network settings.

3 Connect the speaker to the PC.



Windows 7/Windows 8.1:

- For Windows 8.1, click or tap the desktop on the Start screen.
- Select  or  icon on the bottom right of the screen.



- Select [SRS-HG10] from the network list.


Windows 10:

- Select  or  icon on the bottom right of the screen.



- Select [SRS-HG10] – [Connect] from the network list.

Mac:

- Click  at the top of the screen.
- Select [Open Network Preferences...].
- Select [SRS-HG10] from the network list.

4 Display the [Sony Network Device Settings] screen.

1. Launch a browser (Internet Explorer, Safari, etc.).
2. Enter the following URL in the address bar.
<http://192.168.211.129>



5 Select [Network Settings] from the menu.



6 Enter the SSID of the wireless router and the password.

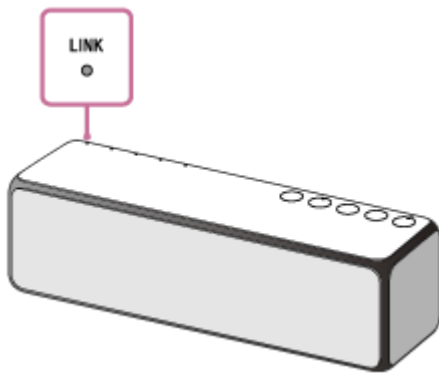


7 Select [Apply].



8 Check that the LINK indicator lights up in orange.

When the Wi-Fi connection is completed, the LINK indicator lights up in orange. It may take more than a minute for the LINK indicator to light up.



Connection is completed.

9 Connect the PC to the wireless router to be used.

Hint

- If you want to set a fixed IP address, set in the screen in step 6 above.
- When the connection of the speaker to your Wi-Fi network has completed, connect your PC to the previous destination or your wireless router.

Note

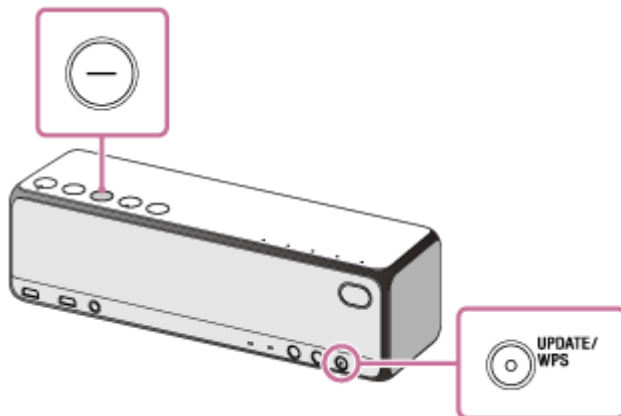
- This procedure needs to be completed within 30 minutes. If you cannot complete within 30 minutes, start over from step 2.
- Until you finish the Wi-Fi network setting, it will not be protected. The Wi-Fi network will be protected again after setting the Wi-Fi security.
- When you connect the speaker to a Wi-Fi network for the first time after purchase, the BLUETOOTH/Network standby mode is turned on automatically.

Wireless Speaker
h.ear go 2 (SRS-HG10)

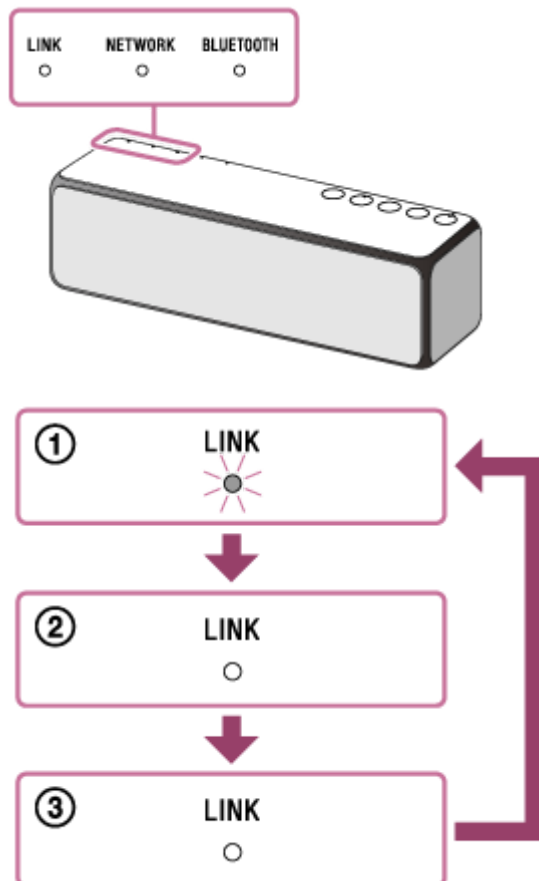
How to turn off the Wi-Fi network/BLUETOOTH function

To use the speaker outdoors, set the Wi-Fi network function to off or both the Wi-Fi network function and the BLUETOOTH function to off.

- 1 When the speaker is turned on, press and hold the – (volume) button on the top and the UPDATE/WPS button on the rear of the speaker.



Each time you press the – (volume) button and the UPDATE/WPS button, the status of the Wi-Fi network function and the BLUETOOTH function changes between on and off. You can check the status by means of the LINK indicator, the NETWORK indicator, and the BLUETOOTH indicator.



- ① Wi-Fi network function: ON / BLUETOOTH function: ON

The speaker is in this status by default at time of purchase.
The LINK indicator flashes or turns on.

② Wi-Fi network function: OFF / BLUETOOTH function: ON

The NETWORK indicator and the BLUETOOTH indicator flash quickly for 2 seconds, and then the LINK indicator turns off. The Wi-Fi network function is set to off while the BLUETOOTH function remains on.

③ Wi-Fi network function: OFF / BLUETOOTH function: OFF

The NETWORK indicator and the BLUETOOTH indicator flash quickly for 2 seconds while the LINK indicator remains off. Both the Wi-Fi network function and the BLUETOOTH function are set to off.

The NETWORK indicator and the BLUETOOTH indicator flash slowly, and then the LINK indicator flashes or turns on. Both the Wi-Fi network function and the BLUETOOTH function are set to on (the same status with ①).

Hint

- When the Wi-Fi network function is turned off, if you select the NETWORK mode by pressing the FUNCTION button repeatedly, the NETWORK indicator does not light up but flashes irregularly.
When the BLUETOOTH function is turned off, if you select the BLUETOOTH mode by pressing the FUNCTION button repeatedly, the BLUETOOTH indicator does not light up but flashes irregularly.

Wireless Speaker

h.ear go 2 (SRS-HG10)

Using this speaker as a rear speaker (Wireless Surround)

You can enjoy surround sound by combining with products that support the Wireless Surround function.

A Sony product (such as a sound bar/home theater system) that supports the Wireless Surround function and two h.ear go 2 (SRS-HG10) are required.

For more information including compatible models, refer to the following URL.

<http://sony.net/nasite/>



Preparing for using the Wireless Surround function

- Connect the speakers (h.ear go 2 (SRS-HG10)) to the wireless network.
For details about the wireless network connection, see “[Selecting the Wi-Fi network connection method.](#)”
- Check if the software of these speakers are the latest version.
For details how to check the software version, see “[Searching the latest software via a network connection.](#)”

Setting speakers to use as rear speakers (Wireless Surround function)

- 1 Place the speakers at a distance 1 m (3 ft) or less from each other, and then turn on them.**

The  (power) indicator lights up in green.

- 2 On each speaker, press the FUNCTION button repeatedly until the NETWORK indicator lights up.**

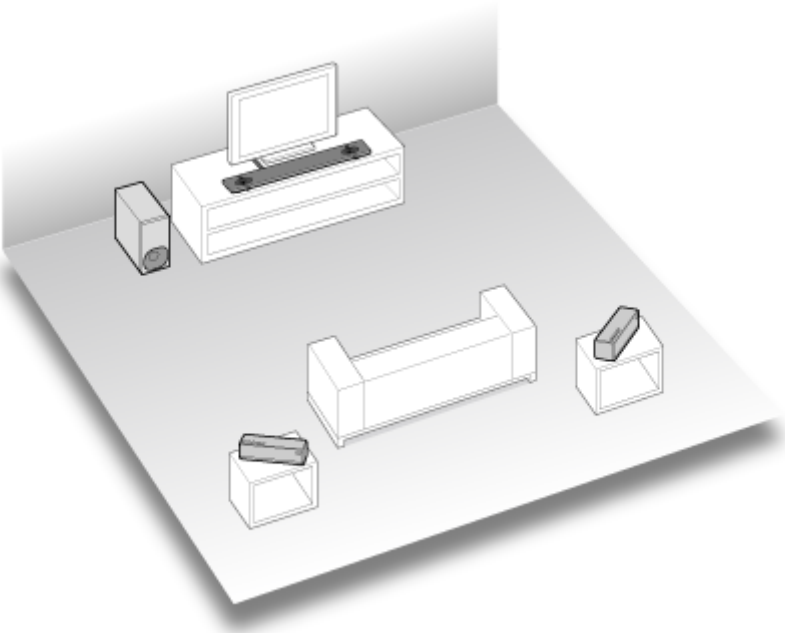
Both speakers enter the NETWORK mode.

- 3 Set up the Wireless Surround function on the connecting equipment.**

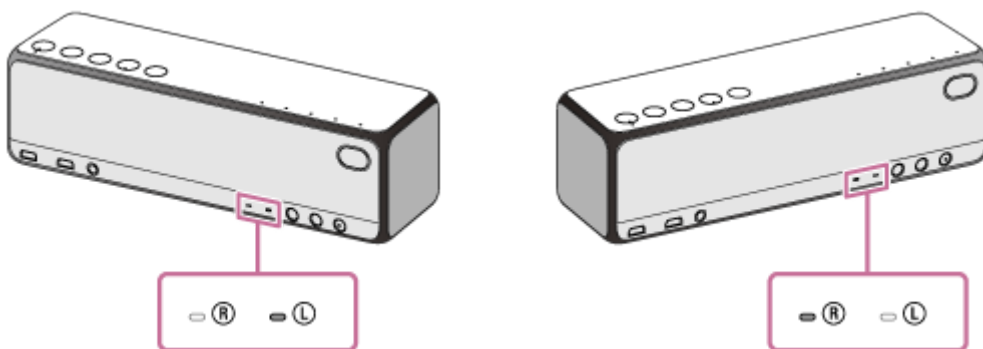
Follow the instructions on the screen. The following operations use a sound bar (HT-NT5) as an example.

1. Press the HOME button on the remote control.
2. Select [Setup], and then press the enter button.
3. Select [Wireless Surround], and then follow the instructions on the screen.

For more details, refer to the operating instructions of the connecting equipment.



- 4 Check that the **R** (right)/ **L** (left) indicators on these speakers light up.



- 5 On the connecting equipment, start playback and adjust the volume.

For more details, refer to the operating instructions of the connecting equipment.

Changing R (right) and L (left) of rear speakers

When using the Wireless Surround function, press the SET UP button on the rear of the speaker repeatedly. Each press switches between R (right) and L (left). This operation is possible with either speaker.

Canceling the Wireless Surround function/using other functions

While using the Wireless Surround function, other functions (such as the Wireless Multi-room function, Wireless Stereo function, Speaker Add function, BLUETOOTH connection) are not available.

Press and hold the SET UP button on this speaker until a beep is heard.

The **R** (right)/ **L** (left) indicators turn off and the Wireless Surround function is canceled. Then, the grouping is also canceled.

Hint

- When connecting two speakers to the AC outlet using the USB AC adaptors, the power of the connected equipment and two speakers can be linked by turning on or off the equipment or speaker (Power Interlock).
- You can also set the Wireless Surround function using "Sony | Music Center".
- You cannot cancel the Wireless Surround function by using "Sony | Music Center." For operation on the speaker, see "Canceling the Wireless Surround function/using other functions" noted above.

Note

- When using the Wireless Surround function, the automatic software update feature of the speaker and sound bar/home theater system is not activated. To update the software, cancel the Wireless Surround function, and then connect the speaker or sound bar/home theater system to the wireless network.
- When using the Wireless Surround function, the speaker and sound bar/home theater system cannot be connected to the wireless network. Also, you cannot control the speaker using “Sony | Music Center.” When using the Wi-Fi network function and “Sony | Music Center,” cancel the Wireless Surround function, and then connect it to the wireless network.
- When using the Wireless Multi-room function on this speaker, setting (grouping) for the Wireless Surround function cannot be operated on this speaker.

Related Topic

- [Listening with multiple speakers \(Wireless Multi-room, Wireless Surround, Wireless Stereo\)](#)
- [Connecting two speakers \(Wireless Stereo\)](#)
- [Connecting two speakers \(Speaker Add function\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting two speakers (Wireless Stereo)




By connecting two h.ear go 2 (SRS-HG10) , you can enjoy more expanding stereo sound.
Two h.ear go 2 (SRS-HG10) are required.

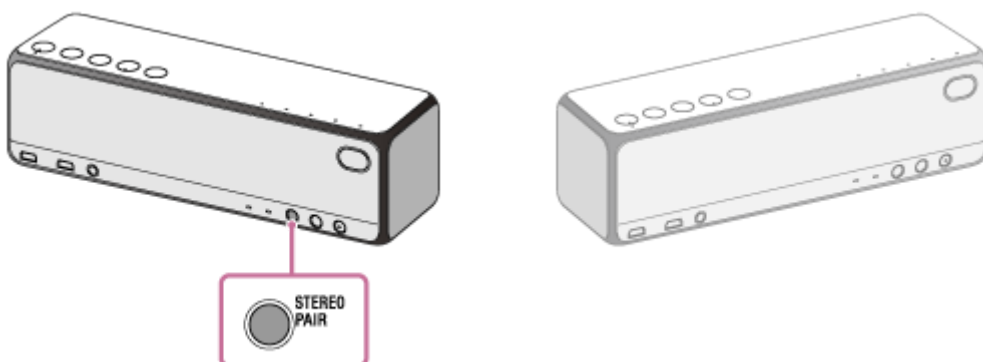


Preparing for the Wireless Stereo function

- Connect the speakers (h.ear go 2 (SRS-HG10)) to the wireless network. For details about the wireless network connection, see [“Selecting the Wi-Fi network connection method.”](#)
- Check if the software of these speakers are the latest version. For details how to check the software version, see [“Searching the latest software via a network connection.”](#)
- You can only enjoy the Wireless Stereo function on a wireless network. This function is not available with a BLUETOOTH connection. To use the BLUETOOTH connection, use the Speaker Add function. For details, see [“Connecting two speakers \(Speaker Add function\).”](#)

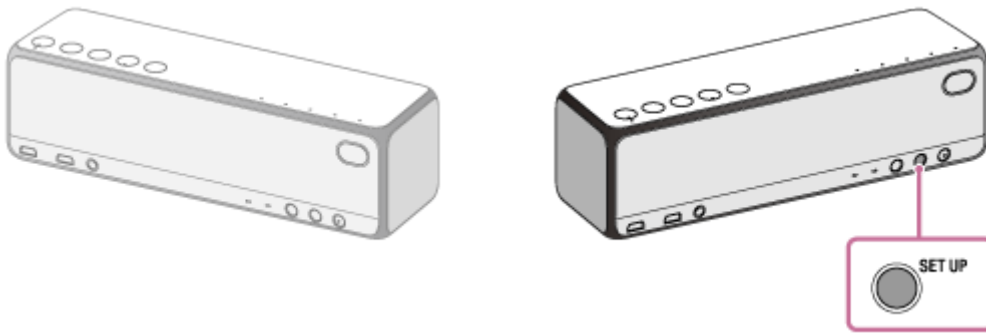
Connecting two speakers (Wireless Stereo function)

- 1 Place the speakers at a distance 1 m (3 ft) or less from each other, and then turn on them.**
The  (power) indicator lights up in green.
- 2 On each speaker, press the FUNCTION button repeatedly until the NETWORK indicator lights up.**
Both speakers enter the NETWORK mode.
- 3 Press and hold the STEREO PAIR button on the rear of one of the speakers until beeps are heard, which informs you to start setting the function.**
The  (right)/  (left) indicators flash.



- 4 Press and hold the SET UP button on the rear of the other speaker until beeps are heard, which informs you to start the connection.**

Do this operation within 30 seconds from pressing the STEREO PAIR button on the previous step.
Beeps sound on each speaker to inform which speaker is set to the left or right position, and the two speakers are connected with the Wireless Stereo function.

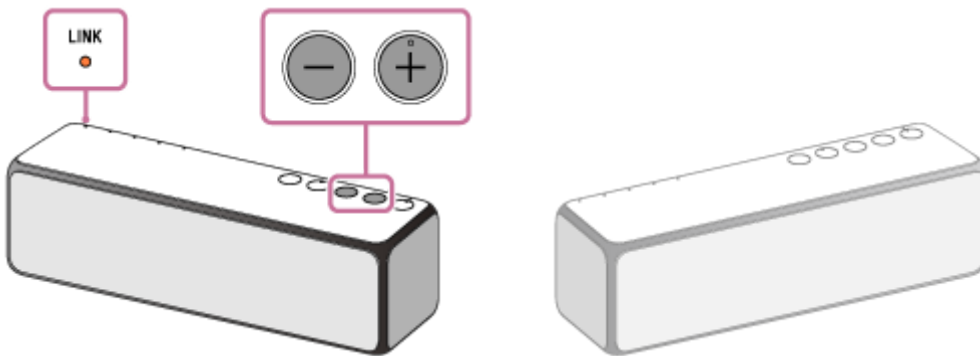


Changing R (right) and L (left) of speakers

When using the Wireless Stereo function, press the SET UP button on the rear of the speaker repeatedly. Each press switches between R (right) and L (left). This operation is possible with either speaker.

5 On the device connected to the speaker*, start playback, and adjust the volume.

* Operate the speaker whose LINK indicator lights up in orange.



To cancel the Wireless Stereo function or use other functions

While using the Wireless Stereo function, other functions (such as the Wireless Multi-room function, Wireless Surround function, Speaker Add function, BLUETOOTH connection) are not available.

Press and hold the SET UP button on this speaker until a beep is heard.

The **R** (right)/ **L** (left) indicators turn off, and the Wireless Stereo function is canceled. Then, the grouping is also canceled.

Hint

- When connecting both speakers to the AC outlet using the USB AC adaptors, the power of both speakers can be turned off by operating one of the speakers (Power Interlock).
- You can also set Wireless Stereo function using “Sony | Music Center.”
- If the signal strength is weak due reasons such as separating the speakers, the connection may be canceled temporarily. Place the speakers in a position that provides enough signal strength.
- When the connection is canceled temporarily, the speakers automatically reconnect. If it takes 10 minutes or more to reconnect after canceling, the Wireless Stereo function is canceled. When using the Wireless Stereo function the next time, operate from step 1.

Note

- Viewing videos using the Wireless Stereo function is not recommended. A slight deviation occurs between video and audio.
- When using the Wireless Stereo function, the automatic software update feature of the speakers is not activated. To update the software, cancel the Wireless Stereo function, and then connect the speaker to the wireless network.
- While using the Wireless Stereo function, one of the speakers may inform you that the latest software is available (the UPDATE indicator lights up in orange). In this case, update the software of the speaker whose UPDATE indicator lights up in orange. For details on how to update, see “[Update method 2: Manual update via the Internet.](#)” Grouping of the Wireless Stereo function is

automatically canceled. Then, connect the other speaker to the wireless network, and then update the software of the speaker. For details on how to update, see ["Searching the latest software via a network connection."](#) After updating both speakers to the latest software, set the Wireless Stereo function again.

- When the wireless network is disconnected, the Wireless Stereo function is canceled. In this case, set the Wireless Stereo function manually.
- When using the Wireless Stereo function, the speaker cannot be used with the BLUETOOTH connection. To use the BLUETOOTH connection, cancel the Wireless Stereo function.
- It is recommended to turn down the volume of the speaker which of pressing the STEREO PAIR button before setting the Wireless Stereo function. The two speakers output sound for the Wireless Stereo function, so a louder sound may be output than that with playback with one speaker.

Related Topic

- [Listening with multiple speakers \(Wireless Multi-room, Wireless Surround, Wireless Stereo\)](#)
- [Using this speaker as a rear speaker \(Wireless Surround\)](#)
- [Connecting two speakers \(Speaker Add function\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

How to make a wireless connection with BLUETOOTH devices

You can enjoy music and talking with the speaker wirelessly by using your device's BLUETOOTH function.

Do the following before starting.

- Place the BLUETOOTH device within 1 m (3 ft) of the speaker.
- Connect the speaker to the AC outlet or charge the battery sufficiently.
- Prepare the operating instructions supplied with the BLUETOOTH device for reference.
- Turn down the volume of the BLUETOOTH device.
- Stop playback on the BLUETOOTH device to avoid sudden loud sound output from the speaker.

Pairing the speaker with a BLUETOOTH device

Pairing is the process required to mutually register the information on BLUETOOTH devices to be connected wirelessly. It is necessary to pair a device with the speaker to be able to make a BLUETOOTH connection for the first time. Perform same procedures to pair to other devices.

See the following topic.

- [Pairing and connecting with a BLUETOOTH device](#)
- [Pairing and connecting with a PC \(Windows 10\)/\(Windows 8.1\)/\(Windows 7\)](#)

Connecting the speaker with a paired device

Once BLUETOOTH devices are paired, there is no need to pair them again. To connect a device already paired, see the following topic.

- [Connecting with a paired BLUETOOTH device](#)
- [Connecting with a paired PC \(Windows 10\)/\(Windows 8.1\)/\(Windows 7\)](#)

Connecting the speaker with an NFC-compatible device by one touch (NFC)

By touching the speaker with an NFC-compatible device such as a smartphone or WALKMAN[®], etc., the speaker turns on automatically, then pairs with the device and makes a BLUETOOTH connection.

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

Compatible smartphones

NFC-compatible smartphones with Android 4.1 or later installed

For details, access the following URL:

For customers in Europe:

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

For customers in the USA:

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

For customers in Canada:

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

For customers in other countries/regions:

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

Compatible WALKMAN[®] models

NFC-compatible WALKMAN[®] models*

* Even if your WALKMAN[®] is compatible with the NFC function, it may not be able to make a BLUETOOTH connection with the speaker by one touch. For details on the compatible models, refer to the operating instructions supplied with your WALKMAN[®].

NFC

NFC (Near Field Communication) is a technology enabling short-range wireless communication between various devices, such as smartphones and IC tags. The data communication is easily activated by touching the device to the specific position on the speaker.

Note

- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - The speaker is already paired with 9 devices and another device is to be paired.
The speaker can be paired with up to 9 devices. If a new device is paired after 9 devices are already paired, the paired device with the oldest connection time is replaced by the new one.
 - The pairing information with the speaker has been deleted from the BLUETOOTH device.
 - The speaker is initialized.
All pairing information will be deleted. If you initialize the speaker, it may not be able to connect your iPhone/iPod touch or PC. In this case, erase the pairing information of the speaker on your iPhone/iPod touch or PC, and then perform the pairing procedure again.
- The speaker can be paired with multiple devices, but can only play music from one paired device at a time.
- The passkey of this speaker is "0000." If a passkey besides "0000" is set on the BLUETOOTH device, pairing cannot be done with the speaker.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Pairing and connecting with a BLUETOOTH device

Pairing is the process required to mutually register the information on BLUETOOTH devices to be connected wirelessly. It is necessary to pair a device with the speaker to be able to make a BLUETOOTH connection for the first time. Perform same procedures to pair to other devices.

Do the following before starting.

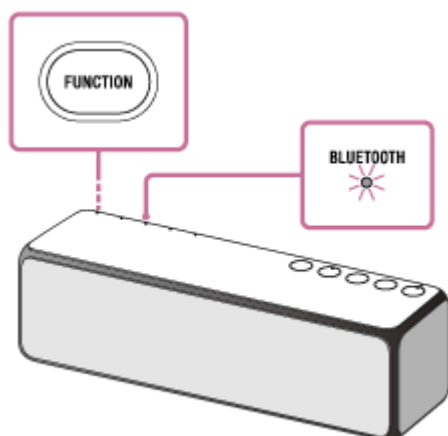
- Place the BLUETOOTH device within 1 m (3 ft) of the speaker.
- Connect the speaker to the AC outlet or charge the battery sufficiently.
- Prepare the operating instructions supplied with the BLUETOOTH device for reference.
- Turn down the volume of the BLUETOOTH device.
- Stop playback on the BLUETOOTH device to avoid sudden loud sound output from the speaker.

1 Turn on the speaker.

The  (power) indicator lights up in green.

2 Press the FUNCTION button repeatedly until the BLUETOOTH indicator flashes.

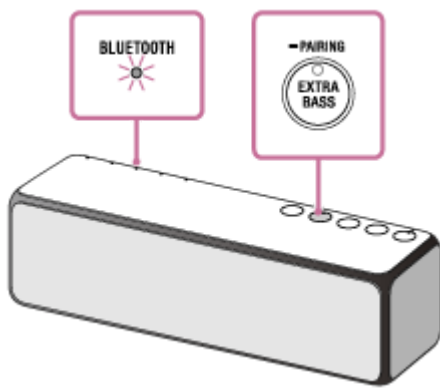
The speaker enters the BLUETOOTH mode.



- When you turn on the speaker for the first time after purchase, pairing information is not stored in the speaker. In this case, by only placing the speaker in the BLUETOOTH mode, the BLUETOOTH indicator will begin to flash quickly and the speaker will enter the pairing mode automatically. Then go to step 4.
- When you turn on the BLUETOOTH mode, the speaker will try to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device is nearby, the BLUETOOTH connection establishes automatically and the BLUETOOTH indicator stays lit. In this case, turn off the BLUETOOTH function on the BLUETOOTH device, or turn off the BLUETOOTH device.

3 Press and hold the EXTRA BASS button with indicator/ PAIRING button of the speaker until the voice guidance are heard.

The BLUETOOTH indicator begins to flash quickly (three times a second), and the speaker enters the pairing mode.



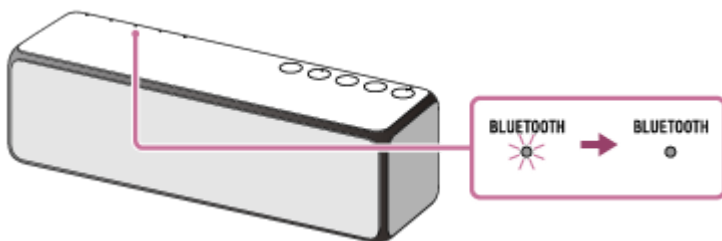
4 Perform the pairing procedure on the BLUETOOTH device to detect the speaker.

When a list of detected devices appears on the display of the BLUETOOTH device, select [h.ear go 2].
If a passkey* is required on the display of the BLUETOOTH device, enter "0000."

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

5 Check that the BLUETOOTH indicator on the speaker is changed to lit from flashing.

When the BLUETOOTH connection is established, the BLUETOOTH indicator stays lit.



If the BLUETOOTH connection is not established, repeat from step 3.

Hint

- For details on operating a BLUETOOTH device, refer to the operating instructions supplied with the BLUETOOTH device.
- You can perform pairing or connect to another BLUETOOTH device even when a BLUETOOTH connection is established. In this case, the previous connection will be disconnected.

Note

- Stop playback on the BLUETOOTH device and turn down the volume of the device beforehand. When pairing is completed, loud sound may output from the speaker. Otherwise, you may experience sudden loud sound from the speaker when music is played back for the first time after pairing.
- The pairing mode of the speaker is released after about 5 minutes and the BLUETOOTH indicator flashes slowly. However, when pairing information is not stored in the speaker, or you turn on the speaker for the first time after purchase, the pairing mode is not released. If the pairing mode is released before finishing the process, repeat from step 3.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - The speaker is already paired with 9 devices and another device is to be paired.
The speaker can be paired with up to 9 devices. If a new device is paired after 9 devices have already been paired, the paired device with the oldest connection time is replaced by the new one.
 - The pairing information with the speaker has been deleted from the BLUETOOTH device.
 - The speaker is initialized.
All pairing information will be deleted. If you initialize the speaker, it may not be able to connect your iPhone/iPod touch or PC. In this case, erase the pairing information of the speaker on your iPhone/iPod touch or PC, and then perform the pairing procedure again.

- The speaker can be paired with multiple devices, but can only play music from one paired device at a time.
- The passkey of this speaker is “0000.” If a passkey besides “0000” is set on the BLUETOOTH device, pairing cannot be done with the speaker.

Related Topic

- [Listening to music on a device via a BLUETOOTH connection](#)

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

Pairing and connecting with a PC (Windows 10)

Pairing is the process required to mutually register the information on BLUETOOTH devices to be connected wirelessly. It is necessary to pair a device with the speaker to be able to make a BLUETOOTH connection for the first time. Perform same procedures to pair to other devices.

Do the following before starting.

- Make sure that your PC has the BLUETOOTH wireless function.
- Place your PC within 1 m (3 ft) of the speaker.
- Connect the speaker to the AC outlet or charge the battery sufficiently.
- Locate the operating instructions supplied with the PC for reference.
- Turn down the volume of the PC.
- Stop playback on the PC to avoid any sudden loud sound from the speaker.
- Activate the BLUETOOTH function on your PC. For details how to activate the BLUETOOTH function or to confirm that your PC has the BLUETOOTH function, refer to the operating instructions of the PC.
- Set the speaker setting on the PC to on. If the mute (off) mode is set in the speaker's setting on the PC, the speaker will not output sound.

- If the speaker setting on the PC is the mute (off) mode

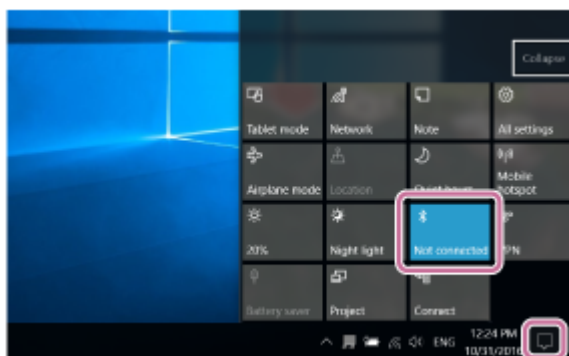


- If the speaker setting on the PC is the on mode



1 Prepare to search for the speaker on the PC.

1. Select [ (Action Center)] – [] in the taskbar on the right-bottom of the screen.

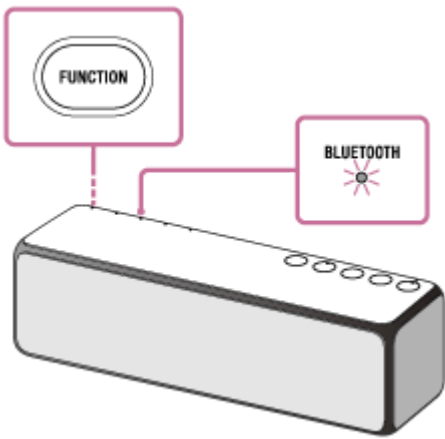


2 Turn the speaker on.

The  (power) indicator lights up in green.

3 Press the FUNCTION button repeatedly until the BLUETOOTH indicator flashes.

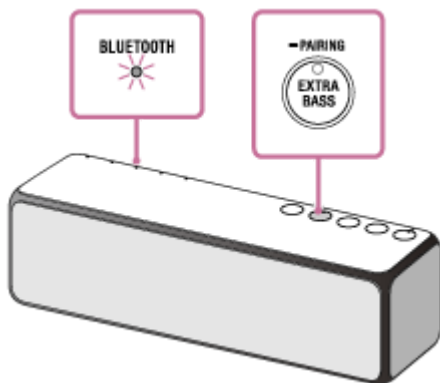
The speaker enters the BLUETOOTH mode.



- When you turn on the speaker for the first time after purchase, pairing information is not stored in the speaker. In this case, by only placing the speaker in the BLUETOOTH mode, the BLUETOOTH indicator will begin to flash quickly (three times a second) and the speaker will enter the pairing mode automatically. Then go to step 5.
- When you turn on the BLUETOOTH mode, the speaker will try to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device is nearby, the BLUETOOTH connection establishes automatically and the BLUETOOTH indicator stays lit. In this case, turn off the BLUETOOTH function on the BLUETOOTH device, or turn off the BLUETOOTH device.

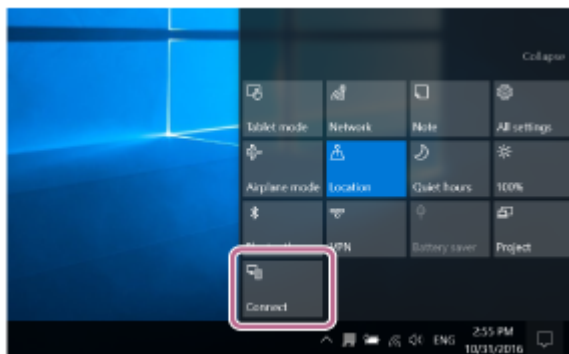
4 Set the speaker to the pairing mode.

Press and hold the EXTRA BASS button with indicator/ PAIRING button until the voice guidance is heard and the BLUETOOTH indicator starts flashing quickly (three times a second).

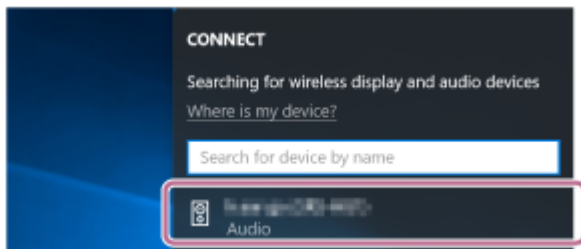


5 Search for the speaker on the PC.

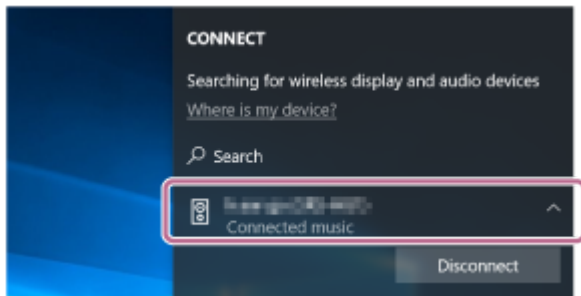
1. Select [Connect] in the [Action Center] on the right-bottom of the screen.



2. Select [h.ear go 2].

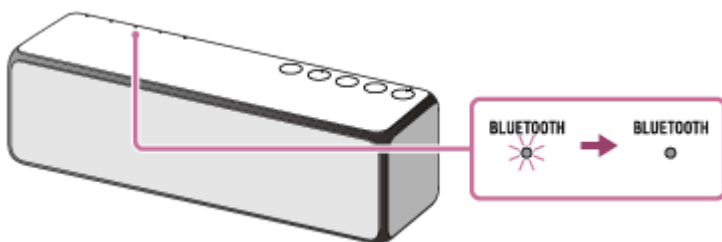


If [h.ear go 2] does not appear on the screen, repeat the procedure from step 4. After pairing, the BLUETOOTH connection establishes automatically and [Connected music] will be displayed on the screen.



6 Check that the BLUETOOTH indicator on the speaker changes from flashing to staying lit.

When the BLUETOOTH connection is established, the BLUETOOTH indicator stays lit. You can enjoy the music playback from your PC.



If the connection is not completed even though [h.ear go 2] is displayed on the screen, place the speaker in the pairing mode to connect.

Press and hold the EXTRA BASS button with indicator/ PAIRING button until the voice guidance are heard and the BLUETOOTH indicator starts flashing quickly (three times a second).

Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the PC.
- You can perform pairing or connect to another BLUETOOTH device even when a BLUETOOTH connection is established. In this case, the previous connection will be disconnected.
- If your PC does not have the BLUETOOTH function, it will be necessary to connect a commercially available BLUETOOTH adaptor to the PC.

Note

- Stop playback on the BLUETOOTH device and turn down the volume of the device beforehand. When pairing is completed, loud sound may output from the speaker. Otherwise, you may experience sudden loud sound from the speaker when music is played back for the first time after pairing.
- The pairing mode of the speaker is released after about 5 minutes and the BLUETOOTH indicator flashes slowly. However, when pairing information is not stored in the speaker, or you turn on the speaker for the first time after purchase, pairing mode is not released. If the pairing mode is released before finishing the process, repeat from step 4.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:

- Pairing information has been deleted after repair, etc.
 - The speaker is already paired with 9 devices and another device is to be paired.
The speaker can be paired with up to 9 devices. If a new device is paired after 9 devices have already been paired, the paired device with the oldest connection time is replaced by the new one.
 - The pairing information with the speaker has been deleted from the BLUETOOTH device.
 - The speaker is initialized.
All pairing information will be deleted. If you initialize the speaker, it may not be able to connect your iPhone/iPod touch or PC. In this case, erase the pairing information of the speaker on your iPhone/iPod touch or PC, and then perform the pairing procedure again.
- The speaker can be paired with multiple devices, but can only play music from one paired device at a time.
 - The passkey of this speaker is “0000.” If a passkey besides “0000” is set on the BLUETOOTH device, pairing cannot be done with the speaker.

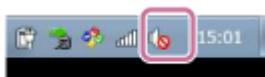
Wireless Speaker
h.ear go 2 (SRS-HG10)

Pairing and connecting with a PC (Windows 8.1)

Pairing is the process required to mutually register the information on BLUETOOTH devices to be connected wirelessly. It is necessary to pair a device with the speaker to be able to make a BLUETOOTH connection for the first time. Perform same procedures to pair to other devices.

Do the following before starting.

- Make sure that your PC has the BLUETOOTH wireless function.
- Place your PC within 1 m (3 ft) of the speaker.
- Connect the speaker to the AC outlet or charge the battery sufficiently.
- Locate the operating instructions supplied with the PC for reference.
- Turn down the volume of the PC.
- Stop playback on the PC to avoid any sudden loud sound from the speaker.
- Activate the BLUETOOTH function on your PC. For details how to activate the BLUETOOTH function or to confirm that your PC has the BLUETOOTH function, refer to the operating instructions of the PC.
- Set the speaker setting on the PC to on. If the mute (off) mode is set in the speaker's setting on the PC, the speaker will not output sound.
 - If the speaker setting on the PC is the mute (off) mode

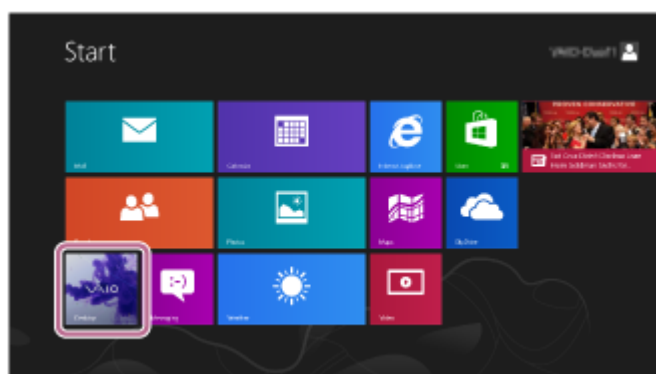


- If the speaker setting on the PC is the on mode



1 Prepare to search for the speaker on the PC.

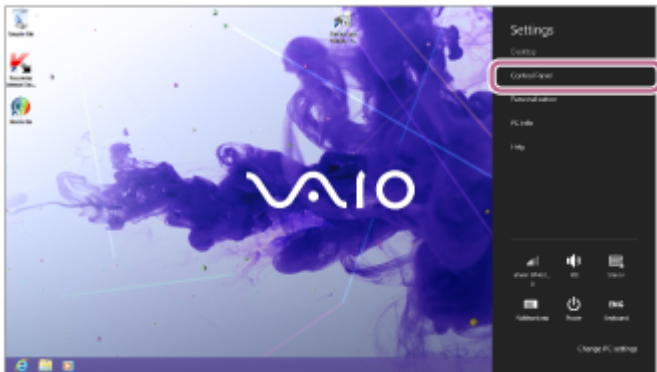
1. Select [Desktop] from the Start screen.



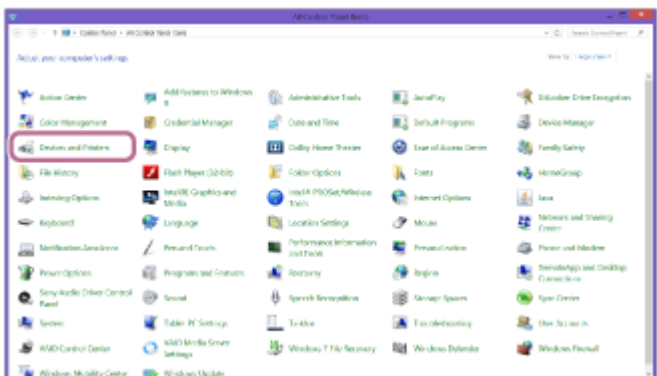
2. Align your mouse with the upper-right side of the screen (if using a touch panel, swipe from the right edge of the screen), and select [Settings] from the charms that are displayed.



- When the [Settings] charms are displayed, click [Control Panel].



- When [All Control Panel Items] is displayed, select [Device and printer].
If the [Control Panel] screen is displayed instead of [All Control Panel Items], select [Large icons] or [Small icons] from [View by] on the upper right of the screen.



The following screen will be displayed.

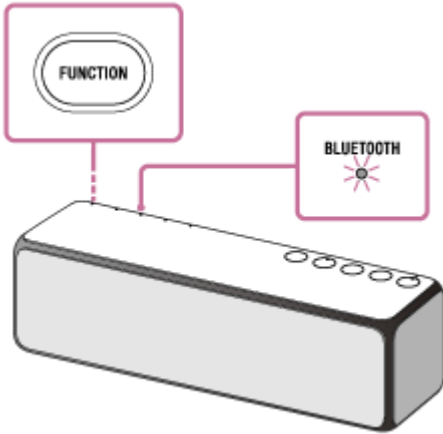


- Turn the speaker on.**

The  (power) indicator lights up in green.

3 Press the FUNCTION button repeatedly until the BLUETOOTH indicator flashes.

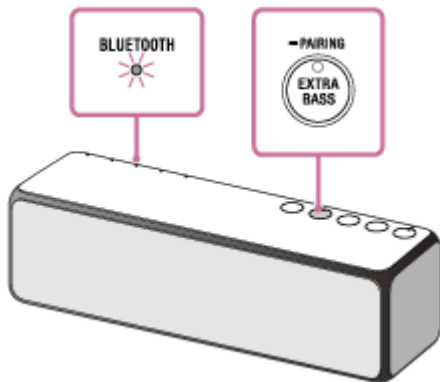
The speaker enters the BLUETOOTH mode.



- When you turn on the speaker for the first time after purchase, pairing information is not stored in the speaker. In this case, by only placing the speaker in the BLUETOOTH mode, the BLUETOOTH indicator will begin to flash quickly and the speaker will enter the pairing mode automatically. Then go to step **5**.
- When you turn on the BLUETOOTH mode, the speaker will try to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device is nearby, the BLUETOOTH connection establishes automatically and the BLUETOOTH indicator stays lit. In this case, turn off the BLUETOOTH function on the BLUETOOTH device, or turn off the BLUETOOTH device.

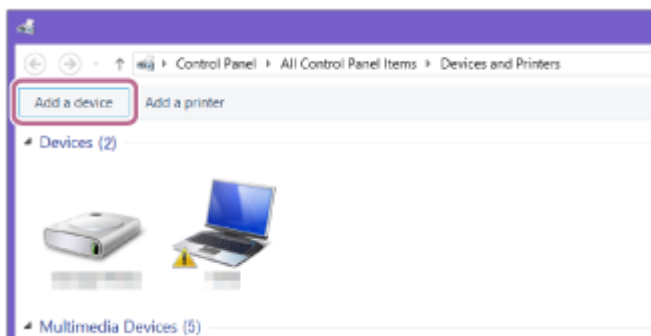
4 Set the speaker to the pairing mode.

Press and hold the EXTRA BASS button with indicator / **PAIRING** button until the voice guidance are heard and the BLUETOOTH indicator starts flashing quickly (three times a second).

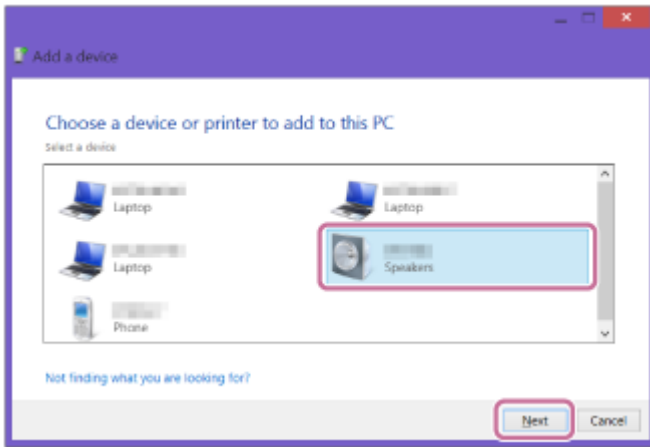


5 Perform the pairing procedure on the PC.

1. Click [Add a device].



2. Click [h.ear go 2], and then click [Next].

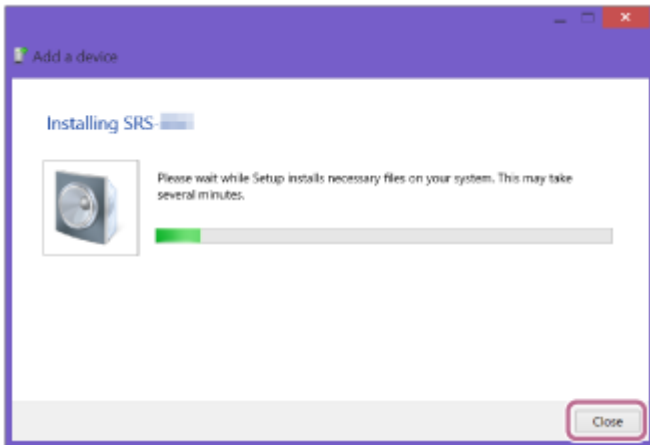


If a passkey* is required, enter "0000."

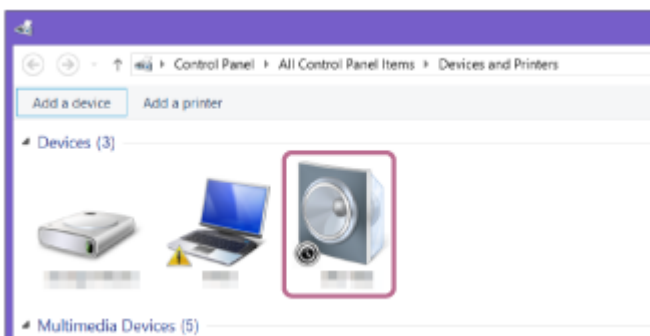
If [h.ear go 2] does not appear on the screen, repeat the procedure from step 4 .

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

3. When the following screen is displayed, click [Close].
The driver installation for the PC begins.

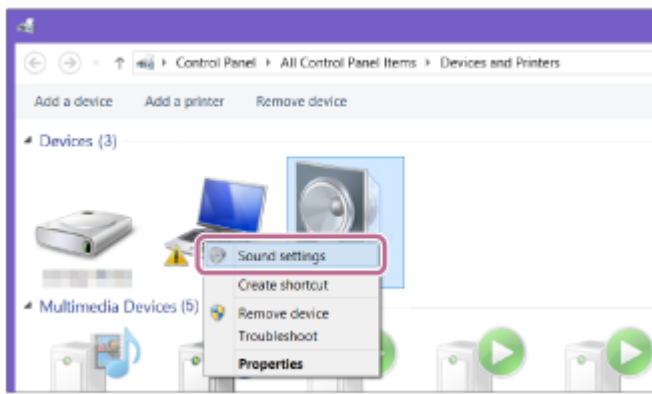


During the installation, the [🔊] mark is displayed on the bottom left of the [h.ear go 2] icon.
When [🔊] disappears, the driver installation has finished. Go to step 4.

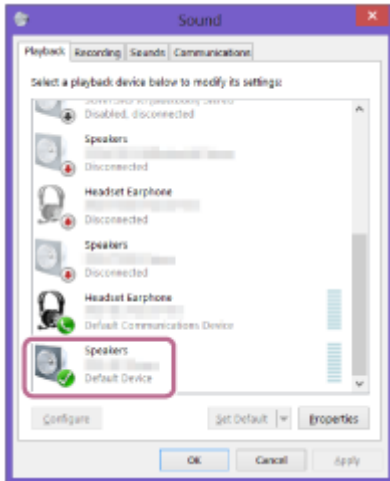


Depending on the PC, this installation may take a while. If the driver installation takes a long time, the speaker enters the BLUETOOTH/Network standby mode automatically. In this case, turn on the speaker again.

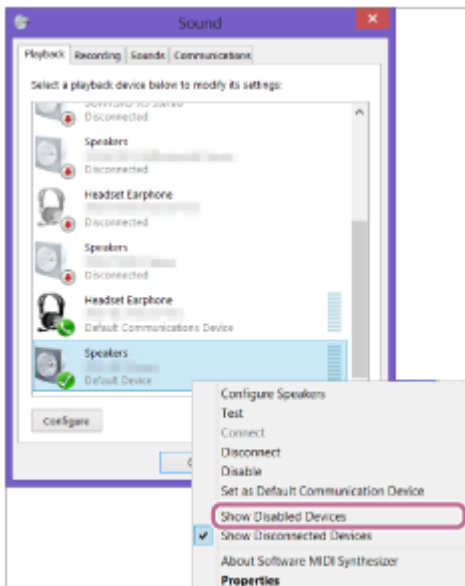
4. Right-click [h.ear go 2] of [Device], and then select [Sound settings] from the displayed menu.



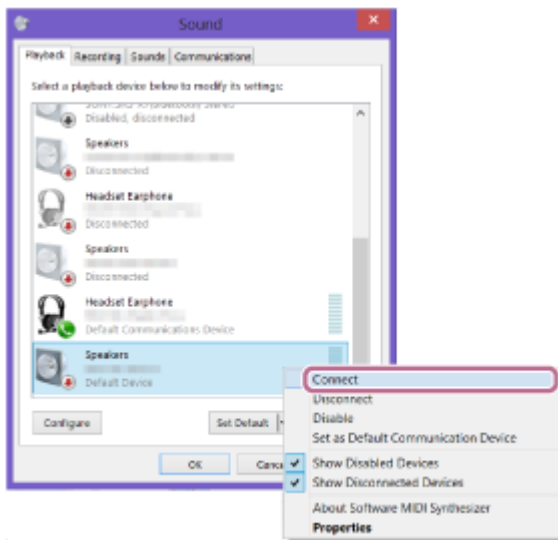
5. Check [h.ear go 2 Stereo] on the [Sound] screen.
 - If [h.ear go 2 Stereo] has a checkmark (green), go to step 6 .



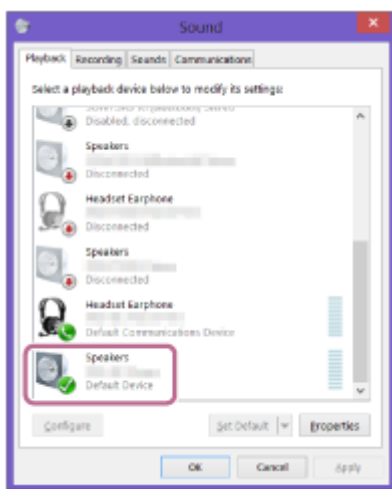
- If [h.ear go 2 Stereo] does not have a checkmark (green), go to step 6.
- If [h.ear go 2 Stereo] does not appear on the [Sound] screen, right-click on the [Sound] screen, and place a checkmark by [Show Disabled Devices].



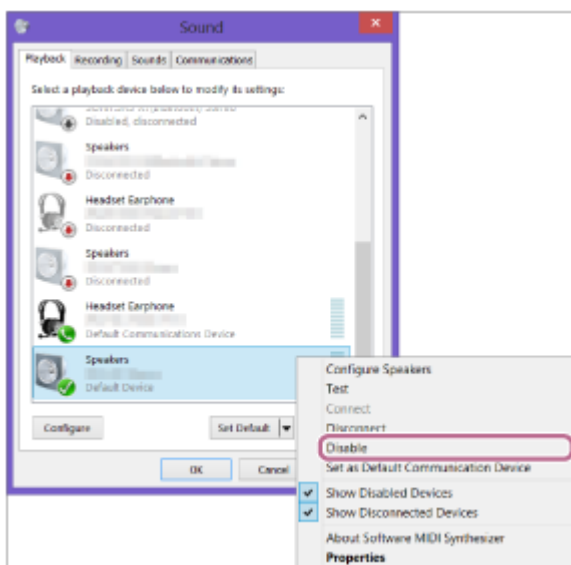
6. Right-click [h.ear go 2 Stereo], and then select [Connect] from the displayed menu.



When the connection is finished, a checkmark appears on [h.ear go 2 Stereo] of the [Sound] screen. Go to step **6**.

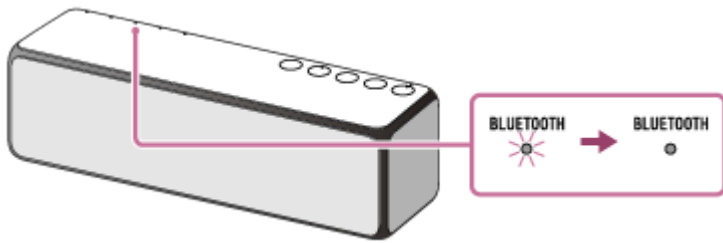


If you cannot select [Connect] of [h.ear go 2 Stereo], select [Disable] of [Default Device] displayed with a checkmark (green).



6 Check that the BLUETOOTH indicator on the speaker changes from flashing to staying lit.

When the BLUETOOTH connection is established, the BLUETOOTH indicator stays lit. You can enjoy the music playback from your PC.



If the connection is not completed even though [h.ear go 2 Stereo] is displayed on the screen, place the speaker in the pairing mode to connect.

Press and hold the EXTRA BASS button with indicator/ **PAIRING** button until the voice guidance is heard and the BLUETOOTH indicator starts flashing quickly (three times a second).

Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the PC.
- You can perform pairing or connect to another BLUETOOTH device even when a BLUETOOTH connection is established. In this case, the previous connection will be disconnected.
- If your PC does not have the BLUETOOTH function, it will be necessary to connect a commercially available BLUETOOTH adaptor to the PC.

Note

- Stop playback on the BLUETOOTH device and turn down the volume of the device beforehand. When pairing is completed, loud sound may output from the speaker. Otherwise, you may experience sudden loud sound from the speaker when music is played back for the first time after pairing.
- The pairing mode of the speaker is released after about 5 minutes and the BLUETOOTH indicator flashes slowly. However, when pairing information is not stored in the speaker, or you turn on the speaker for the first time after purchase, pairing mode is not released. If the pairing mode is released before finishing the process, repeat from step 4.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - The speaker is already paired with 9 devices and another device is to be paired.
The speaker can be paired with up to 9 devices. If a new device is paired after 9 devices have already been paired, the paired device with the oldest connection time is replaced by the new one.
 - The pairing information with the speaker has been deleted from the BLUETOOTH device.
 - The speaker is initialized.
All pairing information will be deleted. If you initialize the speaker, it may not be able to connect your iPhone/iPod touch or PC. In this case, erase the pairing information of the speaker on your iPhone/iPod touch or PC, and then perform the pairing procedure again.
- The speaker can be paired with multiple devices, but can only play music from one paired device at a time.
- The passkey of this speaker is “0000.” If a passkey besides “0000” is set on the BLUETOOTH device, pairing cannot be done with the speaker.

Related Topic

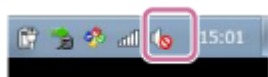
- [Listening to music on a device via a BLUETOOTH connection](#)

Pairing and connecting with a PC (Windows 7)

Pairing is the process required to mutually register the information on BLUETOOTH devices to be connected wirelessly. It is necessary to pair a device with the speaker to be able to make a BLUETOOTH connection for the first time. Perform same procedures to pair to other devices.

Do the following before starting.

- Make sure that your PC has the BLUETOOTH wireless function.
- Place your PC within 1 m (3 ft) of the speaker.
- Connect the speaker to the AC outlet or charge the battery sufficiently.
- Locate the operating instructions supplied with the PC for reference.
- Turn down the volume of the PC.
- Stop playback on the PC to avoid any sudden loud sound from the speaker.
- Activate the BLUETOOTH function on your PC. For details how to activate the BLUETOOTH function or to confirm that your PC has the BLUETOOTH function, refer to the operating instructions of the PC.
- Set the speaker on the PC to on. If the speaker setting on the PC is the mute (off) mode, the speaker does not output sound.
 - If the speaker setting on the PC is the mute (off) mode



- If the speaker setting on the PC is the on mode

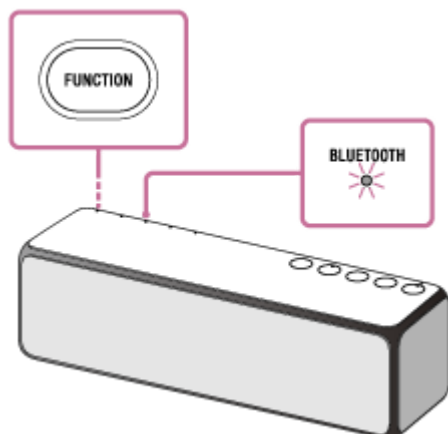


1 Turn the speaker on.

The  (power) indicator lights up in green.

2 Press the FUNCTION button repeatedly until the BLUETOOTH indicator flashes.


The speaker enters the BLUETOOTH mode.

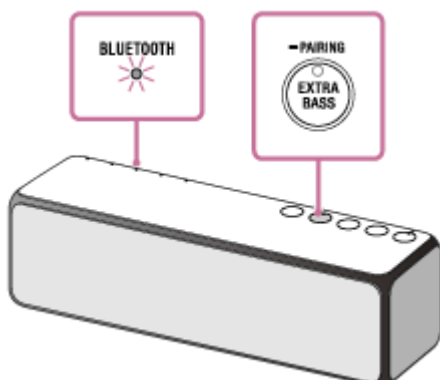


- When you turn on the speaker for the first time after purchase, pairing information is not stored in the speaker. In this case, by only placing the speaker in the BLUETOOTH mode, the BLUETOOTH indicator will begin to flash quickly and the speaker will enter the pairing mode automatically. Then go to step 4.
- When you turn on the BLUETOOTH mode, the speaker will try to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device is nearby, the BLUETOOTH connection establishes automatically

and the BLUETOOTH indicator stays lit. In this case, turn off the BLUETOOTH function on the BLUETOOTH device, or turn off the BLUETOOTH device.

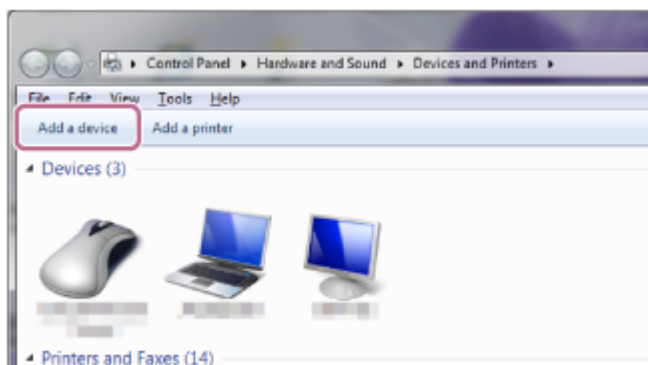
3 Set the speaker to the pairing mode.

Press and hold the EXTRA BASS button with indicator/  PAIRING button until the voice guidance are heard and the BLUETOOTH indicator starts flashing quickly (three times a second).

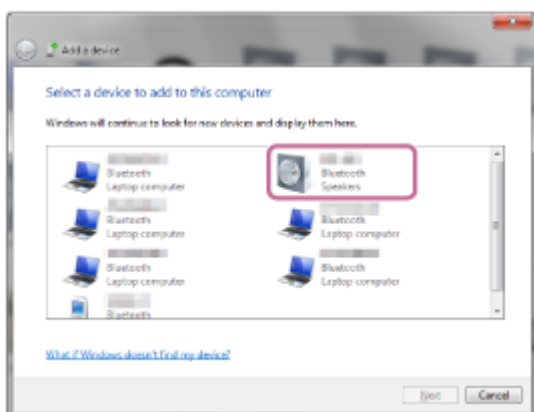


4 Perform the pairing procedure on the PC.

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



3. Click [h.ear go 2], and then click [Next].

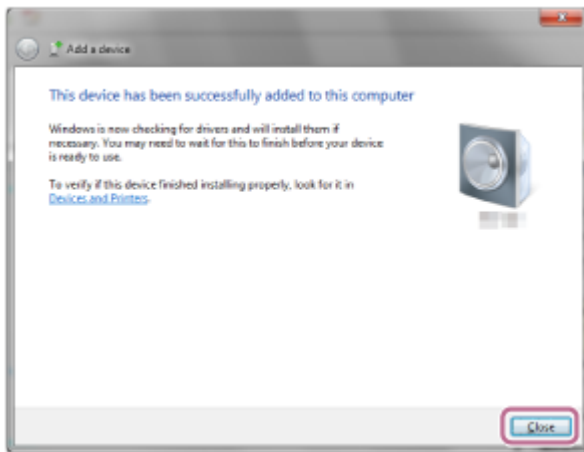


If a passkey* is required, enter "0000."

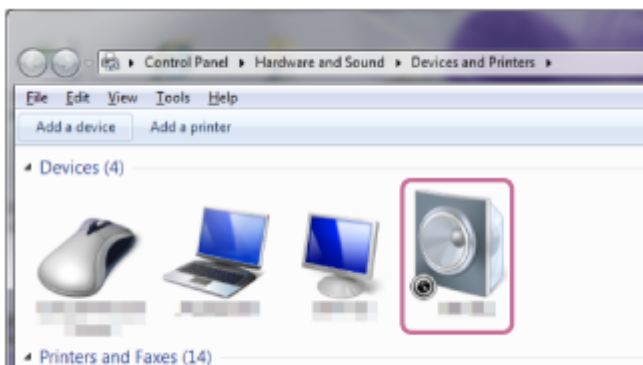
If [h.ear go 2] does not appear on the screen, repeat the procedure from step 3 .

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

4. When the following screen is displayed, click [Close].
The driver installation for the PC begins.

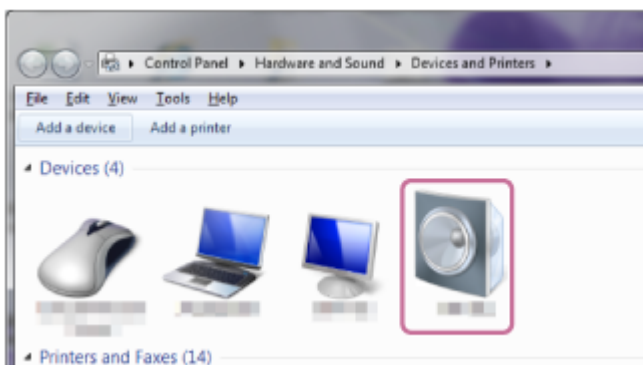


During the installation, the [Ⓢ] mark is displayed on bottom-left of the [h.ear go 2] icon. When [Ⓢ] disappears, the driver installation is finished. Go to step 5.

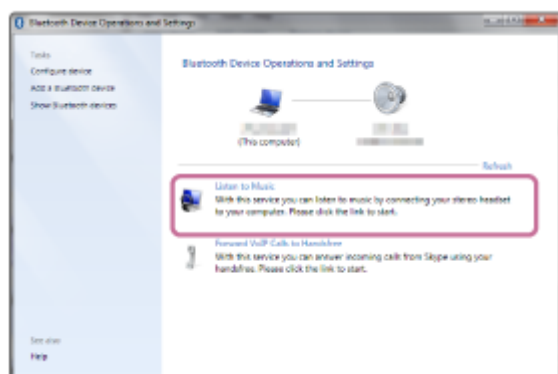


Depending on a PC, this installation may take a time.

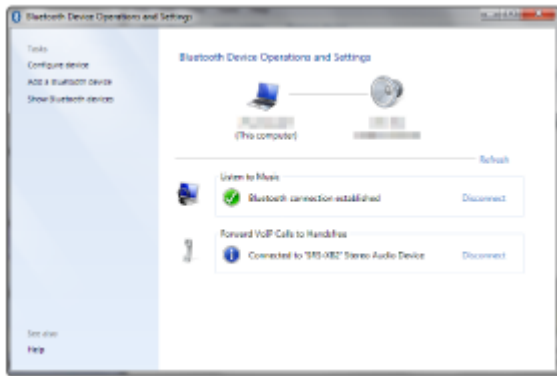
5. Double-click [h.ear go 2] on [Devices].



6. Click [Listen to Music].

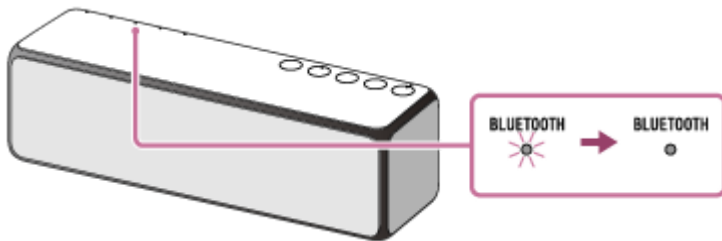


When the connection is established, a checkmark appears.



5 Check that the BLUETOOTH indicator on the speaker changes from flashing to staying lit.

When the BLUETOOTH connection is established, the BLUETOOTH indicator stays lit. You can enjoy the music playback from your PC.



Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the PC.
- You can perform pairing or connect to another BLUETOOTH device even when a BLUETOOTH connection is established. In this case, the previous connection will be disconnected.
- If your PC does not have the BLUETOOTH function, it will be necessary to connect a commercially available BLUETOOTH adaptor to the PC.

Note

- Stop playback on the BLUETOOTH device and turn down the volume of the device beforehand. When pairing is completed, loud sound may output from the speaker. Otherwise, you may experience sudden loud sound from the speaker when music is played back for the first time after pairing.
- The pairing mode of the speaker is released after about 5 minutes and the BLUETOOTH indicator flashes slowly. However, when pairing information is not stored in the speaker, or you turn on the speaker for the first time after purchase, pairing mode is not released. If the pairing mode is released before finishing the process, repeat from step 3.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - Pairing information has been deleted after repair, etc.
 - The speaker is already paired with 9 devices and another device is to be paired.
The speaker can be paired with up to 9 devices. If a new device is paired after 9 devices have already been paired, the paired device with the oldest connection time is replaced by the new one.
 - The pairing information with the speaker has been deleted from the BLUETOOTH device.
 - The speaker is initialized.
All pairing information will be deleted. If you initialize the speaker, it may not be able to connect your iPhone/iPod touch or PC. In this case, erase the pairing information of the speaker on your iPhone/iPod touch or PC, and then perform the pairing procedure again.
- The speaker can be paired with multiple devices, but can only play music from one paired device at a time.
- The passkey of this speaker is “0000.” If a passkey besides “0000” is set on the BLUETOOTH device, pairing cannot be done with the speaker.

Related Topic

- [Listening to music on a device via a BLUETOOTH connection](#)

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

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

By only touching the speaker with an NFC-compatible device such as a smartphone, pairing (registration) will be made automatically.

Compatible smartphones

NFC-compatible smartphones with Android 4.1 or later installed

For details, access the following URL:

For customers in Europe:

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

For customers in the USA:

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

For customers in Canada:

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

For customers in other countries/regions:

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

Compatible WALKMAN® models

NFC-compatible WALKMAN® models*

* Even if your WALKMAN® is compatible with the NFC function, it may not be able to make a BLUETOOTH connection with the speaker by one touch. For details on the compatible models, refer to the operating instructions supplied with your WALKMAN®.

NFC

NFC (Near Field Communication) is a technology enabling short-range wireless communication between various devices, such as smartphones and IC tags. The data communication is easily activated by touching the device to the specific position on the speaker.

Do the following before starting.

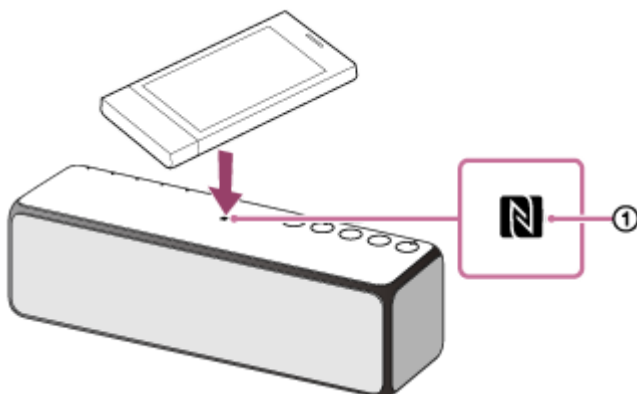
- Turn down the volume of the device.
- Stop playback on the BLUETOOTH device to avoid sudden loud sound output from the speaker.

1 Turn on the NFC function of the device.

2 Touch the speaker with the device.

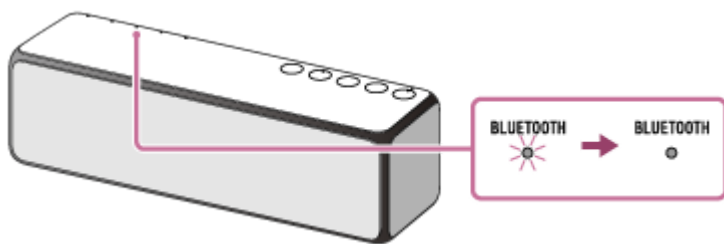
Unlock the screen of the device.

Keep touching the device on the N-Mark (①) of the speaker until the device responds (it may take a few seconds).



Follow the instructions on the screen.

When the BLUETOOTH connection is established, the BLUETOOTH indicator stops flashing and stays lit.



To disconnect, touch the speaker with the device again.

Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the BLUETOOTH device.
- You can perform pairing or connect to another BLUETOOTH device even when a BLUETOOTH connection is established. In this case, the previous connection will be disconnected.
- Even if the speaker is not turned on, the BLUETOOTH indicator flashes when touching with a device. When the connection is established, the speaker is turned on automatically. If the Wi-Fi network function and BLUETOOTH network function is off, it will not connect by touching with a device. For details, see [“How to turn off the Wi-Fi network/BLUETOOTH function.”](#)
- If the connection is not established, do the following.
 - Move the device over the N-Mark of the speaker slowly.
 - If the device is in a case, remove it.
- When you touch an NFC-compatible device which is connected with another NFC-compatible device such as a headphone, the connection is switched to the speaker automatically.

Note

- If the NFC fails to connect, touch with the device again.
- Stop playback on the BLUETOOTH device and turn down the volume of the device beforehand. When pairing is completed, loud sound may output from the speaker. Otherwise, you may experience sudden loud sound from the speaker when music is played back for the first time after pairing.

Related Topic

- [Listening to music on a device via a BLUETOOTH connection](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting with a paired BLUETOOTH device

The procedure explained below is for guidance only. For details, refer to the operating instructions supplied with the BLUETOOTH device.

Do the following before starting.

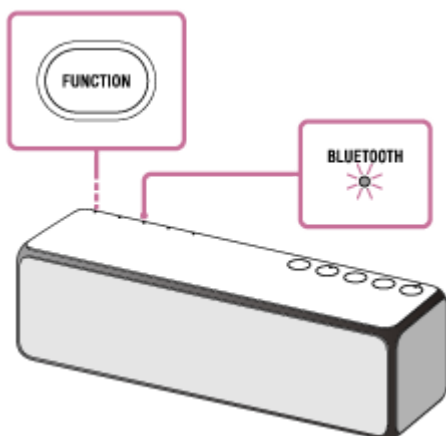
- If you have connected the speaker with another device, turn off the BLUETOOTH function on that device.
- Turn down the volume of the BLUETOOTH device.
- Stop playback on the BLUETOOTH device to avoid sudden loud sound output from the speaker.

1 Turn on the speaker.

The  (power) indicator lights up in green.

2 Press the FUNCTION button repeatedly until the BLUETOOTH indicator flashes.

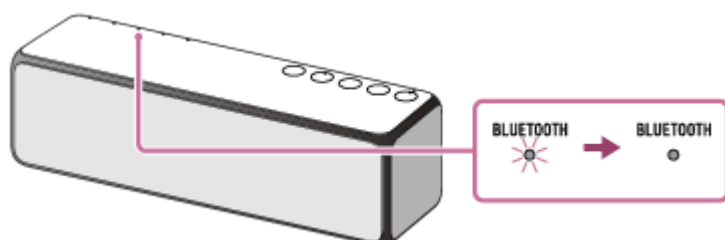
The speaker enters the BLUETOOTH mode.



When you turn on the BLUETOOTH mode, the speaker will try to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device is nearby, the BLUETOOTH connection establishes automatically and the BLUETOOTH indicator stays lit. In this case, turn off the BLUETOOTH function on the BLUETOOTH device, or turn off the BLUETOOTH device.

3 Perform the pairing procedure on the BLUETOOTH device to detect the speaker.

When the BLUETOOTH connection is established, the BLUETOOTH indicator lights up.



Hint

- You can perform pairing or connect to another BLUETOOTH device even when a BLUETOOTH connection is established. In this case, the previous connection will be disconnected.

- When you turn on the speaker or the BLUETOOTH mode, the speaker tries to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device's BLUETOOTH function is on, the BLUETOOTH connection is started automatically.
- When the BLUETOOTH/Network standby mode is turned on, the speaker turns on automatically by operating a BLUETOOTH device, and starts the BLUETOOTH connection.

Note

- Stop playback on the BLUETOOTH device and turn down the volume of the device beforehand. When pairing is completed, loud sound may output from the speaker. Otherwise, you may experience sudden loud sound from the speaker when music is played back for the first time after pairing.
- If the speaker tries to reconnect with the last connected BLUETOOTH device, the connection may fail. In this case, turn off the BLUETOOTH function on the BLUETOOTH device, or turn off the BLUETOOTH device.

Related Topic

- [Listening to music on a device via a BLUETOOTH connection](#)
- [Using the BLUETOOTH[®]/Network standby mode](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting with a paired PC (Windows 10)

Do the following before starting.

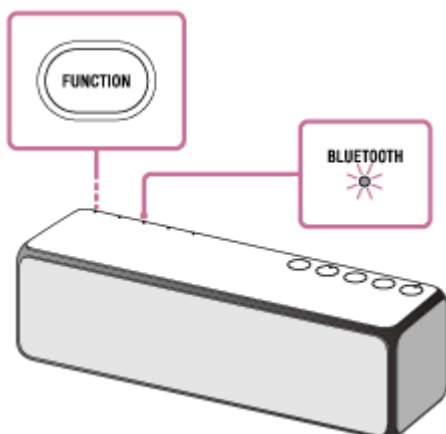
- If you have connected the speaker with the other device, turn off the BLUETOOTH function on the device.
- Turn down the volume of the PC.
- Stop playback on the PC to avoid any sudden loud sound from the speaker.
- Activate the BLUETOOTH function on your PC. For details how to activate the BLUETOOTH function, refer to the operating instructions of the PC.

1 Turn the speaker on.

The  (power) indicator lights up in green.

2 Press the FUNCTION button repeatedly until the BLUETOOTH indicator flashes.

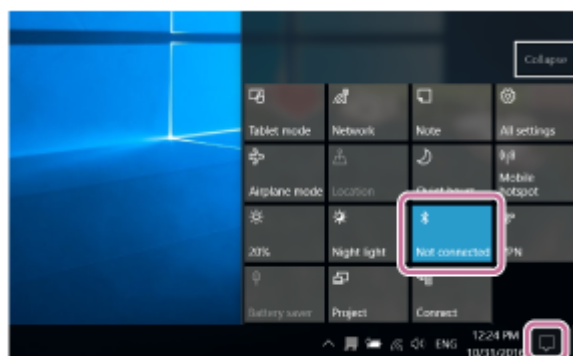
The speaker enters the BLUETOOTH mode.



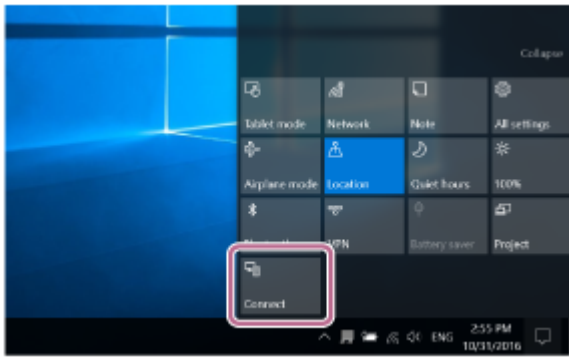
When you turn on the BLUETOOTH mode, the speaker will try to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device is nearby, the BLUETOOTH connection establishes automatically and the BLUETOOTH indicator stays lit. When you want to connect another BLUETOOTH device, terminate the current BLUETOOTH connection by operating the currently connected BLUETOOTH device.

3 Search for the speaker by the PC.

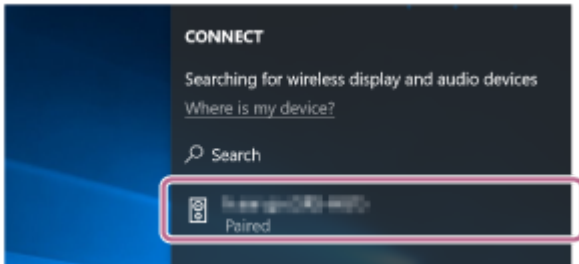
1. Select [ (Action Center)] – [] in the taskbar on the right-bottom of the screen.



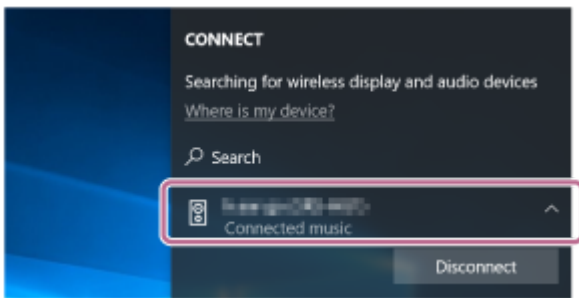
2. Select [Connect] in the [ Action Center] on the right-bottom of the screen.



3. Select [h.ear go 2].

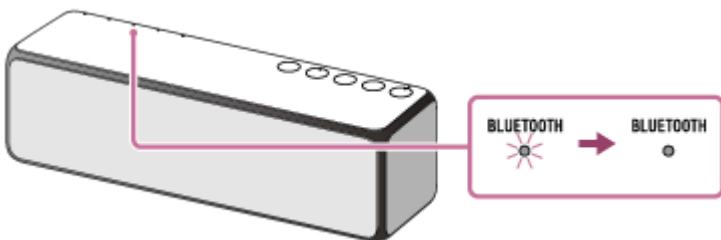


[Connected music] will be displayed on the screen.



4 Check that the **BLUETOOTH** indicator on the speaker changes from flashing to staying lit.

When the **BLUETOOTH** connection is established, the **BLUETOOTH** indicator stays lit. You can enjoy the music playback from your PC.



Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the PC.
- You can perform pairing or connect to another **BLUETOOTH** device even when a **BLUETOOTH** connection is established. In this case, the previous connection will be disconnected.
- When you turn on the speaker or the **BLUETOOTH** mode, the speaker tries to make a **BLUETOOTH** connection with the last connected **BLUETOOTH** device. If the device's **BLUETOOTH** function is on, the **BLUETOOTH** connection is started automatically.
- When the **BLUETOOTH/Network** standby mode is turned on, the speaker turns on automatically by operating a **BLUETOOTH** device, and starts the **BLUETOOTH** connection.

Note

- Stop playback on the BLUETOOTH device and turn down the volume of the device beforehand. When pairing is completed, loud sound may output from the speaker. Otherwise, you may experience sudden loud sound from the speaker when music is played back for the first time after pairing.
- If the speaker tries to reconnect with the last connected BLUETOOTH device, the connection may fail. In this case, turn off the BLUETOOTH function on the BLUETOOTH device, or turn off the BLUETOOTH device.

Related Topic

- [Listening to music on a device via a BLUETOOTH connection](#)
- [Using the BLUETOOTH®/Network standby mode](#)

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting with a paired PC (Windows 8.1)

Do the following before starting.

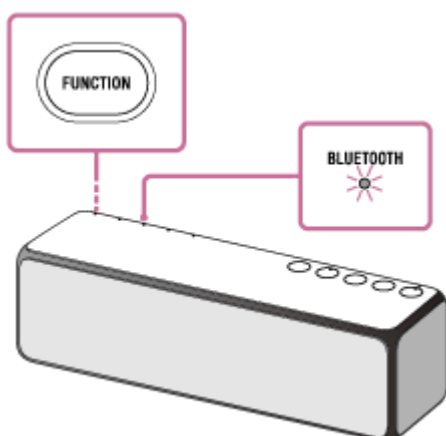
- If you have connected the speaker with the other device, turn off the BLUETOOTH function on the device.
- Turn down the volume of the PC.
- Stop playback on the PC to avoid any sudden loud sound from the speaker.
- Activate the BLUETOOTH function on your PC. For details how to activate the BLUETOOTH function, refer to the operating instructions of the PC.

1 Turn the speaker on.

The  (power) indicator lights up in green.

2 Press the FUNCTION button repeatedly until the BLUETOOTH indicator flashes.

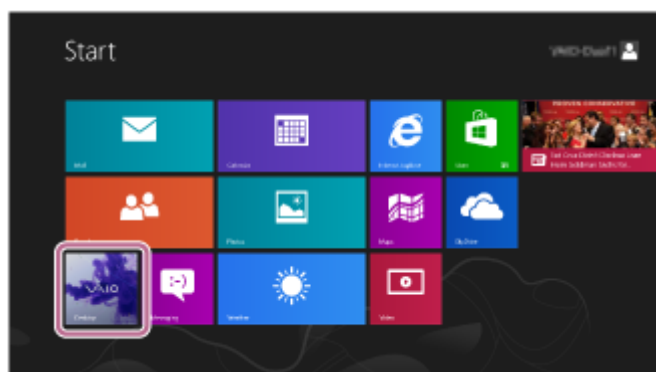
The speaker enters the BLUETOOTH mode.



When you turn on the BLUETOOTH mode, the speaker will try to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device is nearby, the BLUETOOTH connection establishes automatically and the BLUETOOTH indicator stays lit. When you want to connect another BLUETOOTH device, terminate the current BLUETOOTH connection by operating the currently connected BLUETOOTH device.

3 Search for the speaker by the PC.

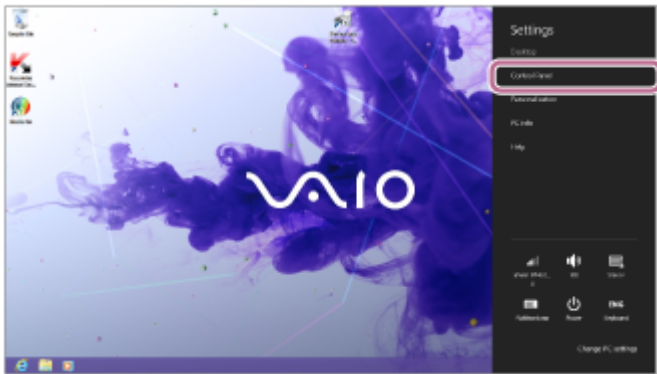
1. Select [Desktop] from the Start screen.



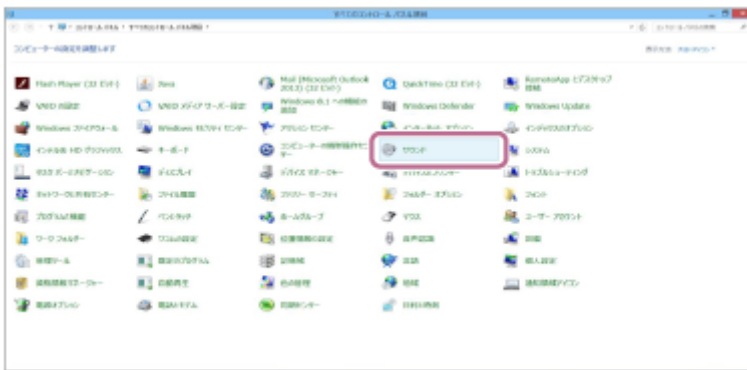
- Align your mouse with the upper-right side of the screen (if using a touch panel, swipe from the right edge of the screen), and select [Settings] from the charms that are displayed.



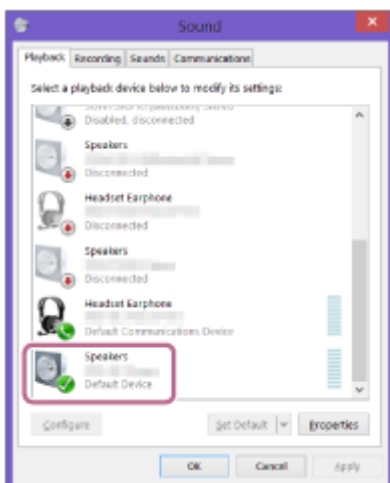
- When the [Settings] charms are displayed, click [Control Panel].



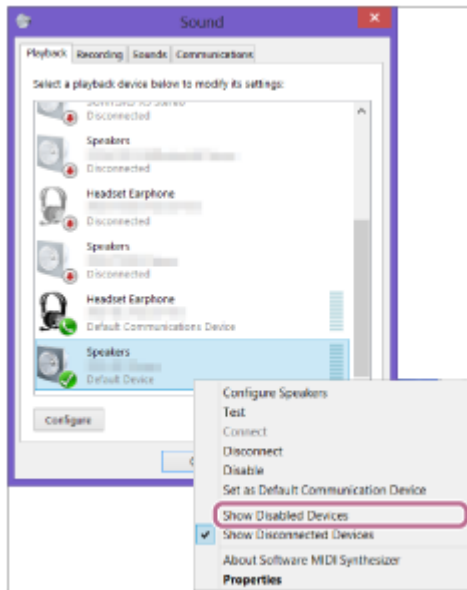
- When [All Control Panel Items] is displayed, select [Sound]. If the [Control Panel] screen is displayed instead of [All Control Panel Items], select [Large icons] or [Small icons] from [View by] on upper right of the screen.



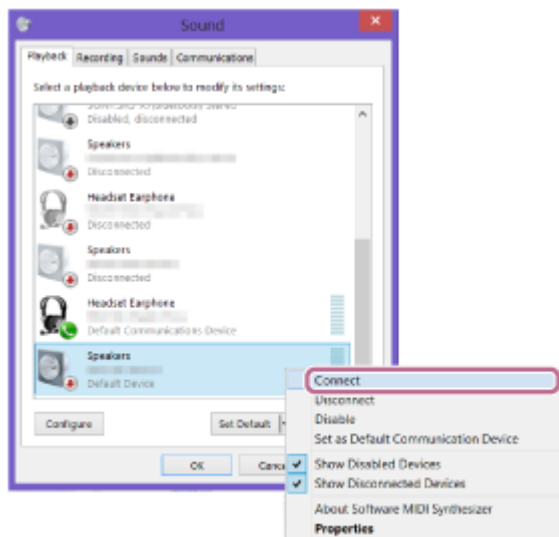
- Check [h.ear go 2 Stereo] on the [Sound] screen.
 - If [h.ear go 2 Stereo] has a checkmark (green), go to step 4.



- If [h.ear go 2 Stereo] does not have a checkmark (green), go to step 6.
- If [h.ear go 2 Stereo] does not appear on the [Sound] screen, right-click on the [Sound] screen, and place a checkmark by [Show Disabled Devices].

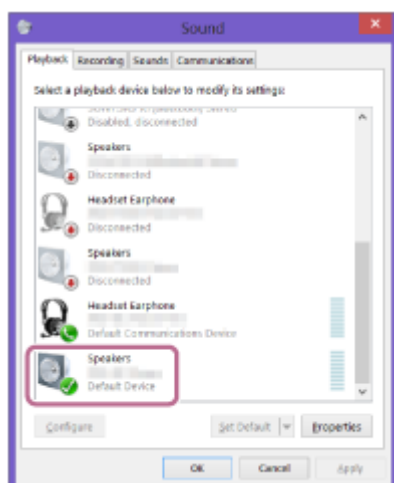


6. Right-click [h.ear go 2 Stereo], and then select [Connect] from the displayed menu.

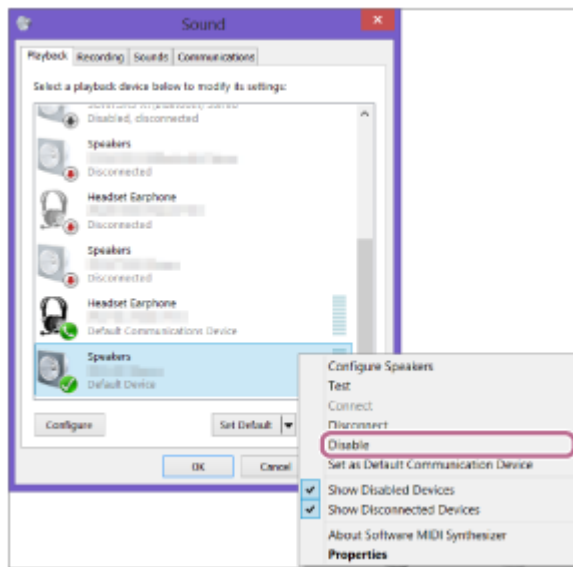


When the connection is finished, a checkmark appears on [h.ear go 2 Stereo] of the [Sound] screen. Go to step

4 .

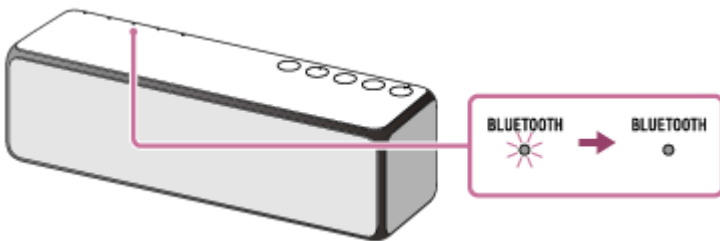


If you cannot select [Connect] of [h.ear go 2 Stereo], select [Disable] of [Default Device] displayed with a checkmark (green).



4 Check that the BLUETOOTH indicator on the speaker changes from flashing to staying lit.

The connection of the speaker and PC is established. You can enjoy the music playback from your PC.



Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the PC.
- You can perform pairing or connect to another BLUETOOTH device even when a BLUETOOTH connection is established. In this case, the previous connection will be disconnected.
- When you turn on the speaker or the BLUETOOTH mode, the speaker tries to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device's BLUETOOTH function is on, the BLUETOOTH connection is started automatically.
- When the BLUETOOTH/Network standby mode is turned on, the speaker turns on automatically by operating a BLUETOOTH device, and starts the BLUETOOTH connection.

Note

- Stop playback on the BLUETOOTH device and turn down the volume of the device beforehand. When pairing is completed, loud sound may output from the speaker. Otherwise, you may experience sudden loud sound from the speaker when music is played back for the first time after pairing.
- If the speaker tries to reconnect with the last connected BLUETOOTH device, the connection may fail. In this case, turn off the BLUETOOTH function on the BLUETOOTH device, or turn off the BLUETOOTH device.

Related Topic

- [Listening to music on a device via a BLUETOOTH connection](#)
- [Using the BLUETOOTH®/Network standby mode](#)

Connecting with a paired PC (Windows 7)

Do the following before starting.

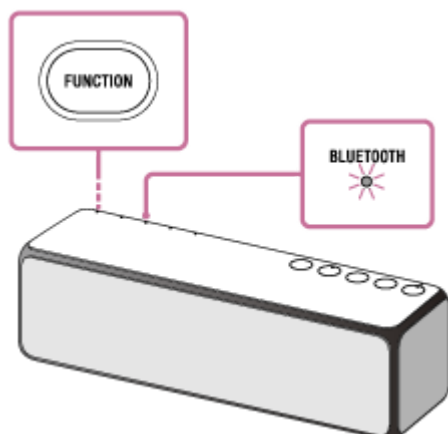
- If you have connected the speaker with the other device, turn off the BLUETOOTH function on the device.
- Turn down the volume of the PC.
- Stop playback on the PC to avoid any sudden loud sound from the speaker.
- Activate the BLUETOOTH function on your PC. For details how to activate the BLUETOOTH function, refer to the operating instructions of the PC.

1 Turn the speaker on.

The  (power) indicator lights up in green.

2 Press the FUNCTION button repeatedly until the BLUETOOTH indicator flashes.

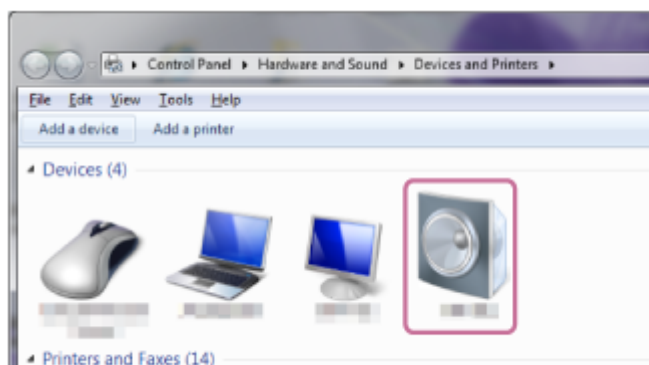
The speaker enters the BLUETOOTH mode.



When you turn on the BLUETOOTH mode, the speaker will try to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device is nearby, the BLUETOOTH connection establishes automatically and the BLUETOOTH indicator stays lit. When you want to connect another BLUETOOTH device, terminate the current BLUETOOTH connection by operating the currently connected BLUETOOTH device.

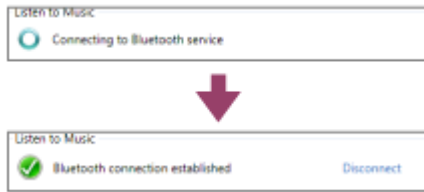
3 Search for the speaker by the PC.

1. Click the [Start] button and then [Devices and Printers].
2. Double-click [h.ear go 2].



3. Check [Listen to Music].

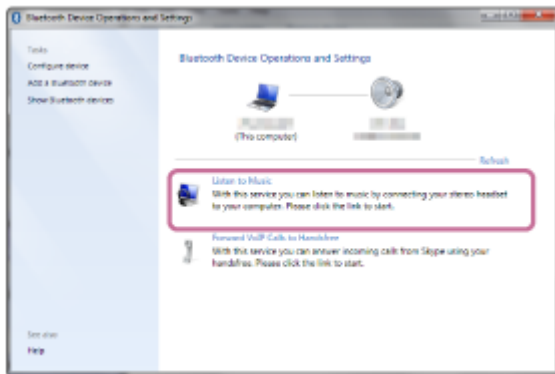
- When [Listen to Music] appears, go to the next step.
- If the checked mark is displayed on [Connecting to Bluetooth service]: The connection is established. Check that the BLUETOOTH indicator is lit.



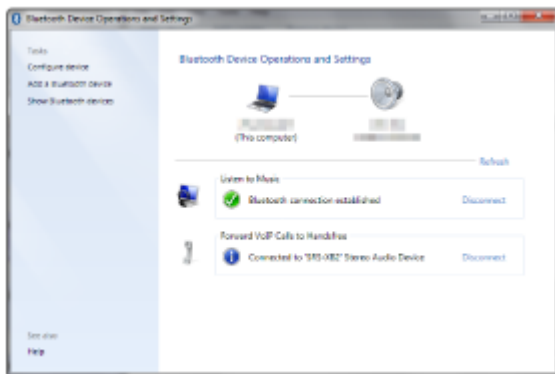
- If [Searching services] > [Error] appears: The speaker is connected another BLUETOOTH device. Disconnect the currently connected BLUETOOTH device by operating on it, and then go back to the step 2.



4. Click [Listen to Music].

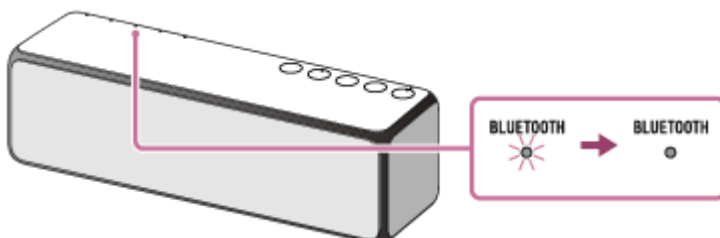


When the connection is finished, a checked mark appears.



4 Check that the BLUETOOTH indicator on the speaker changes from flashing to staying lit.

The connection of the speaker and PC is established. You can enjoy the music playback from your PC.



Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the PC.
- You can perform pairing or connect to another BLUETOOTH device even when a BLUETOOTH connection is established. In this case, the previous connection will be disconnected.
- When you turn on the speaker or the BLUETOOTH mode, the speaker tries to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device's BLUETOOTH function is on, the BLUETOOTH connection is started automatically.
- When the BLUETOOTH/Network standby mode is turned on, the speaker turns on automatically by operating a BLUETOOTH device, and starts the BLUETOOTH connection.

Note

- Stop playback on the BLUETOOTH device and turn down the volume of the device beforehand. When pairing is completed, loud sound may output from the speaker. Otherwise, you may experience sudden loud sound from the speaker when music is played back for the first time after pairing.
- If the speaker tries to reconnect with the last connected BLUETOOTH device, the connection may fail. In this case, turn off the BLUETOOTH function on the BLUETOOTH device, or turn off the BLUETOOTH device.

Related Topic

- [Listening to music on a device via a BLUETOOTH connection](#)
- [Using the BLUETOOTH[®]/Network standby mode](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting two speakers (Speaker Add function)

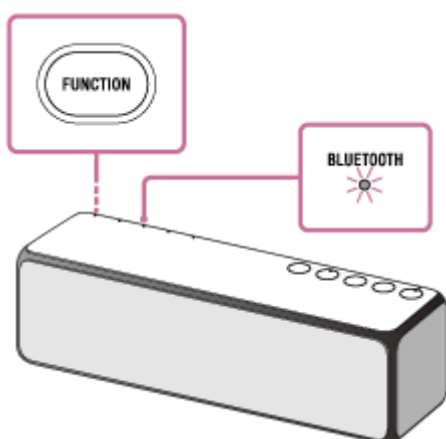
By using the Speaker Add function on the h.ear go 2 (SRS-HG10), you can enjoy more expanding stereo sound even when the speaker is not connected to a network.

Two h.ear go 2 (SRS-HG10) are required.

- 1 Place the speakers at a distance 1 m (3 ft) or less from each other, and then turn on them.

The  (power) indicators light up in green.

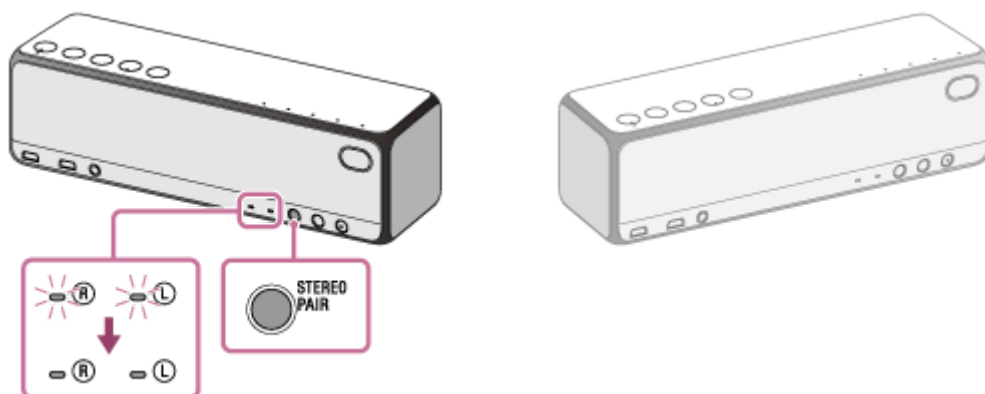
- 2 On each speaker, press the FUNCTION button repeatedly until the BLUETOOTH indicator flashes.



When you turn on the BLUETOOTH mode, the speaker will try to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device is nearby, the BLUETOOTH connection establishes automatically and the BLUETOOTH indicator stays lit. When you want to connect another BLUETOOTH device, terminate the current BLUETOOTH connection by operating the currently connected BLUETOOTH device.

- 3 Press and hold the STEREO PAIR button on the rear of one of the speakers until beeps are heard, which informs you to start setting the function.

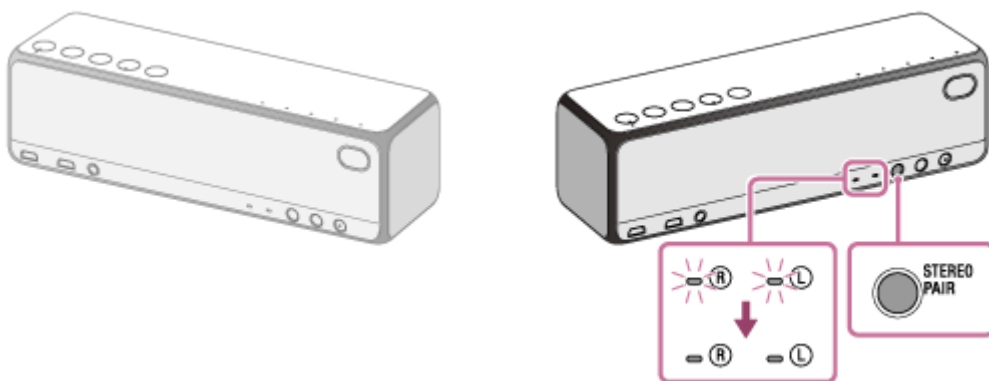
The  (right) /  (left) indicators flash for a few seconds, and then light up.



- 4 Press and hold the STEREO PAIR button on the rear of the other speaker until beeps are heard, which informs you to start the connection.

The  (right) /  (left) indicators flash for a few seconds, and then light up.

Beeps sound on each speaker to inform you to finish the connection, and the two speakers are connected with the Speaker Add function.

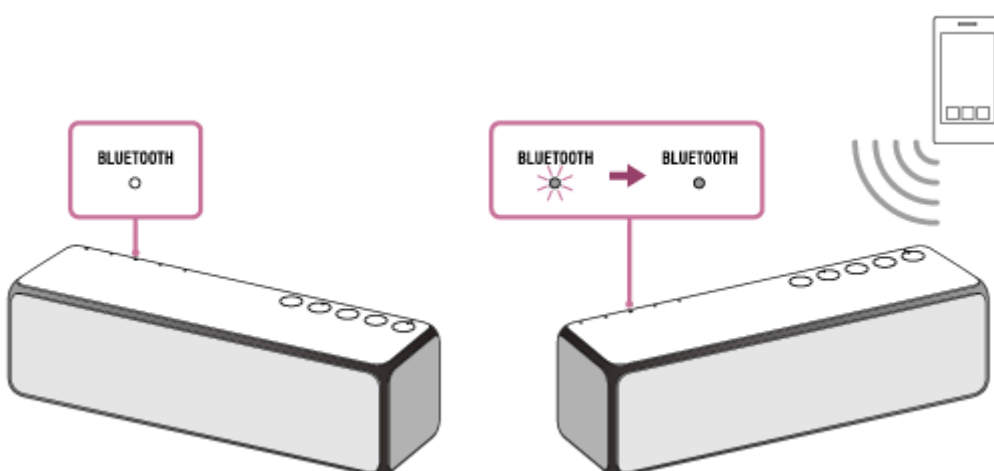


Hint

- Set up the second speaker within 1 minute. If you do not set it up within 1 minute, the setting of the first speaker will be canceled.

5 Operate the speaker where the BLUETOOTH indicator is flashing to make a BLUETOOTH connection with a BLUETOOTH device.

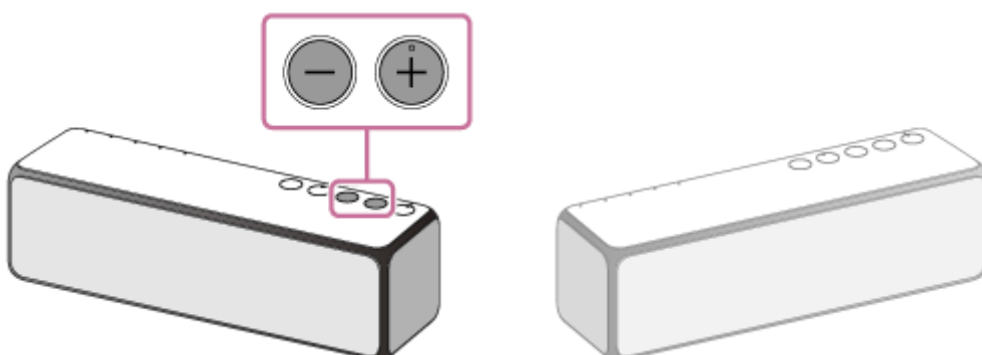
When the BLUETOOTH connection is established, the BLUETOOTH indicator of the speaker stops flashing and lights up.



6 On the device connected to the speaker, start playback, and adjust the volume.

7 Press the -/+ (volume) buttons on one of the speakers to adjust the volume.

Volume adjustment of one speaker is reflected on the other.



While using the Speaker Add function, other functions (such as the Wireless Multi-room function, Wireless Stereo function, Wireless Surround function) are not available.

To cancel the Speaker Add function, press and hold the STEREO PAIR button on the rear of one of the speakers until beeps are heard, which informs you to cancel the function.

The **R** (right) / **L** (left) indicators turn off, and the Speaker Add function is canceled. Then, the grouping is also canceled.

Hint

- When making or receiving a call, only operate the speaker where the BLUETOOTH indicator lights up.
- The power of both speakers can be turned off by operating one of the speakers (Power Interlock).
- The Speaker Add function will not be terminated even if the speaker is turned off. When the speaker is turned on, the speaker will try to establish the Speaker Add function with the other speaker that had been connected. If you want to use the Speaker Add function again, turn on the other speaker within 1 minute.
- If you want to use the speaker that had been used as one of the speakers of the Speaker Add function by itself, press the **⏻** (power) button to turn on the speaker, then press and hold the STEREO PAIR button until beeps are heard to terminate the Speaker Add function. Do the same operation on the other speaker to terminate the Speaker Add function.

Note

- Viewing videos using the Speaker Add function is not recommended. A slight deviation occurs between video and audio.
- When using the Speaker Add function, the automatic software update feature of the speakers is not activated. To update the software, cancel the Speaker Add function, and then connect the speaker to the wireless network.
- When using the Speaker Add function, the speaker cannot be used with a network connection. To use a network connection, cancel the Speaker Add function.
- It is recommended to turn down the volume of the speakers before setting the Speaker Add function. The two speakers output sound for the Speaker Add function, so a louder sound may be output than that with playback with one speaker.
- If you use a smartphone with Android 5.0 or later installed, you can set the Speaker Add function using "Sony | Music Center." Use "Sony | Music Center" with the latest version. For more details on "Sony | Music Center," refer to the following URL.
<http://www.sony.net/smcqa/>

Related Topic

- [Listening with multiple speakers \(Wireless Multi-room, Wireless Surround, Wireless Stereo\)](#)
- [Using this speaker as a rear speaker \(Wireless Surround\)](#)
- [Connecting two speakers \(Wireless Stereo\)](#)
- [Switching between double mode and stereo mode \(Speaker Add function\)](#)

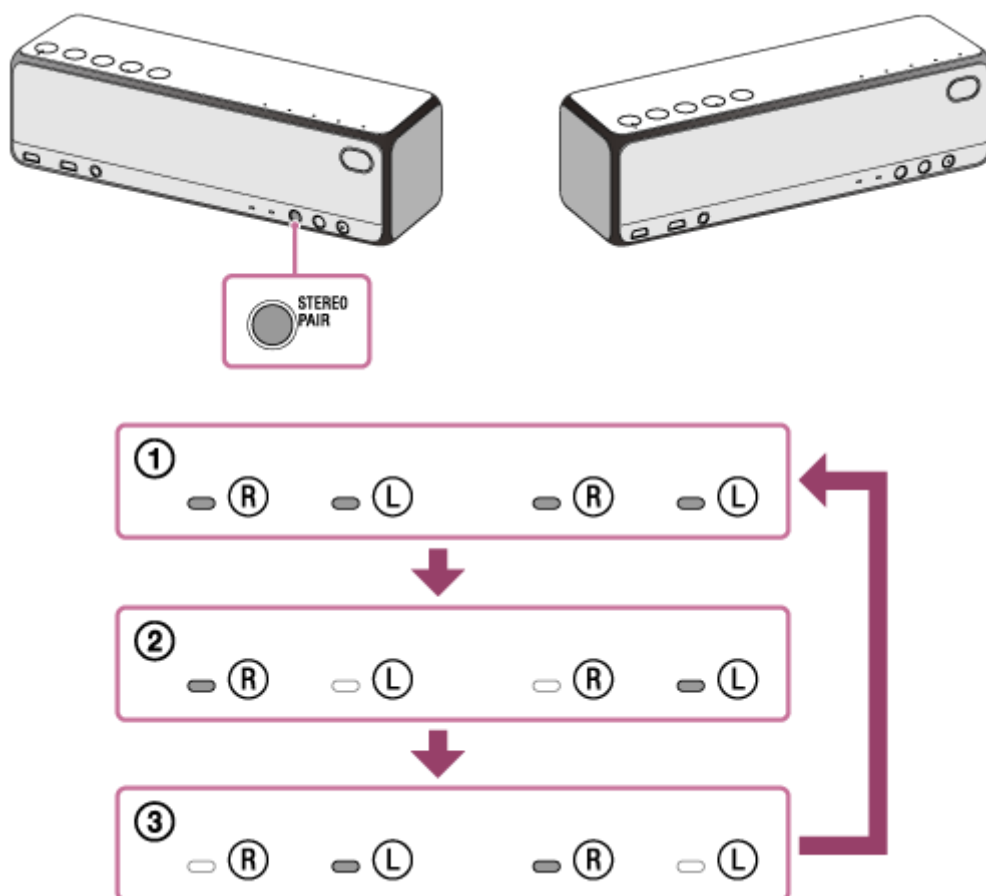
Switching between double mode and stereo mode (Speaker Add function)

Using two speakers, you can switch between the double mode, where the same sound is played back on both speakers, and the stereo mode, where one speaker outputs the left channel sound and the other speaker outputs the right channel sound for stereo playback.

- 1 Press the **STEREO PAIR** button on either of the speakers to change the audio reproduction.

Each time you press the STEREO PAIR button, the mode changes.

The **R** (right) / **L** (left) indicators on both speakers show the status of audio reproduction.



① Double mode:

The **R** (right) / **L** (left) indicators on both speakers are lit up in white.

② Stereo mode (R (right) ch/L (left) ch):

The **R** (right) indicator on one speaker and the **L** (left) indicator on the other speaker are lit up in white.

③ Stereo mode (L (left) ch/R (right) ch):

The **R** (right) indicator turns off and the **L** (left) indicator lights up in white on one speaker. The **L** (left) indicator turns off and the **R** (right) indicator lights up in white on the other speaker.

- [Connecting two speakers \(Speaker Add function\)](#)

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

Terminating the BLUETOOTH connection (After use)

When you finish playing music with the BLUETOOTH device, perform any of the following operations to terminate the BLUETOOTH connection.

- Turn off the BLUETOOTH function on the BLUETOOTH device. For details, refer to the operating instructions supplied with the device.
- Turn off the BLUETOOTH device.
- Turn off the speaker.
- Touch the paired device to N-Mark of the speaker again (for the NFC-compatible device).

Hint

- If no operation is performed and no music (sound) is input by a BLUETOOTH device for about 15 minutes, the speaker enters the BLUETOOTH/Network standby mode automatically by the auto power off (auto standby) mode, then the BLUETOOTH connection terminates. If the speaker is in the BLUETOOTH connection by HFP, it is not automatically disconnected.
- When you finish playing music, the BLUETOOTH connection may terminate automatically, depending on the BLUETOOTH device.
- Pairing information is not deleted when the BLUETOOTH connection is terminated.

Related Topic

- [Auto Power Off \(Auto Standby\) mode](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

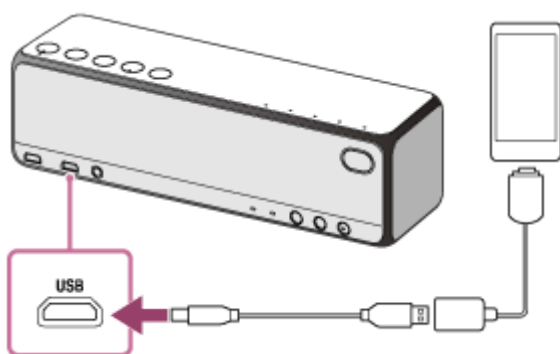
Connecting a WALKMAN® compatible with High-Resolution Audio formats

You can connect a WALKMAN® compatible with High-Resolution Audio formats to the speaker with the supplied micro-USB cable and an optional High-Resolution Audio USB Adaptor WM-PORT Cable.*

The speaker receives unconverted digital audio data, which is converted to analog data through the digital-to-analog converter of the speaker before being output.

* Optional High-Resolution Audio USB Adaptor WM-PORT Cable can be ordered from your nearest Sony Service Center.

- 1 Connect an optional High-Resolution Audio USB Adaptor WM-PORT Cable to the WALKMAN®.
- 2 Connect the supplied micro-USB cable to the optional High-Resolution Audio USB Adaptor WM-PORT cable and USB port.



Note

- Sony is not responsible for loss or damage of data in a WALKMAN® that is connected to the speaker.
- The WALKMAN® will not be charged if it is connected to the USB port.

Related Topic

- [About High-Resolution Audio format files](#)
- [Listening to music on a WALKMAN® compatible with High-Resolution Audio formats](#)

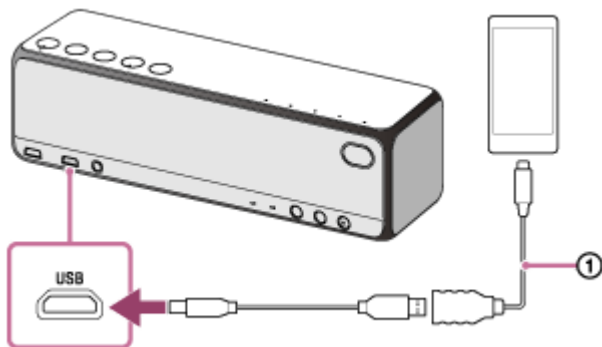
Connecting an Xperia compatible with High-Resolution Audio formats

You can connect an Xperia compatible with High-Resolution Audio formats to the speaker with the supplied micro-USB cable and a commercially-available adapter cable (OTG cable).

The speaker receives unconverted digital audio data, which is converted to analog data through the digital-to-analog converter of the speaker before being output.

- 1 **Connect a commercially-available adapter cable (OTG cable) to the Xperia.**
- 2 **Connect the supplied micro-USB cable to a commercially-available adapter cable (OTG cable) and USB port.**

Make sure to connect a commercially-available adapter cable (OTG cable) to the Xperia. Music is not output if you connect the cable incorrectly.



- ① Commercially-available adapter cable (OTG cable)

Note

- Sony is not responsible for any loss or damage to data in an Xperia that is connected to the speaker.
- The Xperia will not charge if it is connected to the USB port.
- Adapter cables have a variety of plug shapes. Make sure to confirm the plug before purchasing.

Related Topic

- [About High-Resolution Audio format files](#)
- [Listening to music on an Xperia compatible with High-Resolution Audio formats](#)

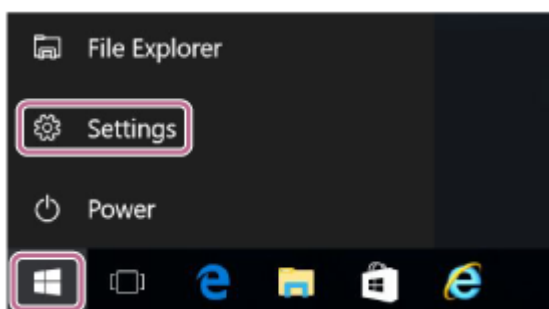
Wireless Speaker
h.ear go 2 (SRS-HG10)

Setting your PC as a DLNA server and controller (Windows 10)

Windows 10 supports DLNA1.5. A Windows 10 PC can be used as both a DLNA server and controller. By operating from a Windows 10 PC, you can enjoy music stored in a DLNA server (including a Windows 10 PC) on your home network with the speaker if you set the following.

If you download “Sony | Music Center” to your smartphone, iPhone, etc. and operate a Windows 10 PC, perform “[Listening to music on a PC via a network](#) (“Windows Media Player” with “Sony | Music Center” operation).”

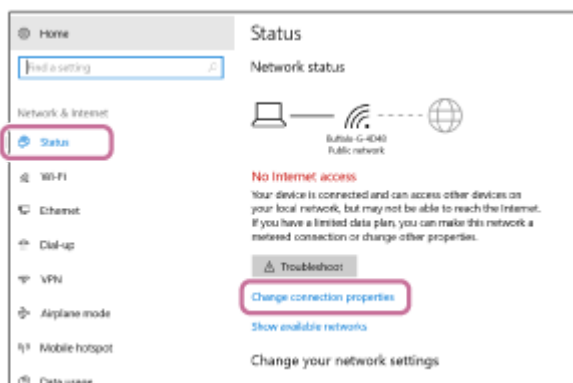
- 1 Select [ Settings] from the Start menu on the left-bottom of the screen.



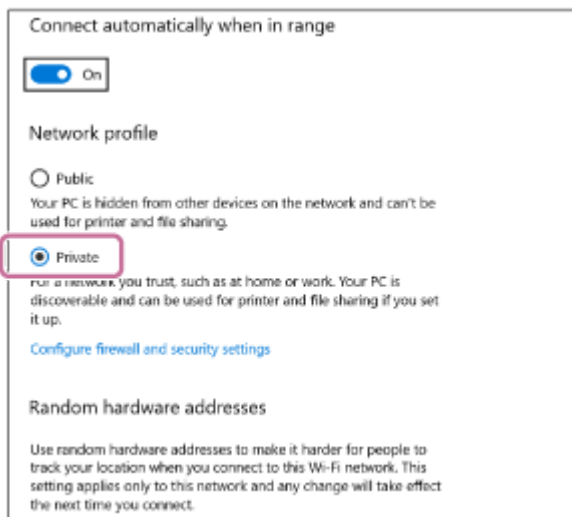
- 2 Select [Network & Internet].



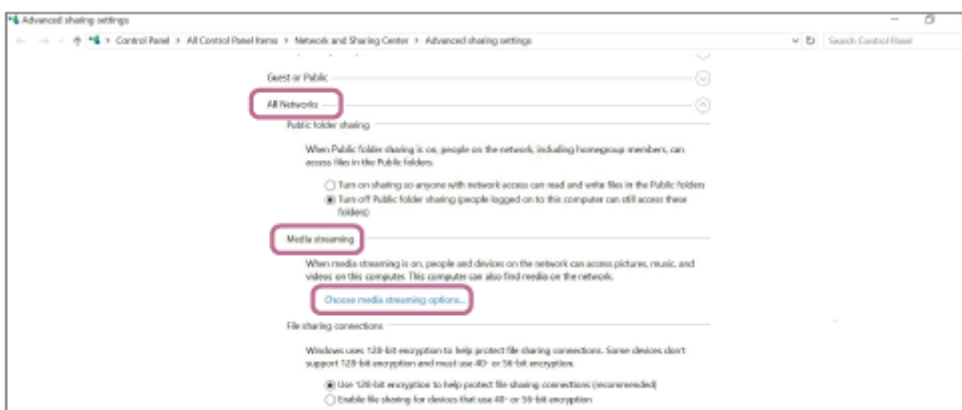
- 3 Select [Status] – [Change connection properties].



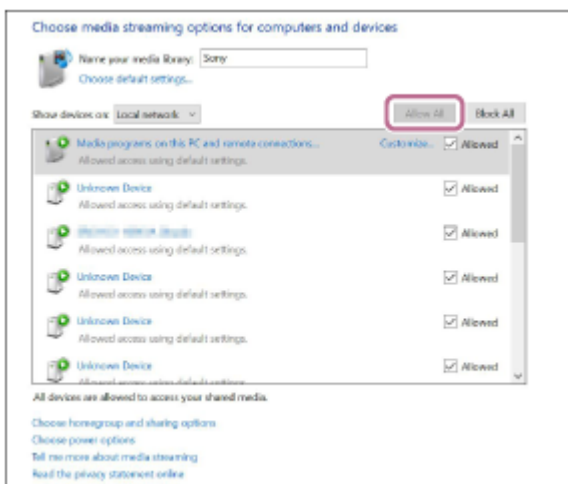
- 4 Select [Private].



5 Select [Choose media streaming options...] from [Media streaming] in [All Networks].



6 Select [Allow All].



The [Allow All Media Devices] screen appears.

7 Select [Allow all computers and media devices].

If all the devices in the local network are allowed ([allow]) to access your network, select [OK] and close the screen.

Related Topic

- [Listening to music on a device connected to the home network \(“Sony | Music Center”\)](#)

- Listening to music on a PC via a network (“Windows Media Player” with “Sony | Music Center” operation)
- Listening to music on a PC via a network (“Windows Media Player”)

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

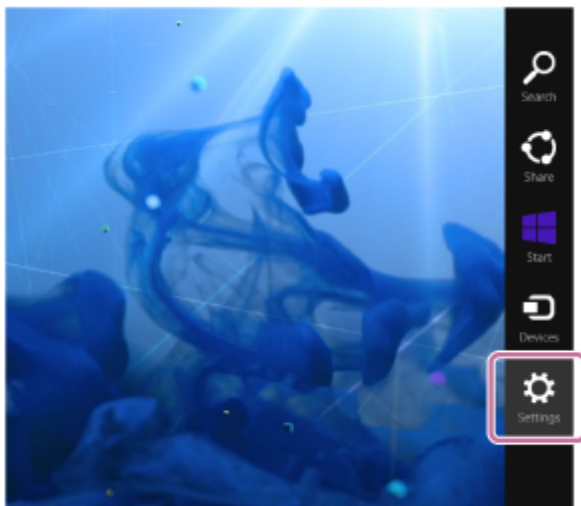
Setting your PC as a DLNA server and controller (Windows 8.1)

Windows 8.1 supports DLNA1.5. A Windows 8.1 PC can be used as both a DLNA server and controller. By operating from a Windows 8.1 PC, you can enjoy music stored in a DLNA server (including a Windows 8.1 PC) on your home network with the speaker if you set the following.

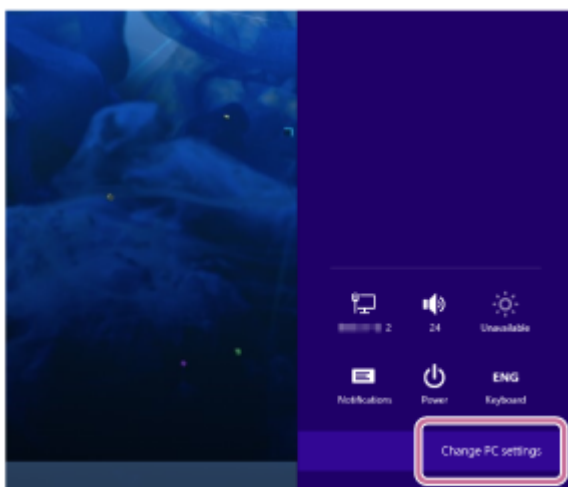
If you download “Sony | Music Center” to your smartphone, iPhone, etc. and operate a Windows 8.1 PC, perform “[Listening to music on a PC via a network \(“Windows Media Player” with “Sony | Music Center” operation\).](#)”

- 1 **Move the mouse pointer to the top-right (or bottom-right) corner of the screen to display the charms, then select [Settings].**

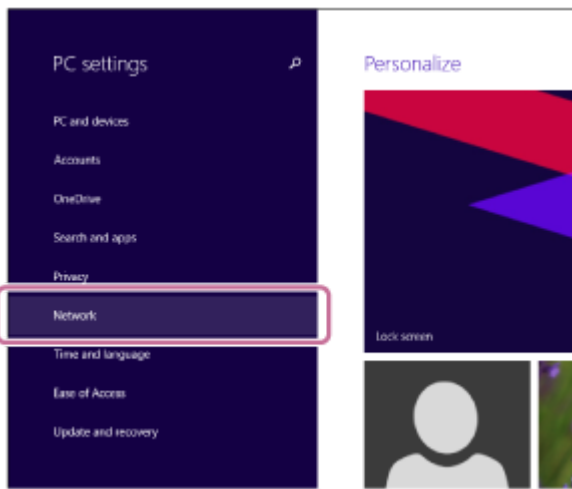
In the case of a touch panel, display the charms by swiping from the right side of the screen to the center, then select [Settings].



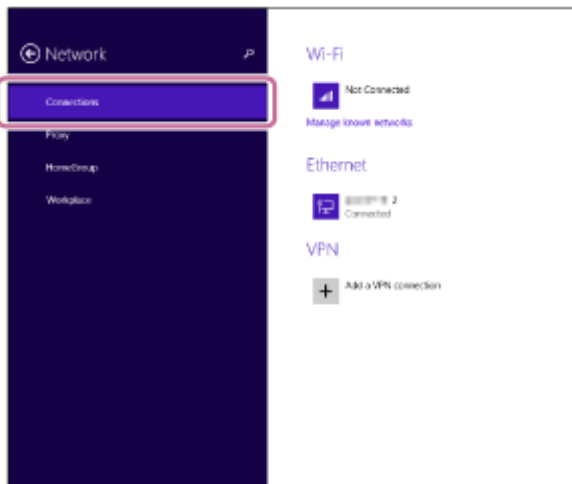
- 2 **Select [Change PC settings].**



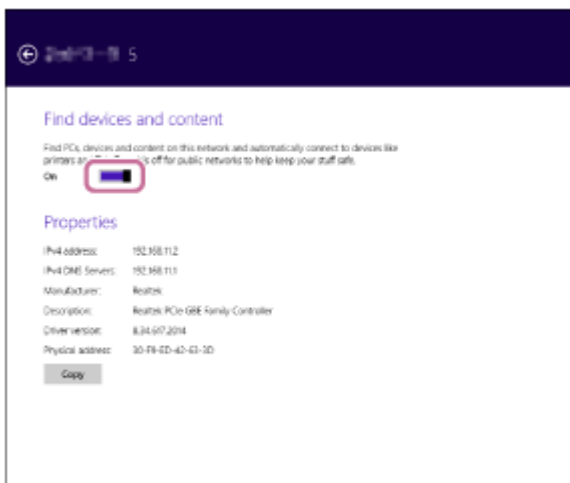
- 3 **Select [Network].**



4 Select [Connections], and then select the icon with [Connected] using  or .



5 Turn on [Find devices and content].



Related Topic

- [Listening to music on a device connected to the home network \(“Sony | Music Center”\)](#)
- [Listening to music on a PC via a network \(“Windows Media Player” with “Sony | Music Center” operation\)](#)
- [Listening to music on a PC via a network \(“Windows Media Player”\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Setting your PC as a DLNA server and controller (Windows 7)

A Windows 7 PC can be used as both a DLNA server and controller.

By operating from a Windows 7 PC and DLNA controller on your home network, you can enjoy music stored in a DLNA server (including a Windows 7 PC) on your home network with the speaker if you set the following.

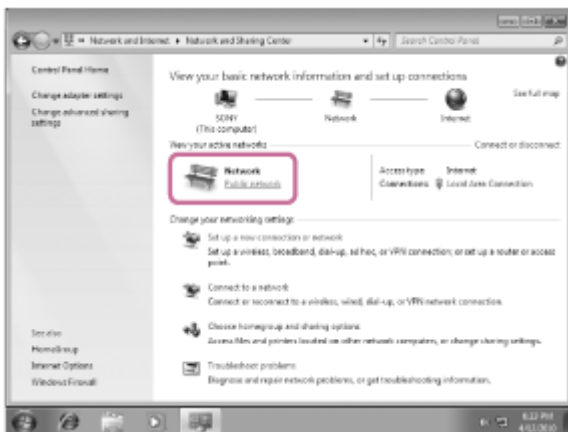
1 Go to [Start]-[Control Panel], then select [Network and Sharing Center].

The [Network and Sharing Center] screen appears.

If the desired item does not appear in the display, try changing the Control Panel display type.

2 Select [Public network] under [View your active networks].

If the display shows other than [Public network], go to step **5**.



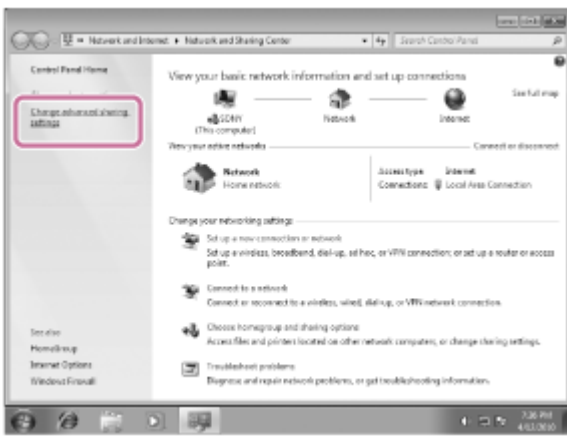
The [Set Network Location] screen appears.

3 Select [Home network] or [Work network] according to the environment in which the speaker is used.

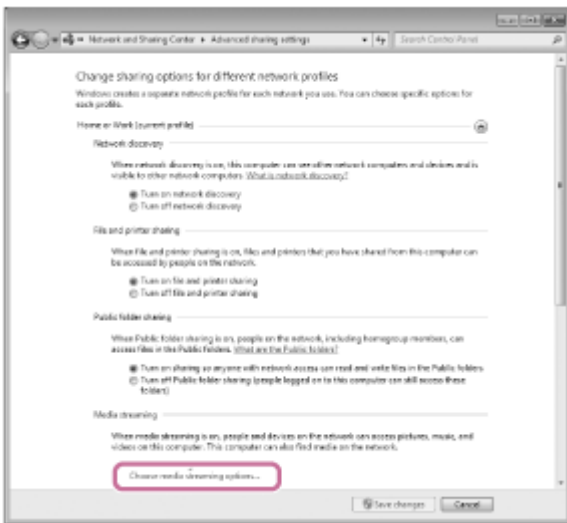
4 Follow the instructions that appear on the display according to the environment in which the speaker is used.

When the setting is completed, in the [Network and Sharing Center] screen, confirm that the item under [View your active networks] has changed to [Home network] or [Work network].

5 Select [Change advanced sharing settings].

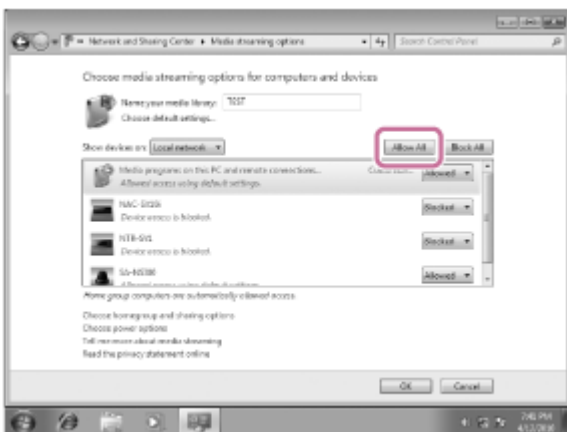


6 Select [Choose media streaming options...] from [Media streaming].



7 If [Media streaming is not turned on] appears in the [Media streaming options] screen, select [Turn on media streaming].

8 Select [Allow All].



The [Allow All Media Devices] screen appears. If all the devices in the local network are allowed ([Allow]) to access your network, select [OK] and close the screen.

9 Select [Allow all computers and media devices].

10 Select [OK] to close the screen.

Related Topic

- [Listening to music on a device connected to the home network \(“Sony | Music Center”\)](#)
- [Listening to music on a PC via a network \(“Windows Media Player” with “Sony | Music Center” operation\)](#)
- [Listening to music on a PC via a network \(“Windows Media Player”\)](#)

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

Connecting a PC/Installing the dedicated driver

You can connect a PC to the USB port with the supplied micro-USB cable.

To play High-Resolution Audio format files

The speaker is compatible with High-Resolution Audio format (192 kHz/24 bit).

To play High-Resolution Audio format files on your PC with the speaker, you need to download and install “Hi-Res Audio Player” to your PC.

1 Connect a PC to the USB port with the supplied micro-USB cable.

When connected to a Windows PC, the driver is automatically installed. If it is not installed automatically, visit one of the following websites to download and install the driver.

For customers in Europe:

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

For customers in the USA:

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

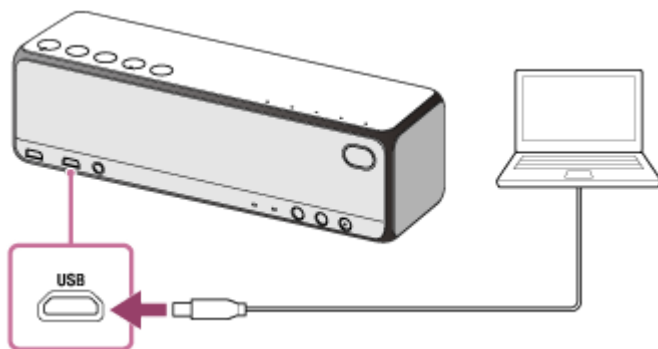
For customers in Canada:

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

For customers in other countries/regions:

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

For details how to install the application, follow the instructions on the website.



Note

- Sony does not guarantee correct operation when a USB hub or USB extension cable is used.
- Do not disconnect the PC during operation. To prevent damage to data, stop playback, then turn off the power of the speaker before disconnecting the PC.

Related Topic

- [About High-Resolution Audio format files](#)
- [Listening to music on a PC](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Listening to music on a PC via a network (“Windows Media Player”)

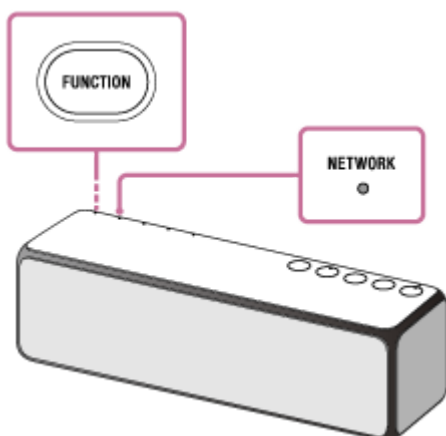
You can use a PC as a controller (operating device).
Music can be played back by using the “Cast to Device” function, after starting “Windows Media Player.” Follow the instructions on the PC screen to operate.

1 Connect the speaker and the PC to the same network.

Connect the speaker and the PC to the same SSID of the wireless router.
The LINK indicator lights up in orange when the speaker is connected to your network.

2 Press the FUNCTION button repeatedly to light up the NETWORK indicator.

The speaker enters the NETWORK mode.

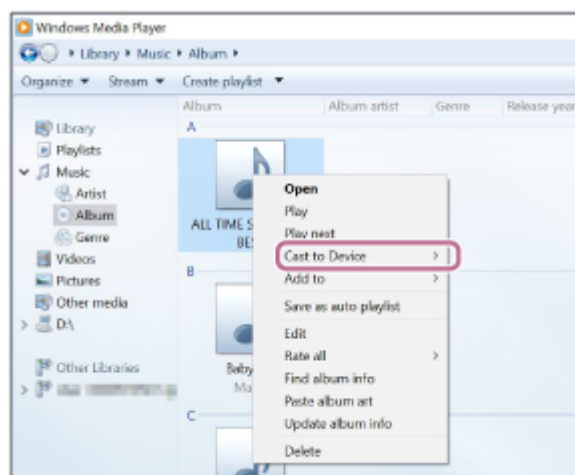


The speaker can also be switched to the NETWORK mode automatically instead of pressing the FUNCTION button, by starting “Windows Media Player” then playing back music using the “Play To” function.

3 Select [Windows Media Player] in [All apps].

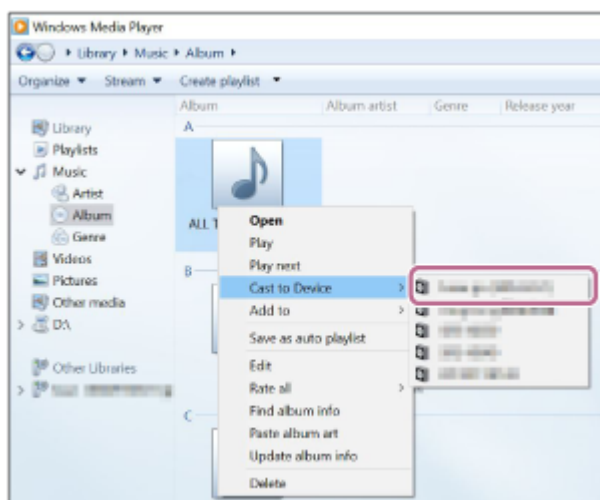
4 Right-click or tap and hold a song to be played.

5 Select [Cast to Device] or [Play To] from the menu.



The device list appears.

6 Tap [h.ear go 2].

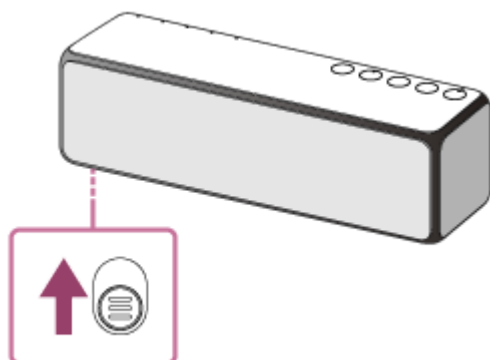


7 Select a song to play and adjust the volume.

The selected song will be heard from the speaker.

To enjoy a more dynamic sound

Pull the lever on the bottom of the speaker in the direction of the arrow shown in the illustration below to remove the grille.*



* After removing the speaker grille, do not touch the exposed part of the speaker (speaker units), and keep the removed grille on a flat surface to prevent distortion.

Hint

- After “Sony | Music Center” is downloaded and installed to your smartphone, iPhone, etc., you can use your smartphone, iPhone, etc. as a remote control to operate devices connected to the speaker.

Note

- The procedure explained above is for guidance only. Normally, the volume level on a PC and the speaker do not synchronize. However, depending on the version of “Windows Media Player” installed on a PC or the PC’s condition, the volume levels may synchronize.
- The speaker can play MP3, WMA, AAC and WAV format files (only AAC files with the extension “.m4a,” “.mp4,” or “.3gp” can be played). Even if the bit rate and file format are supported, the playback of all files is not guaranteed. There may be a specification change.
- Files with DRM (Digital Rights Management) copyright protection cannot be played on the speaker. To check if a WMA file is protected by DRM, right-click the file on the PC. If there is a [License] tab, the file is DRM-copyrighted.

- When you listen to music via a home network, it may take some time to start, since each DLNA-compatible device has to recognize the component currently used.
- Some content may not be playable with DLNA certified products.

Related Topic

- [Listening to music on a PC via a network \(“Windows Media Player” with “Sony | Music Center” operation\)](#)

4-735-503-11(2) Copyright 2018 Sony Corporation

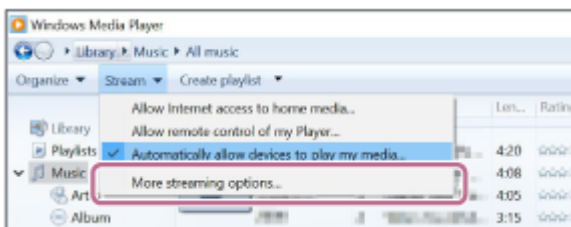
Wireless Speaker
h.ear go 2 (SRS-HG10)

Listening to music on a PC via a network (“Windows Media Player” with “Sony | Music Center” operation)

By operating from a controller such as a smartphone or iPhone on your home network, you can enjoy music stored in a Windows 8 or later PC on your home network with the speaker.

To operate the Windows 8 or later PC after downloading “Sony | Music Center” on the smartphone, iPhone, etc., follow the steps below.

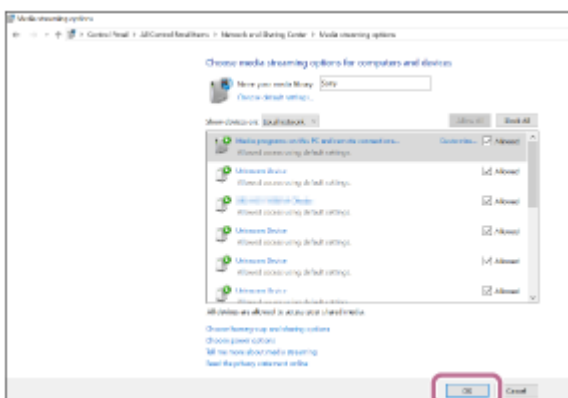
- 1 Select [Windows Media Player] in [All apps].
- 2 Click or tap [Stream], then select [More streaming options...].



If [More streaming options...] does not appear, select [Turn on media streaming...]. Then select [Turn on media streaming] on the [Media streaming options] screen.

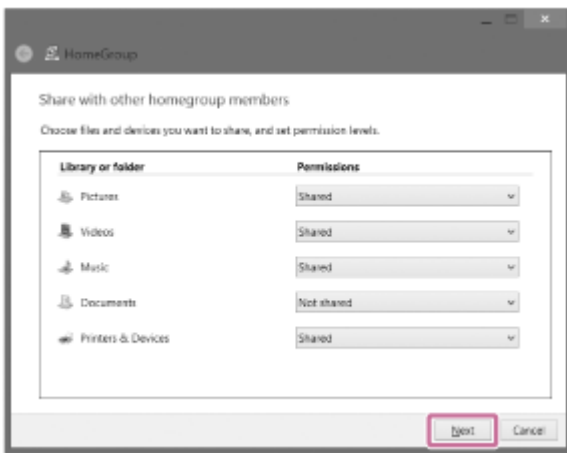
- 3 Check that all the devices are allowed, then select [OK] (in some versions, select [Next]) to close the screen.

If [OK] is selected, go to step 6 .



If not all devices are allowed, select [Allow All], then the [Allow All Media Devices] screen appears. Then, select [Automatically allow all computers and media devices.] to allow all devices.

- 4 Check that [Music] is set to [Shared], then select [Next].



5 Select [Finish] to close the screen.

6 Select [Stream], then check that [Automatically allow devices to play my media...] has been checked.

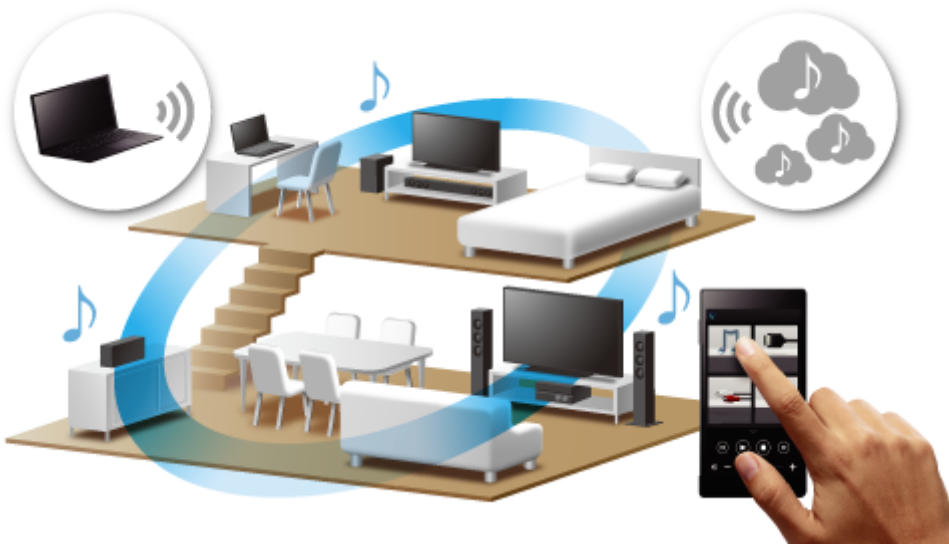
The PC setting is now complete.

Select [Home Network] on "Sony | Music Center," and select your PC from the server list. When you select albums, artists, or other items from [MUSIC], you can listen to music saved on your PC.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Listening with multiple speakers (Wireless Multi-room, Wireless Surround, Wireless Stereo)

You can enjoy listening to your favorite music in various styles by wireless speaker combinations.



Compatible models

For more details about Wireless Surround and Wireless Stereo functions, and compatible models for Wireless Surround and Wireless Stereo functions, refer to the following URL.

<http://sony.net/nasite/>

Enjoying music using multiple speakers

The Wireless Multi-room function, Wireless Surround function, and Wireless Stereo function are available.

To switch between functions, cancel the function you are using, and then operate for the other function. To cancel a function, operate on “Sony | Music Center.” For the Wireless Surround function or Wireless Stereo function, you can also cancel the function by pressing and holding the SET UP button on the rear of the speaker until a beep is heard. The **(R)** (right)/ **(L)** (left) indicators turn off, and the function is canceled. The grouping is also canceled.

Note

- You can enjoy the Wireless Multi-room function, Wireless Surround function and Wireless Stereo function only on the network connection via Wi-Fi. These functions are not available with BLUETOOTH connection.
- To play back music stored on a PC, the DLNA server function is required on the PC. For more information, refer to the operating instructions for the PC.
- Only music files on the server device of the home network can be played back. Sound from video files cannot be played back.
- You will not be able to cast from the Chromecast compatible application to the grouping (Wireless Multi-Room function) created using “Sony | Music Center.” Use the “Google Home” application to create a new grouping.

Enjoying music in any room of the home



By grouping speakers, you can fill your rooms with same music simultaneously.

For music stored on a PC or NAS, you can also listen to different songs from each speaker.

You can set and save one favorite speaker group.

For more details on the Wireless Multi-room function (such as grouping and group playback), refer to the following URL.

<http://www.sony.net/smcqa/>



Enjoy even greater surround sound with additional speakers compatible with wireless surround function.

For more details, see [“Using this speaker as a rear speaker \(Wireless Surround\).”](#)



Pair two speakers together to create wider, stereo sound.

For more details, see [“Connecting two speakers \(Wireless Stereo\).”](#)

* It is not recommended watching video by connecting a TV or game machine with Wireless Stereo function.

Related Topic

- [Using this speaker as a rear speaker \(Wireless Surround\)](#)
- [Connecting two speakers \(Wireless Stereo\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Listening to an Internet music service (Spotify)

“Spotify” gives you instant access to millions of songs.

The “Spotify Connect” feature lets you select music on the Spotify app and stream it on the unit. To use “Spotify Connect” feature, you need a Spotify account.

For details about Spotify, refer to the following URL:

www.spotify.com/connect

Note

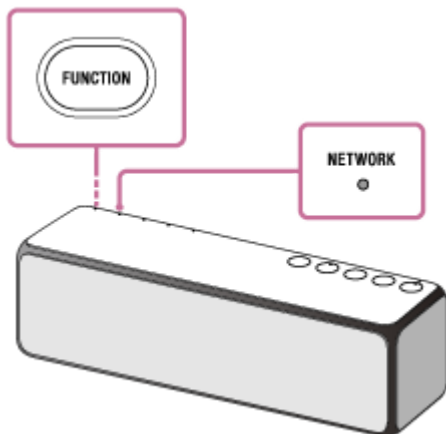
- Depending on the country or region, the Spotify service availability may differ.

1 Connect the speaker and a smartphone, iPhone, etc. to the same network.

Connect the speaker and the smartphone, iPhone, etc. to the same SSID of the wireless router. The LINK indicator lights up in orange or pink when the speaker is connected to your network.

2 Press the FUNCTION button repeatedly to light up the NETWORK indicator.

The speaker enters the NETWORK mode.

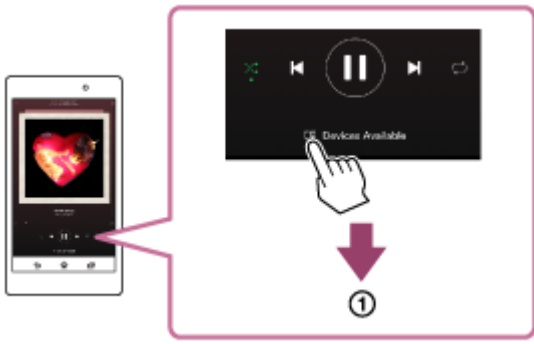


3 Download the Spotify app to your smartphone, iPhone, etc. from Google Play or the App Store.

4 Launch the Spotify app and log in to a Spotify account.

5 Select and start playing the music.

6 Tap the Connect icon (🔗 Devices Available) and select the unit as the audio output device.



① Select [h.ear go 2].

Hint

- When “Spotify Connect” is activated, the Connect icon ( Devices Available) lights up.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Selecting the BLUETOOTH audio streaming playback quality (Codec)

The “Priority on sound quality” and “Priority on stable connection” modes are available as options for selecting the playback quality of BLUETOOTH audio streaming. “Priority on sound quality” enables you to play back with a setting of, not only SBC, but also AAC and LDAC, so that you can enjoy high-quality sound via BLUETOOTH. “Priority on stable connection” provides you with a more stable BLUETOOTH audio streaming. “Priority on sound quality” is the default setting.

The sound quality can be changed while the speaker is in the BLUETOOTH/Network standby mode.

Playback quality

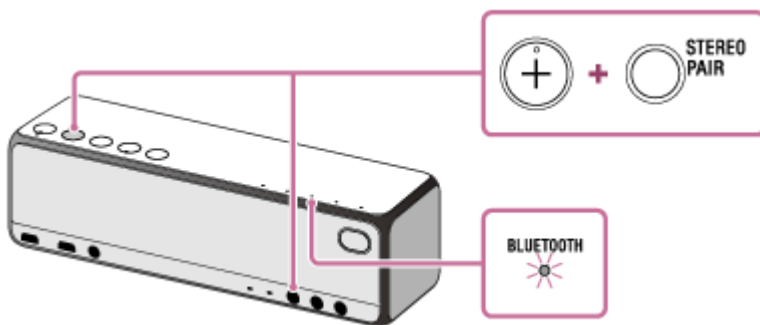
- Priority on sound quality (default setting): Optimal codec is automatically selected from AAC, LDAC, and SBC.
- Priority on stable connection: SBC is selected.

1 Set the speaker to the BLUETOOTH/Network standby mode when the speaker is connected to an AC outlet via the supplied USB AC adaptor and micro-USB cable.

The  (power) indicator lights up in orange.

2 Press and hold the STEREO PAIR button and + (volume) button for more than four seconds.

When the setting is changed to “Priority on sound quality” mode, the BLUETOOTH indicator flashes three times. When the setting is changed to “Priority on stable connection” mode, the BLUETOOTH indicator flashes twice.



The playback quality is switched, and the speaker turns on.

Hint

- You can switch the playback quality by using “Sony | Music Center.” To switch it, select [Settings] - [Other Settings] - [Bluetooth Codec]. “Priority on sound quality” appears as [Auto] and “Priority on stable connection” appears as [SBC] when setting with “Sony | Music Center.”

Note

- Communication may become unstable in the “Priority on sound quality” mode, depending on the setting of your BLUETOOTH device and the ambient conditions. In this case, reset the speaker to the “Priority on stable connection” mode by performing steps **1** and **2** above.
- When the playback quality setting is changed by using “Sony | Music Center” while the speaker is turned on, the BLUETOOTH connection is terminated. In this case, connect the BLUETOOTH device manually again. After reconnecting, the playback quality is switched.
- You may also need to adjust the settings of the connected device to change the playback quality setting, such as SBC, AAC, LDAC. For details, refer to the operating instructions supplied with the device.

Related Topic

- [Main setting items of “Sony | Music Center”](#)
- [Using the BLUETOOTH®/Network standby mode](#)

4-735-503-11(2) Copyright 2018 Sony Corporation

Listening to music on a device via a BLUETOOTH connection

You can enjoy listening to music of a BLUETOOTH device and operate it via a BLUETOOTH connection if it supports the following BLUETOOTH profiles.

- A2DP (Advanced Audio Distribution Profile)
Enables you to enjoy high-quality audio contents wirelessly.
- AVRCP (Audio Video Remote Control Profile)
Enables you to adjust the volume of a BLUETOOTH device.

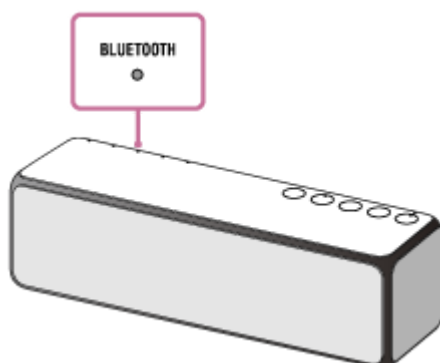
The volume of a BLUETOOTH device may not be adjusted depending on the BLUETOOTH device. Refer also to the operating instructions supplied with your BLUETOOTH device.

Note


- Make sure beforehand that the volume on the BLUETOOTH device is set to a moderate level to avoid sudden loud sound output from the speaker.

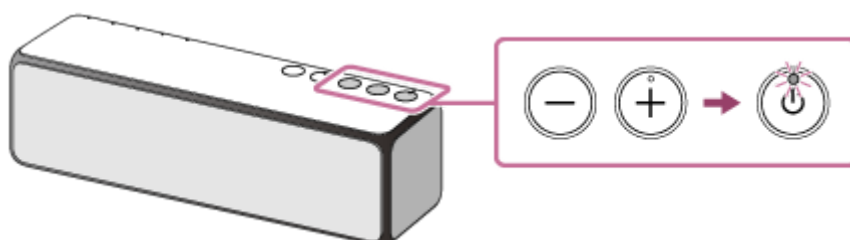
1 Connect the speaker with the BLUETOOTH device.

The BLUETOOTH indicator lights up in white when the BLUETOOTH connection is established.



2 Adjust the volume with your BLUETOOTH device or by pressing the -/+ (volume) buttons of the speaker.

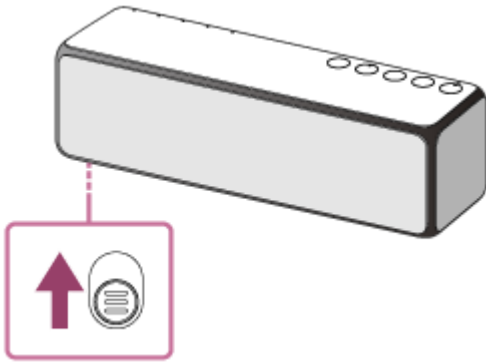
When you press the -/+ (volume) button, the  (power) indicator flashes once or three times according to the volume adjustment.



3 Start playback on the BLUETOOTH device.

To enjoy a more dynamic sound

Pull the lever on the bottom of the speaker in the direction of the arrow shown in the illustration below to remove the grille.*



* After removing the speaker grille, do not touch the exposed part of the speaker (speaker units), and keep the removed grille on a flat surface to prevent distortion.

Hint

- After “Sony | Music Center” is downloaded and installed to your smartphone, iPhone, etc., you can use your smartphone, iPhone, etc. as a remote control to operate devices connected to the speaker.
- Depending on the BLUETOOTH device, it may be necessary to adjust the volume or set the audio output setting on the connected device.
- Using “Sony | Music Center” allows you to configure convenient settings. For details, see “[Installing “Sony | Music Center”](#).”

Note

- Stop playback on the BLUETOOTH device and turn down the volume of the device beforehand. When pairing is completed, loud sound may output from the speaker. Otherwise, you may experience sudden loud sound from the speaker when music is played back for the first time after pairing.
- If the communication condition is poor, the BLUETOOTH device may react incorrectly to the operation on the speaker.

Related Topic

- [Selecting the BLUETOOTH audio streaming playback quality \(Codec\)](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Installing “Sony | Music Center”](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Terminating the BLUETOOTH connection (After use)

When you finish playing music with the BLUETOOTH device, perform any of the following operations to terminate the BLUETOOTH connection.

- Turn off the BLUETOOTH function on the BLUETOOTH device. For details, refer to the operating instructions supplied with the device.
- Turn off the BLUETOOTH device.
- Turn off the speaker.
- Touch the paired device to N-Mark of the speaker again (for the NFC-compatible device).

Hint

- If no operation is performed and no music (sound) is input by a BLUETOOTH device for about 15 minutes, the speaker enters the BLUETOOTH/Network standby mode automatically by the auto power off (auto standby) mode, then the BLUETOOTH connection terminates. If the speaker is in the BLUETOOTH connection by HFP, it is not automatically disconnected.
- When you finish playing music, the BLUETOOTH connection may terminate automatically, depending on the BLUETOOTH device.
- Pairing information is not deleted when the BLUETOOTH connection is terminated.

Related Topic

- [Auto Power Off \(Auto Standby\) mode](#)

Listening to music on a WALKMAN® compatible with High-Resolution Audio formats

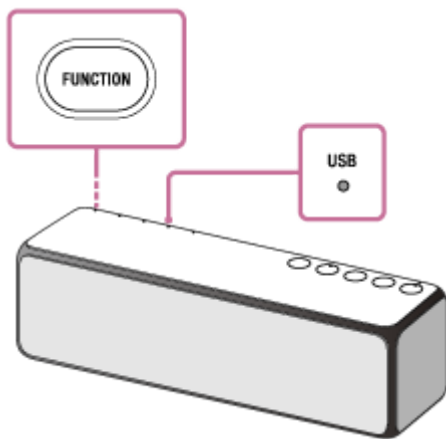
You can connect a WALKMAN® compatible with High-Resolution Audio formats to the speaker with an optional High-Resolution Audio USB Adaptor WM-PORT Cable.

The speaker receives unconverted digital audio data, which is converted to analog data through the digital-to-analog converter of the speaker before being output.

- 1 Connect the WALKMAN® compatible with High-Resolution Audio formats to the USB port.


- 2 Press the FUNCTION button repeatedly until the USB indicator lights up.

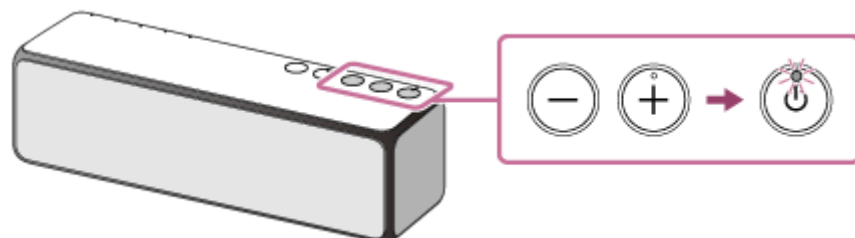
The speaker enters the USB mode.



- 3 Operate the WALKMAN® compatible with High-Resolution Audio formats to start playback and adjust the volume to a moderate level.

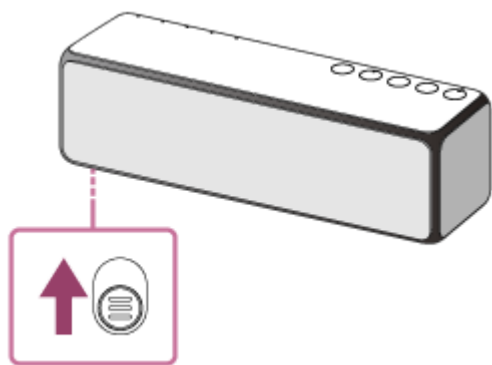
- 4 Press the -/+ (volume) buttons to adjust the volume.

When you press the -/+ (volume) buttons, the  (power) indicator flashes once or three times according to the volume adjustment.



To enjoy a more dynamic sound

Pull the lever on the bottom of the speaker in the direction of the arrow shown in the illustration below to remove the grille.*



* After removing the speaker grille, do not touch the exposed part of the speaker (speaker units), and keep the removed grille on a flat surface to prevent distortion.

Note

- The speaker supports only audio playback functions of WALKMAN®.
- Sony is not responsible for loss or damage of data in a WALKMAN® that is connected to the speaker.
- Correct operation is not guaranteed, even for a supported WALKMAN®.
- Depending on the WALKMAN®, dynamic normalizer, equalizer, VPT, DSEE HX and speaker output optimizer may be set to on (or adjusted). If the sound is distorted, set these functions to off.
- When the WALKMAN® is connected, sound is not output from its headphone jack.

Related Topic

- [About High-Resolution Audio format files](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Listening to music on an Xperia compatible with High-Resolution Audio formats

You can connect an Xperia compatible with High-Resolution Audio formats to the speaker with a commercially-available adapter cable (OTG cable).

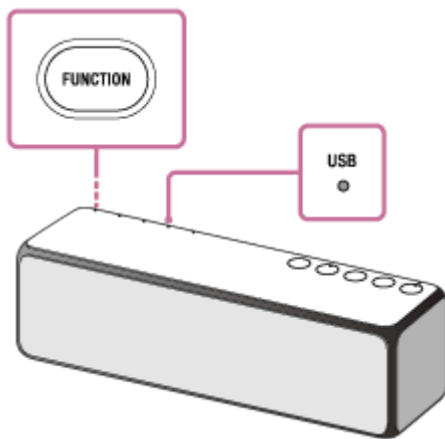
The speaker receives unconverted digital audio data, which is converted to analog data through the digital-to-analog converter of the speaker before being output.

Install "Sony | Music Center" to the Xperia beforehand. For details how to install it, see the Related Topic below.

1 Connect the Xperia compatible with High-Resolution Audio formats to the USB port.

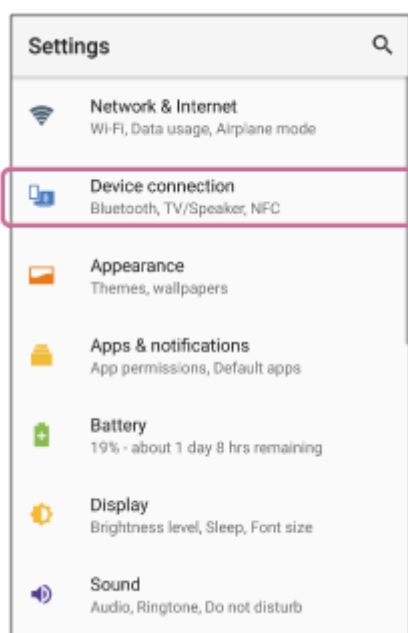
2 Press the FUNCTION button repeatedly until the USB indicator lights up.

The speaker enters the USB mode.

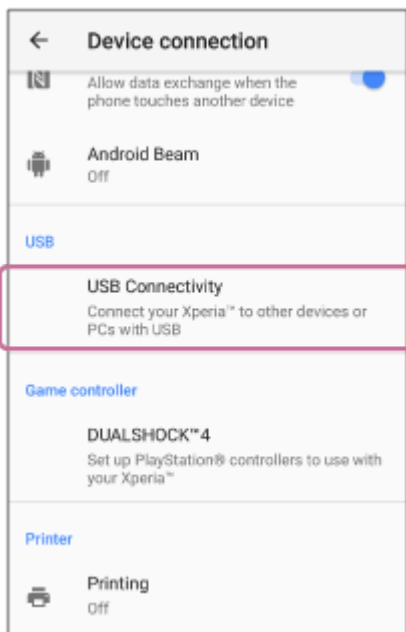


3 Perform [Detect USB device] on the Setting screen of the Xperia compatible with High-Resolution.

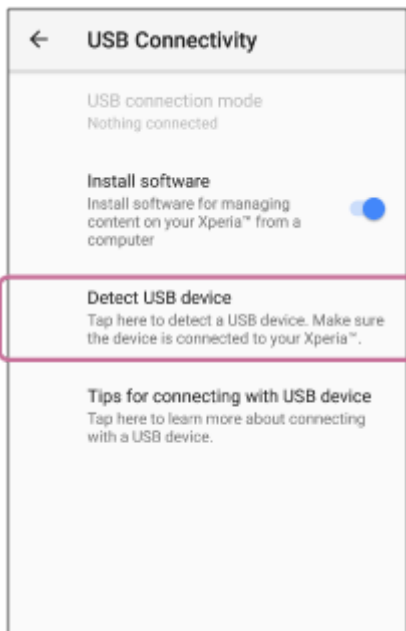
1. Select [Device connection].



2. Select [USB Connectivity].



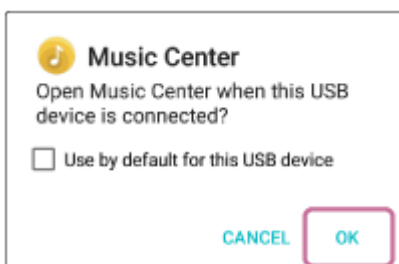
3. Select [Detect USB device].



Note

- If your smartphone connects with a USB device for the first time, select [Tips for connecting with USB device] and follow the instructions.

4 After “Sony | Music Center” launches, select [OK] – [This Mobile] – [My Library] and play back a music file.




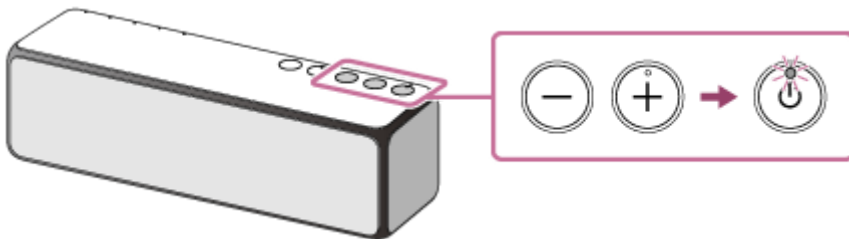


Note

- Volume can be adjusted with the speaker only. Adjusting volume with the Xperia may not be available.

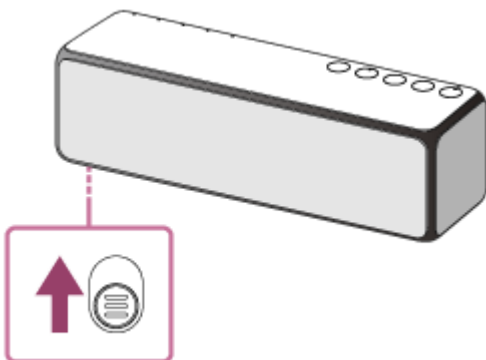
5 Press the -/+ (volume) buttons to adjust the volume.

When you press the -/+ (volume) buttons, the  (power) indicator flashes once or three times according to the volume adjustment.



To enjoy a more dynamic sound

Pull the lever on the bottom of the speaker in the direction of the arrow shown in the illustration below to remove the grille.*



* After removing the speaker grille, do not touch the exposed part of the speaker (speaker units), and keep the removed grille on a flat surface to prevent distortion.

Note

- If you hear no sound, make sure that the cables are connected in the correct order. For details, see [“Connecting an Xperia compatible with High-Resolution Audio formats.”](#)

- The speaker supports only audio playback functions of Xperia.
- Sony is not responsible for any loss or damage to data in an Xperia that is connected to the speaker.
- The Xperia cannot be operated from the speaker.
- The sound may be distorted if the equalizer function of the Xperia is set to on. In this case, set the function to off.

Related Topic

- [About High-Resolution Audio format files](#)
- [Installing “Sony | Music Center”](#)
- [Connecting an Xperia compatible with High-Resolution Audio formats](#)

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

Listening to music on a PC

You can listen to music on a PC connected to the USB port of the speaker.

To play High-Resolution Audio format files

The speaker is compatible with High-Resolution Audio format (192 kHz/24 bit).

To play High-Resolution Audio format files on your PC with the speaker, you need to download and install “Hi-Res Audio Player” to your PC.

1 Connect your PC to the USB port.

When connected to a Windows PC, the driver is automatically installed. If it is not installed automatically, visit one of the following websites to download and install the driver.

For customers in Europe:

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

For customers in the USA:

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

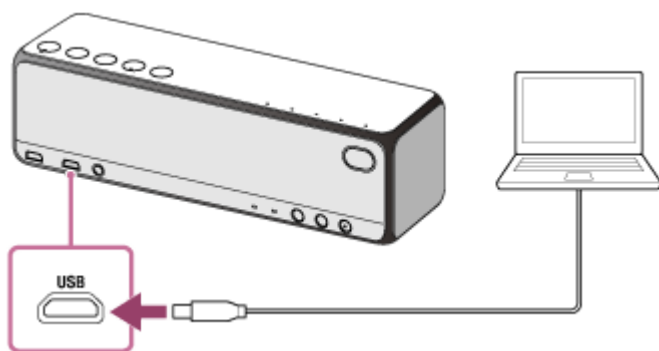
For customers in Canada:

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

For customers in other countries/regions:

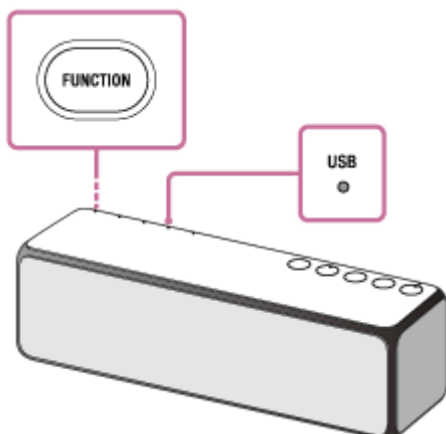
<http://www.sony-asia.com/section/support>

For details how to install the application, follow the instructions on the website.



2 Press the FUNCTION button repeatedly until the USB indicator lights up.

The speaker enters the USB mode.



3 Play back music files.

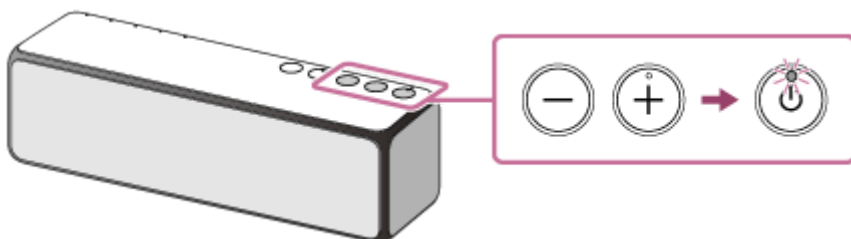
To play back High-Resolution Audio files on the PC, use the “Hi-Res Audio Player.”

Note

- Volume can be adjusted with the speaker only. Adjusting volume with the PC may not be available.

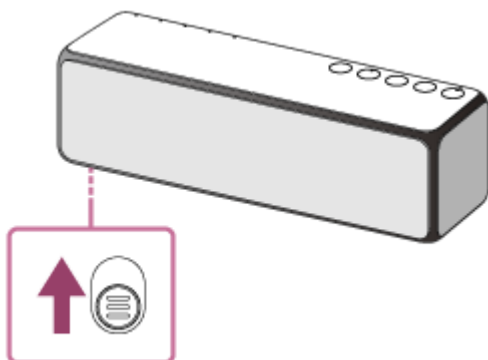
4 Press the $-/+$ (volume) buttons to adjust the volume.

When you press the $-/+$ (volume) buttons, the ⏻ (power) indicator flashes once or three times according to the volume.



To enjoy a more dynamic sound

Pull the lever on the bottom of the speaker in the direction of the arrow shown in the illustration below to remove the grille.*



* After removing the speaker grille, do not touch the exposed part of the speaker (speaker units), and keep the removed grille on a flat surface to prevent distortion.

Hint

- After “Sony | Music Center” is downloaded and installed to your smartphone, iPhone, etc., you can use it as a remote control to adjust the speaker’s volume, etc.

Note

- Sony does not guarantee correct operation when a USB hub or USB extension cable is used. Do not disconnect the PC during operation. To prevent damage to data, stop playback, then turn off the power of the speaker before disconnecting the PC.
- Digital broadcast audio is not output from the USB port of the PC. To listen to digital broadcast audio, connect the PC’s analog audio output to the AUDIO IN jack of the speaker.

Related Topic

- [About High-Resolution Audio format files](#)

- Installing “Hi-Res Audio Player” to a PC

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

Listening to music on a portable audio device, etc.

You can use the speaker as an ordinary wired speaker system by connecting a portable audio device, etc., using a commercially-available audio cable (with stereo mini plugs/no resistance).

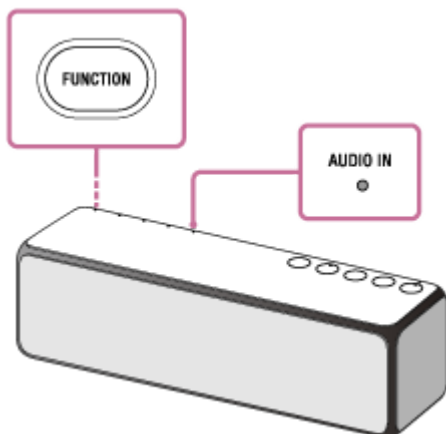
- 1 Connect the device to the speaker using a commercially-available audio cable (with stereo mini plugs/no resistance).**

- 2 Turn on the speaker.**

The  (power) indicator lights up in green.

- 3 Press the FUNCTION button repeatedly to light up the AUDIO IN indicator.**


The speaker enters the AUDIO IN mode.

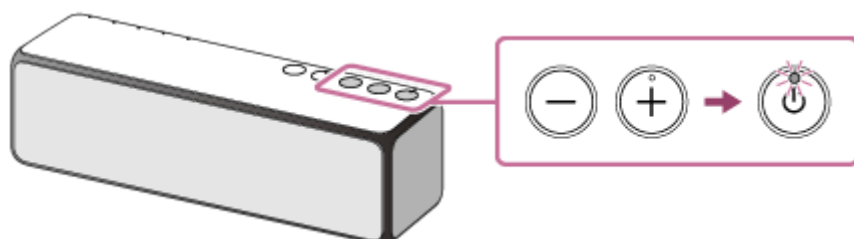


- 4 Turn on the connected device.**

- 5 Operate the connected device to start playback and adjust the volume to a moderate level.**

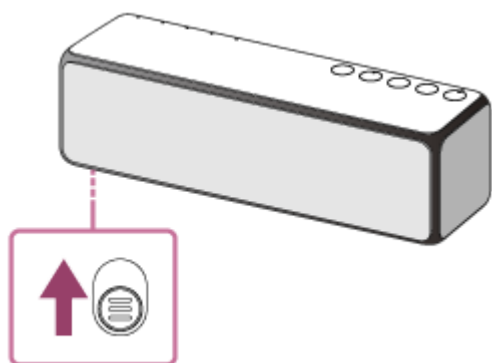
- 6 Press the -/+ (volume) buttons to adjust the volume.**

When you press the -/+ (volume) buttons, the  (power) indicator flashes once or three times according to the volume adjustment.



To enjoy a more dynamic sound

Pull the lever on the bottom of the speaker in the direction of the arrow shown in the illustration below to remove the grille.*



* After removing the speaker grille, do not touch the exposed part of the speaker (speaker units), and keep the removed grille on a flat surface to prevent distortion.

Hint

- After “Sony | Music Center” is downloaded and installed to your smartphone, iPhone, etc., you can use it as a remote control to adjust the speaker’s volume, etc.

Note

- Connecting to the TV is not recommended.
 - If connecting the TV to the AUDIO IN jack of the speaker, the sound will be delayed.
 - If connecting the TV or game equipment to the AUDIO IN jack of the speaker, the sound will not match to the picture.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Receiving a call

You can enjoy hands-free calls with a BLUETOOTH mobile phone that supports the BLUETOOTH profile HFP (Hands-free Profile).

- Operations may vary depending on the mobile phone. Refer to the operating instructions supplied with your mobile phone.

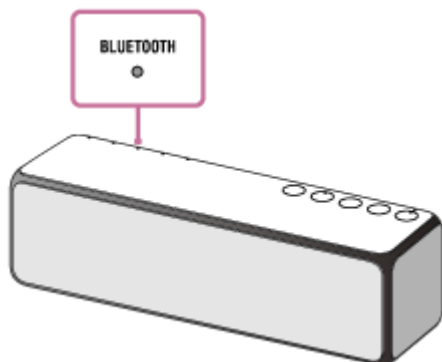
About ring tones

When receiving an incoming call, playback pauses and a ring tone is heard from the speaker. The ring tone varies in the following ways, depending on your mobile phone.

- Ring tone set to sound on the speaker
- Ring tone set to sound on the mobile phone
- Ring tone set to sound on the mobile phone only when connected via BLUETOOTH

1 Make a BLUETOOTH connection with the mobile phone.

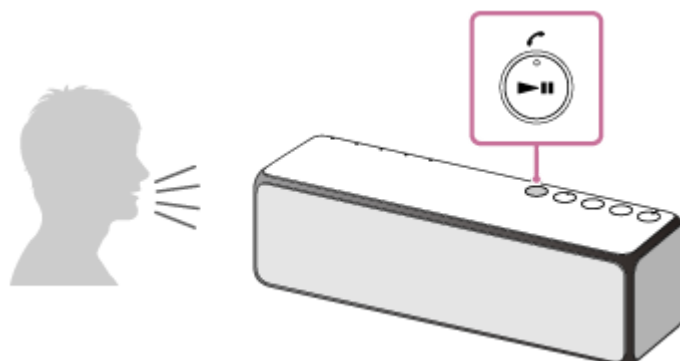
The BLUETOOTH indicator lights up in white when the BLUETOOTH connection is established.



2 Press the ►|| (play) button/ ☎ (call) button to answer a call.

Talk into the microphone of the speaker.


When receiving an incoming call, playback pauses and a ring tone is heard from the speaker.

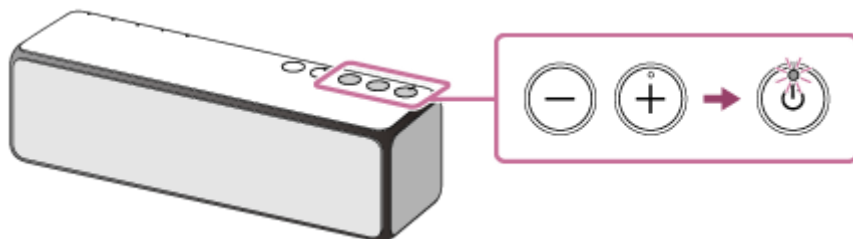


If no ring tone is heard from the speaker

The mobile phone may not be connected to the speaker with HFP. Make sure the mobile phone is connected via BLUETOOTH.

3 Adjust the volume by pressing the -/+ (volume) buttons on the speaker or operating the mobile phone.



When you press the -/+ (volume) buttons on the speaker, the  (power) indicator flashes once or three times according to the volume adjustment.



4 To end a call, press the  (play) button/  (call) button.

Playback will resume (if it is interrupted) when the call ends. If you end a call by operating the BLUETOOTH mobile phone, playback will resume (if it is interrupted) when the call ends. Depending on the mode of the speaker, playback might not resume. In this case, start playback.

Hint

- When answering a call by operating the BLUETOOTH mobile phone, the mobile phone may have a priority depending on the device. While HFP connection is established, switch the call device to the speaker by pressing and holding the  (play) button/  (call) button for about two seconds. Alternatively, operate the mobile phone to switch the call device to the speaker.
- The volume of music playback and calling are set independently in the speaker.

Note

- Depending on the mobile phone, playback might not pause when receiving a call.
- Use a mobile phone at least 50 cm away from the speaker. Noise may result if the speaker and the mobile phone are too close.
- Depending on the model of your smartphone, the operation system or applications installed, some functions of hands-free calling may not be used correctly.
- You cannot receive a call while the speaker is in the NETWORK mode.

Related Topic

- [How to make a wireless connection with BLUETOOTH devices](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Making a call](#)
- [Button functions for a phone call](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

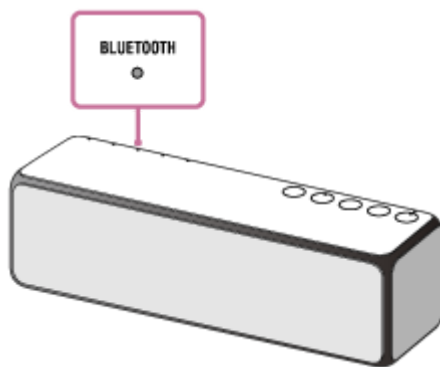
Making a call

You can enjoy hands-free calls with a BLUETOOTH mobile phone that supports the BLUETOOTH profile HFP (Hands-free Profile).

- Operations may vary depending on the mobile phone. Refer to the operating instructions supplied with your mobile phone.

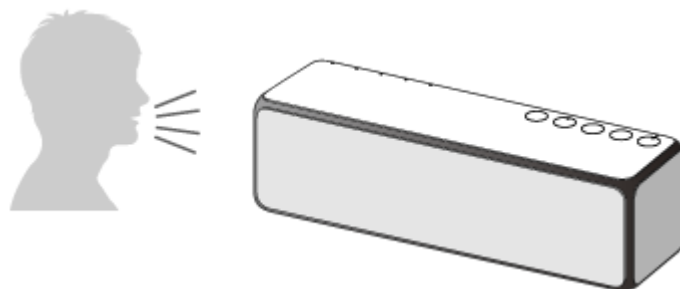
1 Make a BLUETOOTH connection with the mobile phone.

The BLUETOOTH indicator lights up in white when the BLUETOOTH connection is established.





2 Operate the mobile phone to make a call.


While making a call, playback pauses and the dial tone is heard from the speaker. When the receiver takes the call, talk into the microphone of the speaker.

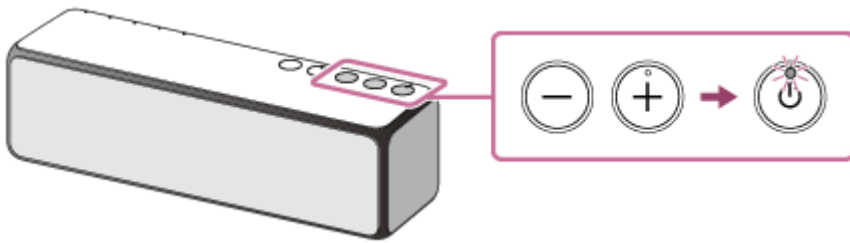


If no dial tone is heard from the speaker

- The mobile phone may not be connected to the speaker with HFP. Make sure the mobile phone is connected via BLUETOOTH.
- Switch the call device to the speaker by pressing and holding the  (play) button/  (call) button for about two seconds.

3 Adjust the volume by pressing the $-/+$ (volume) buttons on the speaker or the volume control on the mobile phone.

When you press the $-/+$ (volume) buttons, the  (power) indicator flashes once or three times according to the volume adjustment.



4 To end a call, press the ►|| (play) button/ ☎ (call) button.

Playback will resume (if it is interrupted) when the call ends. If you end a call by operating the BLUETOOTH mobile phone, playback will resume (if it is interrupted) when the call ends. Depending on the mode of the speaker, playback may not resume. In this case, start playback.

Hint

- The volume of music playback and calling are set independently in the speaker.

Note

- Depending on the mobile phone, playback might not pause when making a call.
- Use a mobile phone at least 50 cm away from the speaker. Noise may result if the speaker and the mobile phone are too close.

Related Topic

- [How to make a wireless connection with BLUETOOTH devices](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Receiving a call](#)
- [Button functions for a phone call](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Terminating the BLUETOOTH connection (After use)

When you finish playing music with the BLUETOOTH device, perform any of the following operations to terminate the BLUETOOTH connection.

- Turn off the BLUETOOTH function on the BLUETOOTH device. For details, refer to the operating instructions supplied with the device.
- Turn off the BLUETOOTH device.
- Turn off the speaker.
- Touch the paired device to N-Mark of the speaker again (for the NFC-compatible device).

Hint

- If no operation is performed and no music (sound) is input by a BLUETOOTH device for about 15 minutes, the speaker enters the BLUETOOTH/Network standby mode automatically by the auto power off (auto standby) mode, then the BLUETOOTH connection terminates. If the speaker is in the BLUETOOTH connection by HFP, it is not automatically disconnected.
- When you finish playing music, the BLUETOOTH connection may terminate automatically, depending on the BLUETOOTH device.
- Pairing information is not deleted when the BLUETOOTH connection is terminated.

Related Topic

- [Auto Power Off \(Auto Standby\) mode](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Button functions for a phone call





The available functions may vary depending on the profile supported by your mobile phone. Even when the profile is the same, functions may vary depending on the device.

For details, refer to the operating instructions supplied with your mobile phone.





Standby

- Press the  (play) button/  (call) button once to start voice-dial (voice-dial compatible mobile phones only).





Outgoing call

- Press the  (play) button/  (call) button once to cancel an outgoing call.
- Press and hold the  (play) button/  (call) button for about two seconds to change the call device between the speaker and mobile phone.

Incoming call

- Press the  (play) button/  (call) button once to answer a call.
- Press and hold the  (play) button/  (call) button for about two seconds to reject a call.

During a call

- Press the  (play) button/  (call) button once to finish a call.
- Press and hold the  (play) button/  (call) button for about two seconds to change the call device between the speaker and mobile phone.

Note

- Depending on the smartphone, tablet, or applications installed, the redial function or voice dial function may not work correctly.

Related Topic

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

Wireless Speaker
h.ear go 2 (SRS-HG10)

Using the voice assist function (Google app)

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

The following shows how to use the Google app.

1 Select the Google app for [Assist App] in [Assist & Voice input].

On the Android smartphone, select [Settings] – [Apps]. A gear icon appears in the top-right corner of the display. Select the gear icon, [Default Apps] – [Assist & Voice input] – [Assist App], then set [Assist App] to the Google app. The operation above is an example. For details, refer to the operating instructions supplied with the Android smartphone.

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

Note

- The latest version of the app may be required.
- The Google app may not be activated from the speaker depending on specifications of the Android smartphone.

2 Connect the speaker to the Android smartphone via BLUETOOTH connection.

3 While the speaker is connected with the Android smartphone via BLUETOOTH connection and the Android smartphone is in standby or playing music, press and hold the (play) button/ (call) button for about 3 seconds.

The Google app is activated and you will hear the start-up sound.

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

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

After activating the Google app, when a certain time has passed without requests, a beep will sound and the Google app will be deactivated.

Note

- The Google app cannot be activated when you say "OK Google" through the speaker's microphone even when the Android smartphone's [OK Google] setting is on.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Using the voice assist function (Siri)

By using the Siri function that comes with the iPhone/iPod touch, you can speak to the speaker's microphone to operate the iPhone/iPod touch.

The following shows how to use Siri.

1 Turn on Siri.

On iPhone/iPod touch, select [Settings] – [Siri] to turn on Siri.

The operation above is an example. For details, refer to the operating instructions supplied with the iPhone/iPod touch.

For details on Siri, refer to the operating instructions or support website of the iPhone/iPod touch.

2 Connect the speaker to the iPhone/iPod touch via BLUETOOTH connection.

3 While the speaker is connected with the iPhone/iPod touch via BLUETOOTH connection and the iPhone/iPod touch is in standby or playing music, press and hold the (play) button/ (call) button for about 3 seconds.

The Siri is activated and you will hear the start-up sound.

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

For details on Siri, such as apps which work with Siri, refer to the operating instructions supplied with the iPhone/iPod touch.

Note

- Siri cannot be activated when you say "Hey Siri" through the speaker's microphone even when the iPhone/iPod touch's [Allow "Hey Siri"] setting is on.

Wireless Speaker
h.ear go 2 (SRS-HG10)

About High-Resolution Audio format files

High-Resolution Audio, which is typically 96 kHz/24 bit or higher, is made by digitally sampling an original analog audio source. The number of times at which sampling is performed (in one-second increments) is called the sampling frequency, which is expressed in hertz or "Hz". Digitizing refers to the audio process where the sampled signal is converted (or quantized) into binary digits, consisting of 1's and 0's, and expressed as "bits". The higher the number of bits, the closer the sample is to the original source. CDs are standardized at 44.1 kHz/16 bit, but there is no single standard for High-Resolution Audio.

An alternative way of digitizing an analog source is a method called DSD (Direct Stream Digital) which captures sound information as a sequence of single bit values with an extremely high sampling rate of either 2.8 MHz or 5.6 MHz. This is approximately 64 or 128 times the sampling rate of CD audio and is simply known as DSD 2.8 MHz or DSD 5.6 MHz. For some engineers, this is the closest a digital file sample can get to an original analog source.

Wireless Speaker

h.ear go 2 (SRS-HG10)

Installing “Hi-Res Audio Player” to a PC

“Hi-Res Audio Player” is required to play High-Resolution Audio format files on your PC with the speaker.

Access the following websites, and download the software.

You may have to pay a communication fee, depending on your internet contract.

For customers in Europe:

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

For customers in the USA:

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

For customers in Canada:

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

For customers in other countries/regions:

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

For details how to install the application, refer the download pages.

Related Topic

- [About High-Resolution Audio format files](#)
- [Listening to music on a PC](#)

Wireless Speaker

h.ear go 2 (SRS-HG10)

Listening to High-Resolution Audio format files via a network

You can listen to High-Resolution Audio format files stored in a PC connected to your network.

High-Resolution Audio format files can be played back by using “Hi-Res Audio Player”.

For more information about the music playback and connection, see Related Topic below.

When playing back High-Resolution Audio files via a Wi-Fi network, breaks in the sound may occur. In this case, connect your PC to the USB port of the speaker, and then start playback.

Related Topic

- [Listening to music on a device connected to the home network \(“Sony | Music Center”\)](#)
- [Selecting the Wi-Fi network connection method](#)
- [DLNA \(Digital Living Network Alliance\)](#)
- [Listening to music on a PC via a network \(“Windows Media Player”\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Specifications

Speaker section

Speaker system

Approx. 35 mm (1 3/8 inches) dia. x 2

Enclosure system

Passive radiator type

Network section

Compatible standards

IEEE 802.11 a/b/g/n (WEP 64 bit, WEP 128 bit, WPA/WPA2-PSK (AES), WPA/WPA2-PSK (TKIP))

Radio frequency

2.4 GHz band, 5 GHz band

BLUETOOTH section

Output

BLUETOOTH Specification Power Class 2

Maximum communication range

Line of sight approx. 10 m (30 ft)^{*1}

Radio frequency

2.4 GHz band (2.4000 GHz to 2.4835 GHz)

Communication system

BLUETOOTH Specification Ver. 4.2

Modulation scheme

FHSS

Compatible BLUETOOTH Profiles^{*2}

A2DP (Advanced Audio Distribution Profile)
AVRCP (Audio Video Remote Control Profile)
HFP (Hands-free Profile)
SPP (Serial Port Profile)

Supported codec^{*3}

SBC^{*4}
AAC^{*5}
LDAC^{*6}

Corresponding content protection

Transmission bandwidth (A2DP)

20 Hz to 20,000 Hz (with 44.1 kHz for sampling)

- *1 The actual range will vary depending on factors such as obstacles between devices, magnetic fields around a microwave oven, static electricity, reception sensitivity, aerial's performance, operating system, software application, etc.
- *2 BLUETOOTH standard profiles indicate the purpose of BLUETOOTH communication between devices.
- *3 Codec: Audio signal compression and conversion format
- *4 Subband Codec
- *5 Advanced Audio Coding
- *6 LDAC is an audio coding technology developed by Sony that enables the transmission of High-Resolution (Hi-Res) Audio content, even over a BLUETOOTH connection.

Microphone section

Model

Electret condenser type

Directivity characteristic

Omni-directional

Effective frequency band

100 Hz to 7,000 Hz

Others

USB connection

Connect a PC compatible with this unit using the supplied micro-USB cable.

AUDIO IN (external input) jack

ø3.5 mm stereo mini jack

Power consumption

Approx. 12 W (during charging the built-in rechargeable battery)

Approx. 0.2 W (during the BLUETOOTH/network standby mode is on)

Approx. 0.2 W (during the BLUETOOTH/network standby mode is off)

Operating temperature

5 °C to 35 °C (41 °F to 95 °F)

Related Topic

- [Trademarks](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

About the indicators

⏻ (power) indicator

Lights up (green)	The speaker is turned on.
Lights up (orange)	The speaker is in the BLUETOOTH/Network standby mode. The BLUETOOTH/Network standby mode can be set only when this speaker is connected to an AC outlet via the USB AC adaptor. When the speaker is being powered by the built-in battery only, the BLUETOOTH/Network standby mode is not available.
Turns off	The speaker is turned off.
Flashes (green)	When you turn on the speaker, the indicator flashes slowly in green, then lights up in green.
	When you press the -/+ (volume) buttons, the indicator flashes once or three times according to the volume adjustment.
Flashes (red)	The speaker is in the protect mode, or the software update has failed. Press and hold the ⏻ (power) button of the speaker more than 8 seconds to reset the speaker. When resetting, the volume, functions and sound settings may change.

CHARGE indicator

Turns off	Charging the speaker is completed.
Lights up (orange)	The speaker is being charged.
Flashes (orange)	The built-in battery is running low. Charge the speaker more than 1 hour.

LINK indicator

Turns off	The speaker is not connected to a network.
Lights up (orange)	The speaker is connected to a Wi-Fi network.
Flashes (orange)	The speaker is in the process of connecting to a Wi-Fi network.
Flashes (red)	The network connection failed.
Lights up (red)	The network connection failed, or connection failed even though the network setting is complete.

AUDIO IN indicator^{*1}

Lights up (white)	The speaker is in the AUDIO IN mode.
-------------------	--------------------------------------

USB indicator^{*1}

--	--

Lights up (white)	The speaker is in the USB mode.
-------------------	---------------------------------

BLUETOOTH indicator ^{*1*2*3*4}

Lights up (white)	The speaker is connected to a BLUETOOTH device.
Flashes quickly (three times a second) (white)	The speaker is pairing with a BLUETOOTH device.
Flashes (once a second) (white)	The speaker is searching for a BLUETOOTH device to connect.

NETWORK indicator ^{*1*2*4}

Lights up (white)	The speaker is in the NETWORK mode.
Lights up (green or light blue)	The speaker is connected to a music service.

UPDATE indicator ^{*5}

Lights up (orange)	The speaker detected the availability of a software update while connected to the Internet. After pressing and holding the UPDATE button for 2 seconds while the indicator is lit, the software update starts when the speaker beeps.
Flashes (orange)	The speaker is updating the software. During the update, you cannot operate the speaker.
	When the speaker turns on for the first time after the software update, the UPDATE button flashes three times to inform you that the update has completed.

EXTRA BASS indicator

Lights up	You can enjoy the bass sound effect.
Turns off	The bass sound effect is not activated. This is set as the default.

Ⓜ (right) / Ⓛ (left) indicators

Lights up or flashes depending on the status of the speaker while the Wireless Surround function, the Wireless Stereo function, or the Speaker Add function is on.

- *1 When checking the Wi-Fi signal strength (reception sensitivity), the indicator is lit while connected to the Wi-Fi network.
- *2 When switching the wireless function to on/off, the indicator flashes.
- *3 When switching the BLUETOOTH audio streaming playback quality of the speaker, the indicator flashes.
- *4 When disabling the Wi-Fi network function and BLUETOOTH network function, the indicator flashes.
- *5 If the software updating has failed, the indicator is lit.

Related Topic

- [Parts and controls](#)
- [Checking the Wi-Fi signal strength \(reception sensitivity\)](#)
- [Updating the pre-installed software](#)
- [The power indicator flashes in red](#)
- [Using this speaker as a rear speaker \(Wireless Surround\)](#)
- [Connecting two speakers \(Wireless Stereo\)](#)
- [Connecting two speakers \(Speaker Add function\)](#)

Wireless Speaker

h.ear go 2 (SRS-HG10)

Compatible iPhone/iPod touch models

iPhone/iPod touch models that can be used with the speaker are shown below.

Update the software of your iPhone/iPod touch to the latest version before using it with the speaker.

For the latest iPhone/iPod touch compatible models, access the following URL:

For customers in Europe:

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

For customers in the USA:

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

For customers in Canada:

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

For customers in other countries/regions:

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

Bluetooth technology works with iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone 5s, iPhone 5c, iPhone 5, iPhone 4s, iPod touch (6th generation), iPod touch (5th generation).

Note

- Sony cannot accept responsibility in the event that data recorded to an iPhone/iPod touch is lost or damaged when it is connected to this speaker.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Compatible WALKMAN® models

For the latest compatible models, access the following URL:

For customers in Europe:

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

For customers in the USA:

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

For customers in Canada:

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

For customers in other countries/regions:

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

Wireless Speaker
h.ear go 2 (SRS-HG10)

Compatible operating systems (Windows)

Compatible PC

IBM PC/AT compatible PCs

Supported Operating Systems

- Windows 10
- Windows RT 8.1
- Windows 8.1 Enterprise
- Windows 8.1 Pro
- Windows RT
- Windows 8 Enterprise
- Windows 8 Professional
- Windows 8 Core Edition
- Windows 7 Ultimate
- Windows 7 Professional
- Windows 7 Home Premium
- Windows 7 Home Basic
- Windows 7 Starter

Suitable browsers

Internet Explorer 9 or later

- Any of the above operating systems must be factory installed in the PC.
- Correct operation of all PCs is not guaranteed.
- Correct operation with a home-built PC, personally upgraded operating system, or multi-boot environment is not guaranteed.
- Operations such as standby mode, sleep mode or pause mode are not guaranteed for all PCs.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Compatible operating systems (Mac)

Supported Operating Systems

- Mac OS X v10.11 El Capitan
- Mac OS X v10.10 Yosemite
- Mac OS X v10.9 Mavericks
- Mac OS X v10.8 Mountain Lion
- Mac OS X v10.7 Lion
- Mac OS X v10.6 Snow Leopard

Suitable browsers

Safari (latest version at the time of Mac OS X v10.6 Snow Leopard being released, or later)

- Any of the above operating systems must be factory installed in the PC.
- Correct operation of all PCs is not guaranteed.
- Correct operation with a home-built PC, personally upgraded operating system, or multi-boot environment is not guaranteed.
- Operations such as standby mode, sleep mode or pause mode are not guaranteed for all PCs.

Wireless Speaker

h.ear go 2 (SRS-HG10)

Compatible DLNA devices

For the latest compatible models, access the following URL:

For customers in Europe:

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

For customers in the USA:

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

For customers in Canada:

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

For customers in other countries/regions:

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

Wireless Speaker
h.ear go 2 (SRS-HG10)

Compatible BLUETOOTH devices

For the latest compatible models, access the following URL:

For customers in Europe:

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

For customers in the USA:

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

For customers in Canada:

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

For customers in other countries/regions:

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

Compatible BLUETOOTH Profiles^{*1}

A2DP (Advanced Audio Distribution Profile)

AVRCP (Audio Video Remote Control Profile)

HFP (Hands-free Profile)

SPP (Serial Port Profile)

Supported codec^{*2}

SBC^{*3}

AAC^{*4}

LDAC

^{*1} BLUETOOTH standard profiles indicate the purpose of BLUETOOTH communication between devices.

^{*2} Codec: Audio signal compression and conversion format

^{*3} Subband Codec

^{*4} Advanced Audio Coding

Wireless Speaker

h.ear go 2 (SRS-HG10)

Compatible USB devices

For the latest compatible models, access the following URL:

For customers in Europe:

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

For customers in the USA:

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

For customers in Canada:

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

For customers in other countries/regions:

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

USB port supported format*

PCM: 44.1/48/88.2/96/176.4/192 kHz (16/24/32 bit)

DSD (DSF/DSDIFF): 2.8/5.6 MHz (1 bit)

* Compatibility with all encoding/writing software, recording devices and recording media cannot be guaranteed.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Updating the pre-installed software

When a new version of the software is released, you can update your speaker's pre-installed software by using the following methods.

By updating the software, new features will be added enabling you to experience more convenient and stable use. Cancel the group of the Wireless Surround function or Wireless Stereo function, etc. before updating.

Preparation for update

Software updates become possible when the speaker is in the following states.

1. The speaker is connected to the AC outlet with the supplied USB AC adapter.
(Software updates cannot be performed when using with the built-in rechargeable battery.)
2. The speaker is connected to the Internet via a Wi-Fi network.

- [Update method 1: Automatic update via the Internet](#)

When the speaker is connected to the Internet, it can detect a new software version and automatically update when you are not using the speaker. This feature requires speaker settings to be made.

- [Update method 2: Manual update via the Internet](#)

When the speaker is connected to the Internet, it can detect a new software version and if found, and the UPDATE indicator lights up in orange to inform you. This is the default setting.

Hint

- The UPDATE indicator is located on the rear of the speaker.
- The UPDATE indicator turns off and the speaker switches to BLUETOOTH/Network standby mode automatically when the updating is completed.
When the speaker is turned on for the first time after updating, the UPDATE indicator flashes in orange three times.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Update method 1: Automatic update via the Internet

When you use the speaker while connected to the Internet via a Wi-Fi network, the speaker can update to the latest software version automatically.

This feature is disabled by default.

Preparation for update

Software updates become possible when the speaker is in the following states.

1. The speaker is connected to the AC outlet with the supplied USB AC adapter.
(Software updates cannot be performed when using with the built-in rechargeable battery.)
2. The speaker is connected to the Internet via a Wi-Fi network.


To update software automatically

- Launch "Sony | Music Center" on your smartphone, iPhone, etc., and set on [System] in the [Settings] menu. The automatic software update feature ([Auto Update]) of the speaker is activated. If [Auto Update] is disabled, change the setting to enable.
- The update is performed when you are not using the speaker, such as during midnight or when the speaker is in BLUETOOTH/Network standby mode. During an update, the UPDATE indicator flashes in orange, and turns off when the update is complete. When the speaker is turned on for the first time after updating, the UPDATE indicator flashes in orange three times.

To deactivate the software automatic update

- Disable [Auto Update] in the [Settings] menu by using "Sony | Music Center" installed on a smartphone, iPhone, etc.
- However, the software may still be updated automatically for critical changes, even if you disable this function.

If the indicator and the button flash as explained in the following

- The  (power) indicator flashes in red and the UPDATE indicator flashes in orange.

The software update has failed.

Turn off the speaker, then turn it on again. The update will resume. If the situation is not improved after switching the speaker off and on, consult your nearest Sony dealer.

Hint

- The number of flashes of the UPDATE indicator indicates the update's progress. The UPDATE indicator flashes four times at first, and decreases by one flash, then turns off when the updating is completed. Do not turn the speaker off during the update.
- When the speaker is connected to the Internet via a Wi-Fi network, the UPDATE indicator on the speaker lights up in orange when the speaker detects a new software version.
- Regardless of the [Auto Update] setting, the UPDATE indicator lights up in orange when the speaker detects a new software version.
- You can update the software manually even when the [Auto Update] setting is activated. See "[Update method 2: Manual update via the Internet.](#)"

Note

- Updating normally takes about 3 to 10 minutes. It may take longer depending on your network environment.
- Do not operate the speaker during an update. Keep the speaker connected to an AC outlet via the USB AC adaptor and network while updating. An update cannot be performed when the speaker is powered by the built-in battery only.

- Software can be updated only when the speaker is connected to an AC outlet via the USB AC adaptor.
- While updating via the Internet, you can terminate the update procedure by pressing the UPDATE/WPS button when the UPDATE indicator flashes four times. (This is not always possible.) If you cancel the update, the UPDATE indicator will stay lit again.

Related Topic

- [Searching the latest software via a network connection](#)

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

Update method 2: Manual update via the Internet

When the speaker is connected to the Internet via a Wi-Fi network, the UPDATE indicator on the speaker lights up in orange when the speaker detects a new software version.

In this case, follow the steps below to update the software to the latest version.

When the update starts, any music being played will stop. Also, any BLUETOOTH connection is disconnected.

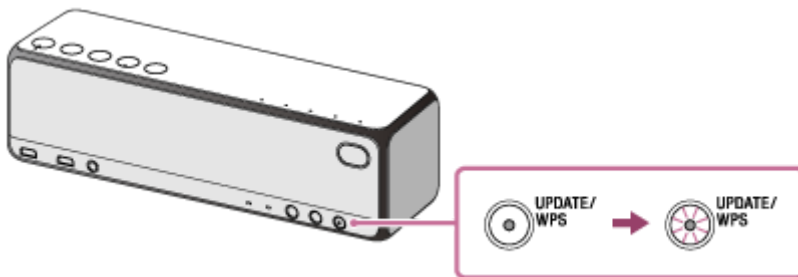
Preparation for update

Software updates become possible when the speaker is in the following states.

1. The speaker is connected to the AC outlet with the supplied USB AC adapter.
(Software updates cannot be performed when using with the built-in rechargeable battery.)
2. The speaker is connected to the Internet via a Wi-Fi network.

1 When the UPDATE indicator is lit in orange, press and hold the UPDATE/WPS button until beeps are heard.

When the updating starts, the UPDATE indicator flashes in orange.
While updating, the speaker cannot be operated.



The UPDATE indicator turns off and the speaker switches to BLUETOOTH/Network standby mode automatically when the updating is completed.

When the speaker is turned on for the first time after updating, the UPDATE indicator flashes in orange three times.

If the (power) indicator flashes in red and the UPDATE indicator flashes in orange during the update

The update has failed.

Turn off the speaker, then turn it on again. The update will resume. If the situation is not improved after switching the speaker off and on, consult your nearest Sony dealer.

Hint

- The number of flashes of the UPDATE indicator indicates the update's progress. The UPDATE indicator flashes four times at first, and decreases by one flash, then turns off when the updating is completed. Do not turn the speaker off during the update.

Note

- Updating normally takes about 3 to 10 minutes. It may take longer depending on your network environment.
- Keep the speaker connected to an AC outlet via the USB AC adaptor and network while updating. An update cannot be performed when the speaker is powered by the built-in battery only.
- Software can be updated only when the speaker is connected to an AC outlet via the USB AC adaptor.

- While updating via the Internet, you can terminate the update procedure by holding the UPDATE/WPS button when the UPDATE indicator flashes four times. (This is not always possible.) If you cancel the update, the UPDATE indicator will stay lit again.

4-735-503-11(2) Copyright 2018 Sony Corporation

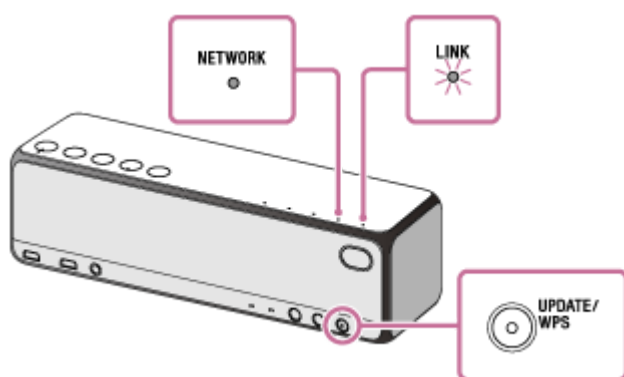
Searching the latest software via a network connection

The speaker has a function which updates the latest software automatically via a Wi-Fi network. When the latest software is released and the speaker searches it, the UPDATE indicator lights up in orange. To avoid the network trouble by many accessing the network server, the searching timing is differ to each speaker. You can also check manually if the latest software is released. This section explains how to check the latest software releasing manually. Do the following before starting.

- The speaker is connected to the AC outlet with the supplied USB AC adapter.
(Software updates cannot be performed when using with the built-in rechargeable battery.)
- Check that the speaker is connected to a Wi-Fi network.
Check that the LINK indicator lights up in orange.
- When using the Wireless Surround function or Wireless Stereo function, cancel the group.
- Check that the UPDATE indicator lights off.
If the indicator lights up in orange, the speaker has already searched the latest software, and you cannot operate the following procedure. Start updating the software.

1 Press the UPDATE/WPS button on the rear of the speaker.

The UPDATE indicator flashes in orange*1, the NETWORK indicator lights up, and the speaker starts searching if the latest software is released.

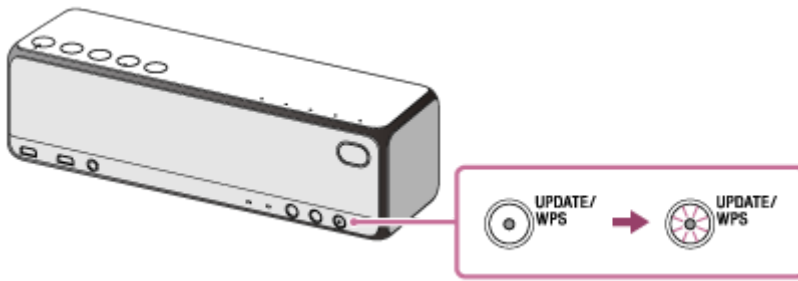


2 Check the UPDATE indicator as followings.

- Lights off: The software of this speaker is the latest version.
- Lights up in orange: The latest software is released.
If you set the function, which updates the speaker software automatically, to enable by “Sony | Music Center,” the speaker will update the software while you are not using the speaker, such as midnight or when the speaker is in the BLUETOOTH/Network standby mode.
When you update the software immediately, proceed to **3** and update manually.
When updating starts, the playback is stopped and the BLUETOOTH connection is disconnected.

3 When the UPDATE indicator lights up in orange, press and hold the UPDATE/WPS button until the beep sound is heard.

When updating starts, the UPDATE indicator flashes in orange. While updating, the speaker cannot be operated.



When software updating is completed, the UPDATE indicator lights off, and the speaker enters BLUETOOTH/NETWORK mode automatically.
When turning on the speaker after updating, the UPDATE indicator flashes three times in orange.

*1 The checking is finished immediately. So, you cannot see the flashing indicator. Depending on the network environment, it may take time. In this case, wait for about one minute.

Related Topic

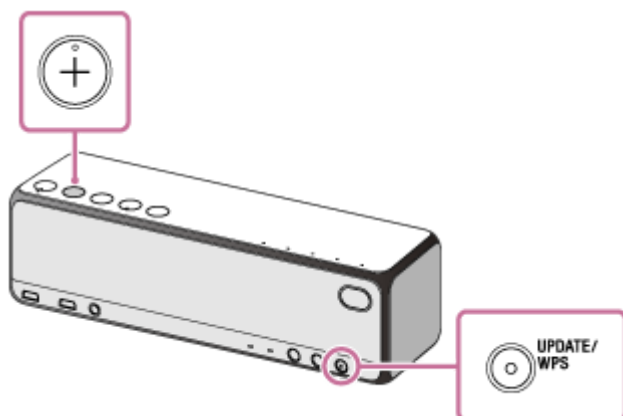
- [Update method 2: Manual update via the Internet](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

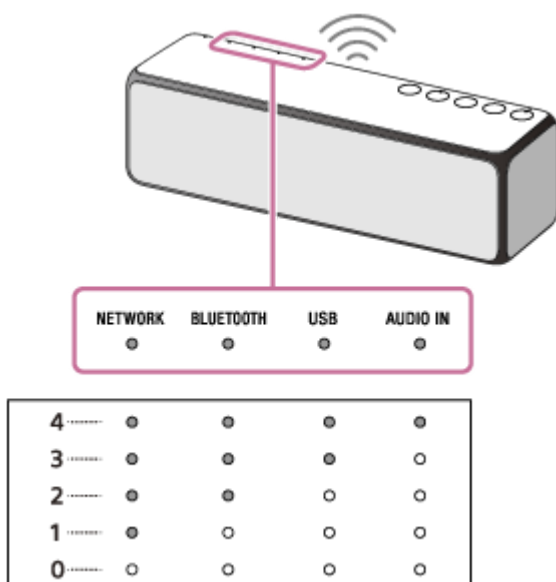
Checking the Wi-Fi signal strength (reception sensitivity)

The indicator of the speaker shows signal strength (reception sensitivity) by its lit status when the speaker is connected to a Wi-Fi network and is turned on.

- 1 While the speaker is connected to a Wi-Fi network (the LINK indicator lights up in orange), turn on the speaker, and then press and hold the + (volume) button and UPDATE/WPS button.



The function indicators (NETWORK, BLUETOOTH, USB, AUDIO IN) on the top panel start to light up. The number of indicators lit shows the strength of the signal. When any button is pressed, the signal's strength indication is canceled.



When no indicator is lit, the signal strength is the weakest. When four indicators are lit, the signal strength is the strongest.

To receive a stronger signal

Try the following:

- Change the orientation/location.
- Turn off other wireless devices.

Then, press any button to cancel the Wi-Fi signal strength indication, repeat procedures from step ①.

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

Precautions

About mobile phones

- For the details how to receive a call on a mobile phone which is sending music to the speaker, refer to the operating instructions supplied with the mobile phone.

On safety

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

Where purchased: all countries/regions

Operating voltage: 100 V - 240 V AC, 50 Hz/60 Hz

About the micro-USB cable

- Make sure to use the following supplied micro-USB cable.
 - ① USB Type A plug: Connects to a USB AC adaptor.
 - ② USB Micro-B plug: Connects to the speaker.



Notes on the USB AC adaptor

- To disconnect the USB AC adaptor from an AC outlet, hold the USB AC adaptor while you unplug it. Do not pull the cable.
- When connecting or disconnecting the USB AC adaptor, turn off the speaker beforehand. Otherwise, it may cause malfunction.
- Use only the supplied USB AC adaptor and micro-USB cable. To avoid damaging the speaker, do not use any other USB AC adaptor or micro-USB cable.
- The supplied USB AC adaptor and micro-USB cable are for this speaker only. They are not to be used for any other device.
- Do not install the USB AC adaptor in a confined space, such as a bookcase or built-in cabinet.

About the main unit becoming warm

When charging or when using the speaker for long period of time, the temperature of the speaker and USB AC adaptor may rise. This is not a malfunction.

On operations

- The speaker is adjusted precisely. Do not disassemble or remodel.
- Do not leave the speaker in any of the following locations. It may cause malfunction.
 - A place subject to high temperature such as direct sunlight, near a heat source or under lighting equipment
 - In a car with windows closed (especially in summer)
 - A place with moisture such as a bathroom
 - A place with excessive dust, or on sand
 - Near any object susceptible to magnetism (such as recorded tapes, watches, credit cards)
 - A place with heavy vibration

- Place the speaker on the flat surface.
- Make sure the speaker will not fall from its location. Do not place valuables near the speaker.
- When transporting the speaker, do not place any objects susceptible to magnetism, such as credit cards, near the speaker.
- If the speaker becomes dirty, wipe it using a soft cloth with a little detergent. Do not use alcohol, benzene, or thinner to clean the cabinet.
- Make sure that water does not drip onto the speaker. This speaker is not waterproof.

Others

- The usage time of a lithium-ion battery depends on its environment and operating conditions. For example, if using the speaker at a loud volume, the usage life shortens.
- If you do not intend to use the speaker for a long time, the usable time for a charged battery may be shorter. After charging a few times, the charge will return to normal.
- If you do not intend to use the speaker for a long time, charge the battery to its full capacity once every 6 months to maintain its performance.
- If you do not intend to use the speaker for a long time, charging the battery may take for a long time.
- If located in a place with a high temperature, charging will be stopped to protect the battery.
- When the usable time of the battery reduces to half, it has reached the end of its life span. To change the rechargeable battery, contact your nearest Sony dealer.
- If you have any questions or problems, contact your nearest Sony dealer after reading this guide.
- When disposing of or giving away the speaker, make sure to initialize it to reset all settings to the factory defaults.

The MAC address for the Wi-Fi network is located on the bottom exterior of the speaker the surface of the USB AC adaptor.

Wireless Speaker
h.ear go 2 (SRS-HG10)

What is BLUETOOTH wireless technology?

BLUETOOTH wireless technology is a short-range wireless technology that enables wireless data communication between digital devices, such as a PC and digital camera. BLUETOOTH wireless technology operates within a range of about 10 m (about 30 ft).

Connecting between only two devices is common, but some devices can be connected to multiple devices at the same time.

You do not need to use a cable for connection, nor is it necessary for the devices to face one another, such is the case with infrared technology. For example, you can use such a device in a bag or pocket.

BLUETOOTH standard is an international standard supported by thousands of companies all over the world, and used worldwide.

Maximum communication range

The maximum communication range may shorten under the following conditions.

- There is an obstacle such as a person, metal, or wall between the speaker and BLUETOOTH device.
- A wireless LAN device is in use near the speaker.
- A microwave oven is in use near the speaker.
- A device that generates electromagnetic radiation is in use near the speaker.

Interference from other devices

Because BLUETOOTH devices and wireless LAN (IEEE802.11b/g/n) use the same frequency, microwave interference may occur and resulting in communication speed deterioration, noise, or invalid connection if the speaker is used near a wireless LAN device. In such a case, do the following.

- Use the speaker at least 10 m (about 30 ft) away from the wireless LAN device.
- If the speaker is used within 10 m (about 30 ft) of a wireless LAN device, turn off the wireless LAN device.

Interference to other devices

Microwaves emitting from a BLUETOOTH device may affect the operation of electronic medical devices. Turn off the speaker and other BLUETOOTH devices in the following locations, as it may cause an accident.

- where inflammable gas is present, in a hospital, train, airplane, or a gas station
- near automatic doors or a fire alarm

Note

- To be able to use the BLUETOOTH function, the BLUETOOTH device to be connected requires the same profile as the speaker's.
Note also that even when the same profile exists, devices may vary in function depending on their specifications.
- Due to the characteristics of BLUETOOTH wireless technology, the sound played on the speaker is slightly delayed from the sound played on the BLUETOOTH device while talking on the telephone or listening to music.
- This speaker supports security capabilities that comply with the BLUETOOTH standard to provide a secure connection when the BLUETOOTH wireless technology is used, but security may not be enough depending on the setting. Be careful when communicating using BLUETOOTH wireless technology.
- Sony does not take any responsibility for the leakage of information during BLUETOOTH communication.
- A device featuring the BLUETOOTH function is required to conform to the BLUETOOTH standard specified by Bluetooth SIG, and be authenticated. Even when the connected device conforms to the above mentioned BLUETOOTH standard, some devices may not be connected or work correctly, depending on the features or specifications of the device.

- Noise or sound skips may occur depending on the BLUETOOTH device connected with the speaker, the communication environment, or the usage environment.

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

What is LDAC?

LDAC is an audio coding technology developed by Sony that enables the transmission of High-Resolution (Hi-Res) Audio content, even over a BLUETOOTH connection. Unlike other BLUETOOTH compatible coding technologies such as SBC, it operates without any downconversion of the Hi-Res Audio content^{*1}, and allows approximately three times more data^{*2} than those other technologies to be transmitted over a BLUETOOTH wireless network with unprecedented sound quality, by means of efficient coding and optimized packetization.

*1 excluding DSD format contents

*2 in comparison with SBC (Subband Coding) when the bitrate of 990 kbps (96/48 kHz) or 909 kbps (88.2/44.1 kHz) is selected

Note

- Depending on the network environment, there may be an interruption at the high bitrate transmission.
- Video viewing using LDAC is not recommended. A slight misalignment occurs in video and audio.

Wireless Speaker
h.ear go 2 (SRS-HG10)

About the voice guidance

Depending on the status of the speaker, the voice guidance is output from the speaker as follows.

Note

- The voice guidance of this speaker is output only in English.

BLUETOOTH function

- "Bluetooth pairing"

Wireless Surround/Wireless Stereo function

- "Wireless stereo"
- "Start connecting"
- "Disconnected"
- "Left"
- "Right"

Speaker Add function

- "Speaker Add"
- "Connected"
- "Disconnected"
- "Double Mode"
- "Left"
- "Right"

Remaining battery capacity

- "Battery fully charged"
- "Battery about 80%"
- "Battery about 60%"
- "Battery about 40%"
- "Battery about 20%"
- "Battery level low, please charge"
- "Battery level low" (While the speaker is charging)

Hint

- The Voice of the remaining battery capacity (BATT Level) can be turned off by selecting [Settings] – [Power Option] – [BATT Level (Voice)] – [Off] on the menu of "Sony | Music Center".

Related Topic

- [How to make a wireless connection with BLUETOOTH devices](#)
- [Using this speaker as a rear speaker \(Wireless Surround\)](#)
- [Connecting two speakers \(Wireless Stereo\)](#)
- [Connecting two speakers \(Speaker Add function\)](#)
- [Charging the battery](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Trademarks

- Google, Android, Google Play, Chromecast built-in and other marks and logos are trademarks of Google Inc.
- Windows Media is either a registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- This product is protected by certain intellectual property rights of Microsoft Corporation. Use or distribution of such technology outside of this product is prohibited without a license from Microsoft or an authorized Microsoft subsidiary.
- iPhone and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries.
"Made for iPod" and "Made for iPhone" mean that an electronic accessory has been designed to connect specifically to iPod or iPhone, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this unit or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod or iPhone may affect wireless performance.
App Store is a service mark of Apple Inc.
- Wi-Fi[®], the Wi-Fi CERTIFIED logo, Wi-Fi Protected Access[®] (WPA), and Wi-Fi Alliance[®] are registered trademarks of Wi-Fi Alliance.
- Wi-Fi CERTIFIED[™], Wi-Fi Protected Setup[™], WPA[™] and WPA2[™] are trademarks of Wi-Fi Alliance.
- MPEG Layer-3 audio coding technology and patents licensed from Fraunhofer IIS and Thomson.
- The N-Mark is a trademark or registered trademark of NFC Forum, Inc. in the United States and in other countries.
- The BLUETOOTH[®] word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Sony Corporation is under license. Other trademarks and tradenames are those of their respective owners.
- "Xperia" and "Xperia Tablet" are trademarks of Sony Mobile Communications AB.
- WALKMAN and WALKMAN logo are registered trademarks of Sony Corporation.
- LDAC[™] and LDAC logo are trademarks of Sony Corporation.
- DLNA[™], the DLNA Logo and DLNA CERTIFIED[™] are trademarks, service marks, or certification marks of the Digital Living Network Alliance.
- Spotify and Spotify logos are trademarks of the Spotify Group.
The Spotify Software is subject to third party licenses found here:
<https://www.spotify.com/connect/third-party-licenses>
- "DSEE" and **DSEE** are trademarks of Sony Corporation.
- ClearAudio+ and **ClearAudio+** are trademarks of Sony Corporation.

The unit names and product names indicated in this Help Guide are generally the trademarks or registered trademarks of the manufacturer. [™] and [®] marks are omitted in this Help Guide.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Important information on software

When using the speaker with a wireless network, the UPDATE indicator lights up in orange when the new version of the software is found.

For the timing of auto searching or manual updating methods, see “[Searching the latest software via a network connection.](#)”

For the latest version of the software, refer to the URL below for details.

<http://rd1.sony.net/help/speaker/sl/16/>

Related Topic

- [Updating the pre-installed software](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Notes on software

Notes on the License

This speaker contains software that Sony uses under a licensing agreement with the owner of its copyright. We are obligated to announce the contents of the agreement to customers under requirement by the owner of copyright for the software.

Please read the contents of the license described in “[Important information on software.](#)”

Notice on GNU/GPL/LGPL applied software

This speaker contains software that is subject to the following GNU General Public License (hereinafter referred to as “GPL”) or GNU Lesser General Public License (hereinafter referred to as “LGPL”). These establish that customers have the right to acquire, modify, and redistribute the source code of said software in accordance with the terms of the GPL or LGPL supplied. The source code for the above-listed software is available on the Web.

To download, please access the following URL then select the model name “SRS-HG10.”

URL: <http://oss.sony.net/Products/Linux/>

Please note that Sony cannot answer or respond to any inquiries regarding the content of the source code.

Notes on the update

If you use the speaker while connected to the Internet via a Wi-Fi network, the speaker can update to the latest software automatically.

By updating the software, new features will be added enabling you to experience more convenient and stable use.

If you do not want to automatically update the software, you can disable this function by using the “Sony | Music Center” installed on your smartphone, iPhone, etc.

However, the software may be updated automatically for stable use, etc., even if you disable this function. Also, if you disable this function, you can still update the software manually.

For details about how to set and operate, see “[Updating the pre-installed software.](#)” The speaker may not be operational while updating.

Disclaimer regarding services offered by third parties

Services offered by third parties may be changed, suspended, or terminated without prior notice. Sony does not bear any responsibility in these sorts of situations.

Privacy policy

The speaker has a function to collect the usage state of the speaker. For details, refer to the privacy policy below.

URL: <http://policies.sony.net/vs/01/index.html>

You can make the settings related to the information collection based on the above privacy policy by using “Sony | Music Center”.

- When the consent/non-consent of information collection is not set^{*}, or when a change occurs in the agreed privacy policy:
When connecting to “Sony | Music Center,” a screen to select the consent/non-consent of information collection is displayed. You can select the consent/non-consent from the screen.
- When the consent/non-consent of information collection has already been set:
You can change the settings of the consent/non-consent of information collection by selecting [Settings] - [Conditions of use of the device] - [Share usage data] on the main menu of “Sony | Music Center.”
- When “Sony | Music Center” is unavailable:
By initializing the speaker, you can restore the consent/non-consent of information collection to the unset state^{*}. For details how to initialize the speaker, see “[Initializing the speaker.](#)”

^{*} If the consent/non-consent of information collection has not been set, the information will not be collected.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Customer support websites

Please access the following support home page to get support information about your speaker:

For customers in Europe:

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

For customers in the USA:

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

For customers in Canada:

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


For customers in other countries/regions:

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

Wireless Speaker
h.ear go 2 (SRS-HG10)

What can I do to solve a problem?

If the speaker 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.
- Connect the speaker to an AC outlet via the USB AC adaptor to charge the battery for more than 1 hour. You may be able to resolve some issues by charging the battery.
- Press and hold the  (power) button of the speaker more than 8 seconds to reset the speaker. When resetting the speaker, the volume, functions, and sound settings may change.
- Initialize the speaker.
All settings of the speaker return to their factory defaults. All the pairing information and all the network settings are deleted.
- Look up information about the issue on the customer support website.


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

Related Topic

- [Initializing the speaker](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Unable to turn on the speaker or charge the built-in battery



- Fully charge the built-in battery.
- Make sure the USB AC adaptor is connected to the speaker and the AC outlet firmly.
- Press and hold the  (power) button of the speaker more than 8 seconds to reset the speaker. When resetting the speaker, the volume, functions, and sound settings may change.


Related Topic

- [Reset the speaker](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Any button on the speaker cannot be operated

- The speaker may be in the protect mode if the  (power) indicator is flashing in red, none of the buttons can be operated, and the speaker cannot be turned off by the  (power) button.

Press and hold the  (power) button of the speaker more than 8 seconds to reset the speaker. When resetting the speaker, the volume, functions and sound settings may change.

Related Topic

- [Charging the battery](#)
- [The power indicator flashes in red](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

The power suddenly turns off




- The auto power off (auto standby) function may have been activated. After 15 minutes in certain circumstances, such as when the volume of the audio input is low, the power will automatically turn off. Raise the volume of the connected device for use, or set the auto power off (auto standby) function to off.
-

Related Topic

- [Auto Power Off \(Auto Standby\) mode](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

The power indicator flashes in red

- The speaker is in the protect mode, or the software update has failed. Check the following:
 - The UPDATE indicator continues flashing in orange.
The software update has failed. Turn off the speaker, then turn it on again. The update will resume. If the situation is not improved after switching the speaker off and on, consult your nearest Sony dealer.
 - None of the buttons can be operated, and the speaker does not turn off even if the  (power) button is pressed.
The speaker may be in the protect mode. Press and hold the  (power) button of the speaker more than 8 seconds to reset the speaker. If the  (power) indicator keeps flashing, consult your nearest Sony dealer or the shop from which you purchased this speaker.
-

Related Topic

- [Charging the battery](#)
- [Any button on the speaker cannot be operated](#)
- [Updating the pre-installed software](#)


Wireless Speaker
h.ear go 2 (SRS-HG10)

The CHARGE indicator flashes

Using the speaker with built-in rechargeable battery

- Low battery. Connect the speaker to an AC outlet via the supplied micro-USB cable and USB AC adaptor, and charge it for more than 1 hour.

Using the speaker with connected to an AC outlet via the supplied micro-USB cable and USB AC adaptor

- The speaker has failed to charge. Press and hold the  (power) button of the speaker more than 8 seconds to reset the speaker. If the CHARGE indicator keeps flashing, consult your nearest Sony dealer or the shop from which you purchased this speaker.

Wireless Speaker
h.ear go 2 (SRS-HG10)

No sound/Sound from only one speaker/Low sound level

- Check that both the speaker and the connected device are turned on.
- Check that the volume of both the speaker and the connected device are not too low.
- Check that music is playing back on the connected device.
- If the device is connected to the AUDIO IN jack, check that both stereo mini plugs of the audio cable (with no resistance) are firmly inserted into the speaker and the connected device.
- If the device that is connected to the AUDIO IN jack is monaural, sound will only be output from the left speaker.
- Keep the speaker away from metal objects.
- If the battery power is low while using the speaker, the CHARGE indicator may flash in orange, and the volume may become lower. Connect the supplied USB AC adaptor, or turn off the speaker and charge it for more than 1 hour.
- If you use the speaker at a high volume for a long time, the battery power and the volume may reduce even when connected to an AC outlet. This is not a malfunction. In this case, turn off the speaker, and charge it for more than 1 hour.

Wireless Speaker

h.ear go 2 (SRS-HG10)

Distorted sound/humming or noise from the speaker

- Check that the volume of the connected device is not too high. Adjust the volume of the connected device since sound volume level may differ depending on a playback file.
- Check that the equalizer function of the connected device is set to on.
- Keep the speaker away from microwave ovens or other wireless devices such as TVs or radios with Wi-Fi function.
- Charge the speaker for more than 1 hour by connecting the USB AC adaptor if the CHARGE indicator is flashing in orange.
- If you connect a device with a built-in radio or tuner to the speaker, broadcasts may not be received, or sensitivity may be reduced. Locate the speaker farther away from the device and check that you can listen to broadcasts satisfactorily.
- Move the speaker away from sources of noise.
- Connect the speaker to a different wall outlet.
- Use a commercially-available AC power extension cord with a noise filter. The noise may reduce.
- Keep the speaker away from metal objects.

Wireless Speaker
h.ear go 2 (SRS-HG10)

The volume is getting smaller while using

- If the battery power is low while using the speaker, the CHARGE indicator may flash in orange, and the volume may become lower. Connect the supplied USB AC adaptor, or charge the speaker for more than 1 hour.
- If you use the speaker at a high volume for a long time, the battery power and the volume may reduce even when connected to an AC outlet. This is not a malfunction. In this case, turn off the speaker, and charge the speaker for more than 1 hour.

Wireless Speaker
h.ear go 2 (SRS-HG10)

The speaker cannot connect to the network (Other equipment on the network cannot find or recognize the speaker)

- If you use a fixed IP address, the same IP address might be already in use by other equipment. Therefore, use a different IP address.
- There is more than one home network. The PC and smartphone are connected to a different network than the speaker's.
- If the settings are correct, try the following.
Turn off the wireless router/access point, wait a while and turn on the power again.
Turn off the speaker, wait a while and turn on the power again.

Wireless Speaker

h.ear go 2 (SRS-HG10)

Unable to connect to a network via a Wi-Fi connection

- Make sure the wireless router/access point is turned on.
- When the speaker is connected to a Wi-Fi network, place the wireless router/access point and the speaker closer together and perform the setup again.
- When setting the Wi-Fi network using “Sony | Music Center” on the smartphone, iPhone, etc., connect the smartphone, iPhone, etc. to a Wi-Fi network first.
- Check the settings of the wireless router/access point. Make sure the SSID stealth mode on the wireless router is set to off. For details on the settings of the wireless router, refer to its operating instructions.
- Place the speaker closer to your wireless router. Devices that use the 2.4 GHz frequency band, such as a microwave oven, BLUETOOTH or digital cordless device, etc., may interrupt Wi-Fi communication. Move the speaker away from such devices or turn them off.
- The speaker does not support IEEE 802.11ac. Connect it to 2.4 GHz band (11b, 11g, and 11n) or 5 GHz band (11a and 11n).
- There is more than one home network. The PC and smartphone are connected to a different network than the speaker's.
- If the settings are correct, try the following.
 - Turn off the wireless router/access point, wait a while and turn on the power again.
 - Turn off the speaker, wait a while and turn on the power again.

Wireless Speaker

h.ear go 2 (SRS-HG10)

Unable to connect to a network via a Wi-Fi connection (even though a correct SSID is selected)

- When the speaker cannot connect even though the correct SSID for your wireless router is selected, check if the correct password (encryption key) is input.
- The password (encryption key) is case sensitive, therefore make sure that you are entering correct uppercase and lowercase characters. Multi-byte characters cannot be used; enter single-byte characters.
- Examples of easily mistaken characters:
 - “l (uppercase l)” and “l (lowercase L)”
 - “0 (numeral 0)” and “O (uppercase O)”
 - “d (lowercase D)” and “b (lowercase B)”
 - “9 (numeral 9)” and “q (lowercase Q)”

Wireless Speaker
h.ear go 2 (SRS-HG10)

The speaker cannot connect to a network using the UPDATE/WPS button

- Cancel the group of the Wireless Surround function or Wireless Stereo function, etc. if you are using these functions.
- Set up your network after searching the wireless router/access point using the PC connected to the speaker (access point scan).
- Update the firmware of the wireless router/access point to the latest version.
- Press and hold the UPDATE/WPS button for about two seconds until beeps are heard.
- Refer to the operating instructions of your wireless router to make sure you are operating the Wi-Fi Protected Setup (WPS) button on the wireless router correctly.
- Depending on the wireless router, press and hold the Wi-Fi Protected Setup (WPS) button for a few seconds. For details, refer to the operating instructions of your wireless router.
- Place the speaker closer to your wireless router.
- If your wireless router has a Wi-Fi Protected Setup (WPS) button, you can connect to the Wi-Fi network by this method. For details, refer to the operating instructions supplied with your wireless router.
- If the settings are correct, try the following.
 - Turn off the wireless router/access point, wait a while and turn on the power again.
 - Turn off the speaker, wait a while and turn on the power again.

Wireless Speaker

h.ear go 2 (SRS-HG10)

The speaker does not appear in the device list of the PC's music playback application

- Some software that is pre-installed on a PC cannot select the speaker as an audio output device.
Use software that can select the speaker as an audio output device, such as "Windows Media Player," etc.
- Check the network connection.
- Check that the speaker and the PC are connected to the same SSID of your router.
- Check that the speaker is turned on.
- If your PC uses a firewall, this may prevent the speaker from appearing on the list.
In this case, disable the firewall. For details, refer to the operating instructions or help guide of the firewall software.

Wireless Speaker
h.ear go 2 (SRS-HG10)

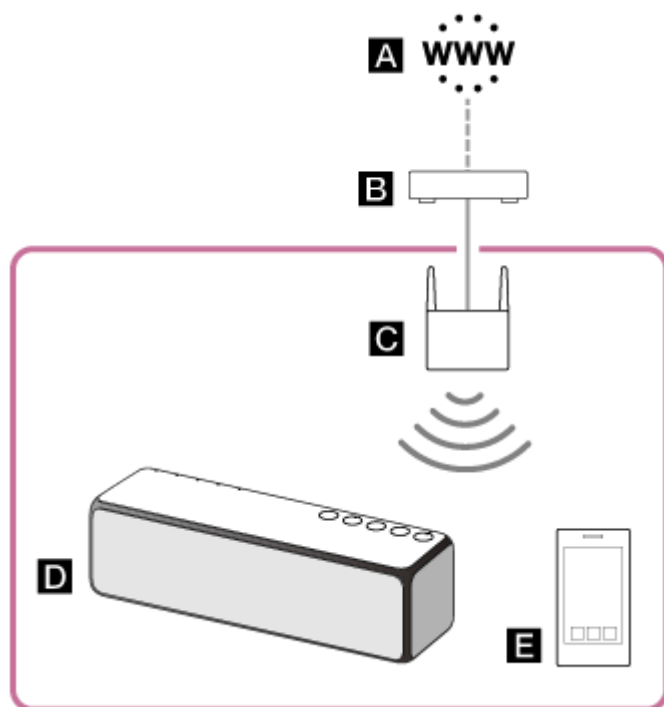
The speaker does not appear in the device select screen of “Sony | Music Center”

- Check the network connection.
- Set the Wi-Fi network settings of the smartphone, iPhone, etc. to on.
- If you use a privacy separator function or network separating function of your wireless router, the router may not connect to the speaker. In this case, disable these functions on your router. For details about the setting, refer to the operating instructions of your router.
- Check that the speaker and the smartphone, iPhone, etc. are connected to the same SSID of your wireless router.

Example of a good network connection

(The speaker (**D**) and the smartphone, iPhone, etc. (**E**) are connected to the same SSID of your wireless router (**C**), so they belong to the same network.)

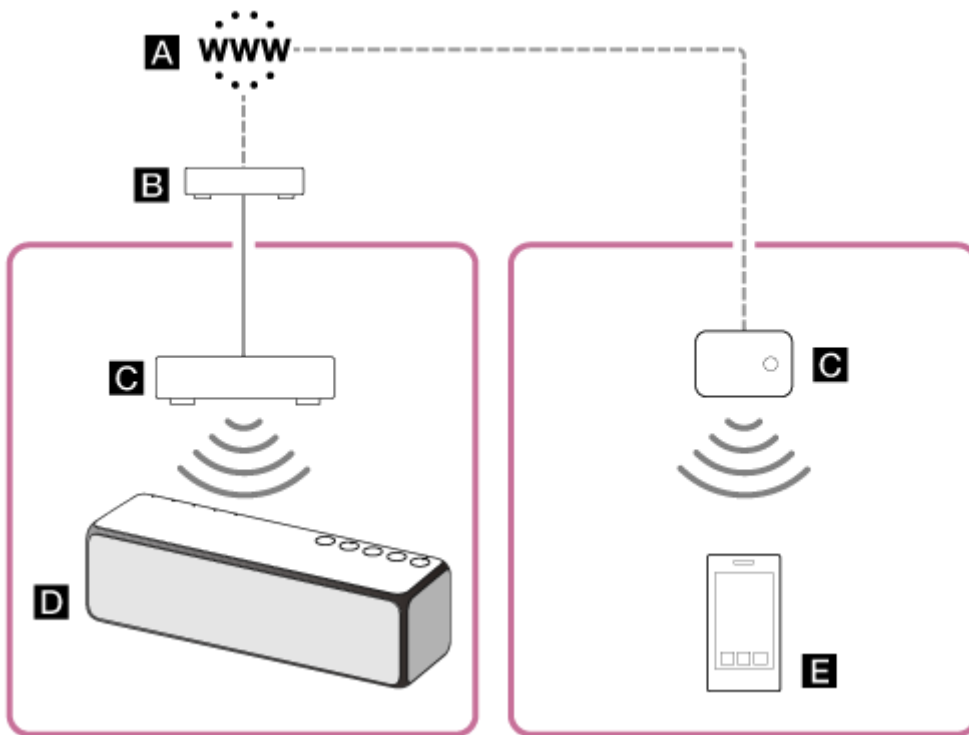
In this situation, the smartphone, iPhone, etc. is able to recognize the speaker using “Sony | Music Center.”



Example of a bad network connection

(The speaker (**D**) and the smartphone, iPhone, etc. (**E**) are connected to different SSIDs of your wireless routers, such as mobile routers, etc. (**C**), so they belong to different networks.)

In this situation, the smartphone, iPhone, etc. is not able to recognize the speaker using “Sony | Music Center.” The SSID connected to the speaker can be identified by using “Sony | Music Center” if the speaker and the smartphone, iPhone, etc. are connected via BLUETOOTH.



- A** : Internet
- B** : Modem
- C** : Router
- D** : Speaker
- E** : Smartphone, iPhone, etc.

Distribute the connection using a network hub or a Wi-Fi access point set to infrastructure mode when it is difficult to connect the speaker and the smartphone, iPhone, etc. directly to one router (for example, when using “Sony | Music Center” on a smartphone, iPhone, etc. placed in a different room from the speaker).

Depending on your network environment, for example if you are living in an apartment building, the router may be shared with the other residents. For details about your network environment, contact the person in charge of your network.

Wireless Speaker

h.ear go 2 (SRS-HG10)

The speaker cannot connect to music services

- Make sure the wireless router/access point is turned on.
- When the speaker is connected to a Wi-Fi network, place the wireless router/access point and the speaker closer together and perform the setup again.
- Depending on the provider, only one connection to the Internet may be allowed. In that case, the speaker will not be able to connect if the connection is currently occupied. Please consult your carrier or service provider.
- Turn your smartphone, iPhone, etc. off for a short period, turn it on again, then restart the “Sony | Music Center” application.
- Check that the enabled music application is installed in the smartphone, iPhone, etc.

Wireless Speaker
h.ear go 2 (SRS-HG10)

The controller cannot find the speaker (The controller cannot browse the contents of the speaker)

- Make sure the wireless router/access point is turned on.
- When the speaker is connected to a Wi-Fi network, place the wireless router/access point and the speaker closer together and perform the setup again.
- Make sure that the controller and the speaker are connected to the SSID of your wireless router.
- Disable the multicast control on the wireless router/access point. For details, refer to the operating instructions supplied with your wireless router.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Music started automatically (home network)

- The speaker may have been operated by another device on your home network. To prevent this, set the BLUETOOTH/Network standby mode to off.

Wireless Speaker

h.ear go 2 (SRS-HG10)

The sound is interrupted

- The DLNA server is overloaded. Quit all running applications.
 - Wireless signal condition is poor. Stop using your microwave oven, etc.
 - The communication speed of the Wi-Fi network may become slower for IEEE802.11n-compliant wireless routers/access points if the security method is set to WEP or WPA/WPA2-PSK (TKIP). If the speed slows down, change the security method to WPA/WPA2-PSK (AES).
The encryption (security) scheme varies depending on the device. For details, refer to the operating instructions of your router/access point.
-

Related Topic

- [Checking the Wi-Fi signal strength \(reception sensitivity\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Playback does not start

- Check that the speaker and the network device are connected to your home network.
 - Check whether the audio file is incompatible or has been deleted from the server. Refer to the operating instructions of the server.
 - The server tries to play the audio file in an audio format that the speaker does not support. Check the audio format information on the server.
 - Disable the multicast control on the wireless router/access point. For details, refer to the operating instructions of the wireless router/access point. If it is enabled, it may take several minutes to output audio.
 - Access for the speaker may not be permitted by the server. Change the settings on the server to allow access for the speaker. Refer to the operating instructions of the server.
-
-

Related Topic

- [DLNA \(Digital Living Network Alliance\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)



Smartphone, iPhone, etc. cannot be paired

- Bring the speaker and the BLUETOOTH device to within 1 m (3 ft) of each other.
- If the BLUETOOTH indicator is not flashing quickly in white, press and hold the EXTRA BASS button with indicator/ PAIRING button until the voice guidance is heard and the BLUETOOTH indicator starts flashing quickly (three times a second) in white.
- Connect the speaker to an AC outlet or charge the battery of the speaker sufficiently.
- If you initialize the speaker, it may not be able to connect your iPhone/iPod touch or PC. In this case, erase the pairing information of the speaker on your iPhone/iPod touch or PC, and then perform the pairing procedure again.
- If you reset network settings of your iPhone/iPod touch or PC, the speaker may not be able to connect to it. Perform the pairing procedure again.

Wireless Speaker

h.ear go 2 (SRS-HG10)

Unable to connect the speaker to a BLUETOOTH device with One-touch (NFC)

- If the screen lock is activated on the smartphone, it cannot be connected. Cancel the screen lock on the smartphone.
- Keep the NFC-compatible device close to the speaker until the NFC-compatible device reacts. If it still fails to connect, move the NFC-compatible device slowly on the N-Mark of the speaker. Follow the instructions on the screen.
- Check that the NFC function of the NFC-compatible device is set to on.
- If the NFC-compatible device is in a case, remove it.
- NFC reception sensitivity varies depending on the device. If you repeatedly fail to connect the speaker with an NFC-compatible device by one touch, make the connection by an on-screen operation.
- Check that your device is compatible with NFC.
For details, access the following URL.
For customers in Europe:
<http://www.sony.eu/support>
For customers in the USA:
<http://esupport.sony.com/US>
For customers in Canada:
<http://esupport.sony.com/CA/>
For customers in other countries/regions:
<http://www.sony-asia.com/section/support>
- If the  (power) indicator is off, it will not connect by touching with a smartphone because the speaker is in the power saving mode. After the  (power) indicator changes from flashing to staying lit by turning on the speaker, touch with a smartphone again.

Related Topic

- [Compatible BLUETOOTH devices](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

There is no sound (BLUETOOTH)

- If you are connecting a PC to the speaker, make sure that the audio output setting of the PC is set for a BLUETOOTH device.
- Check that the speaker has established a BLUETOOTH connection with the BLUETOOTH device.
- Pair the speaker and the BLUETOOTH device again.
- Check the volume on the BLUETOOTH device and the speaker.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Distorted sound/humming or noise from the speaker

- Select "Priority on stable connection" for the BLUETOOTH audio streaming playback quality.
- Bring the speaker and the BLUETOOTH device closer together. Remove any obstacles between the speaker and the BLUETOOTH device.
- The BLUETOOTH connection may make noise or distorted sound and fail to connect in the following case/place;
 - There is an obstacle such as metal or wall between the speaker and BLUETOOTH device.
 - A place that a wireless LAN device or a microwave oven, or a device that generates electromagnetic radiation is in use near the speaker.
- Running a lot of applications on the smartphone/iPhone/iPod touch loads the operation of these devices. This may cause troubles on transmitting the BLUETOOTH signal. In this case, try the following to improve breaking up sound, humming, or noise.
 - Close all applications not in use.
 - Reboot the smartphone/iPhone/iPod touch and connect it to the speaker via the BLUETOOTH.
- There are some BLUETOOTH devices that can have the wireless playback quality changed. If your device is compatible with this function, select a setting that prioritizes stable connection over sound quality. For details, refer to the operating instructions supplied with the device.
- Check that the equalizer function of the connected device is set to off.

Related Topic

- [Selecting the BLUETOOTH audio streaming playback quality \(Codec\)](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

An unsupported USB device is connected

If you connect an unsupported USB device, the following problems may occur. Refer to the URL in “Compatible USB devices” and use a supported USB device.

- The USB device is not recognized.
- Playback is not possible.
- The sound skips.
- There is noise.
- The sound is distorted.

Related Topic

- [Compatible USB devices](#)

Wireless Speaker

h.ear go 2 (SRS-HG10)

There is no sound (USB)

- The USB device is not connected correctly. Turn off the speaker, then reconnect the USB device.
 - To listen to music on a connected PC, restart the music playback application on the PC. If you change the mode except for the USB mode by pressing the FUNCTION button, the connection between the application on the PC and the speaker may disconnect. For details, refer to the operating instructions or help guide of the music playback application.
 - After changing to a mode other than the USB mode by pressing the FUNCTION button, press the FUNCTION button again to change to the USB mode.
-

Related Topic

- [Parts and controls](#)

Wireless Speaker

h.ear go 2 (SRS-HG10)

There is noise, skipping, or distorted sound

- An unsupported USB device is connected. Refer to the URL in “Compatible USB devices” and use a supported USB device.
 - Turn off the speaker, reconnect the USB device, then turn on the speaker.
 - The music data itself contains noise, or the sound is distorted. Noise contained in the music may be transferred. In this case, delete the music file from the USB device and copy the original music file again to the USB device. If noise or distorted sound occurs in the same playback position each time, the music data may be corrupted.
 - The bit rate used when encoding files was too low. In this case, delete the music file from the USB device and copy the original music file again at a higher bit rate to the USB device.
-

Related Topic

- [Compatible USB devices](#)

Wireless Speaker

h.ear go 2 (SRS-HG10)

Playback does not start

- Check that the file format is supported by the speaker. For details, refer to the Operating Instructions.
 - An unsupported USB device is connected. Refer to the URL in “Compatible USB devices” and use a supported USB device.
-
-

Related Topic

- [Compatible USB devices](#)

Wireless Speaker
h.ear go 2 (SRS-HG10)

Playback does not start from the first track

- Set the playback mode to the normal playback mode on the connected device.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Updating the pre-installed software

When a new version of the software is released, you can update your speaker's pre-installed software by using the following methods.

By updating the software, new features will be added enabling you to experience more convenient and stable use. Cancel the group of the Wireless Surround function or Wireless Stereo function, etc. before updating.

Preparation for update

Software updates become possible when the speaker is in the following states.

1. The speaker is connected to the AC outlet with the supplied USB AC adapter.
(Software updates cannot be performed when using with the built-in rechargeable battery.)
2. The speaker is connected to the Internet via a Wi-Fi network.

- [Update method 1: Automatic update via the Internet](#)

When the speaker is connected to the Internet, it can detect a new software version and automatically update when you are not using the speaker. This feature requires speaker settings to be made.

- [Update method 2: Manual update via the Internet](#)

When the speaker is connected to the Internet, it can detect a new software version and if found, and the UPDATE indicator lights up in orange to inform you. This is the default setting.

Hint

- The UPDATE indicator is located on the rear of the speaker.
- The UPDATE indicator turns off and the speaker switches to BLUETOOTH/Network standby mode automatically when the updating is completed.
When the speaker is turned on for the first time after updating, the UPDATE indicator flashes in orange three times.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Update method 1: Automatic update via the Internet

When you use the speaker while connected to the Internet via a Wi-Fi network, the speaker can update to the latest software version automatically.

This feature is disabled by default.

Preparation for update

Software updates become possible when the speaker is in the following states.

1. The speaker is connected to the AC outlet with the supplied USB AC adapter.
(Software updates cannot be performed when using with the built-in rechargeable battery.)
2. The speaker is connected to the Internet via a Wi-Fi network.


To update software automatically

- Launch "Sony | Music Center" on your smartphone, iPhone, etc., and set on [System] in the [Settings] menu.
The automatic software update feature ([Auto Update]) of the speaker is activated. If [Auto Update] is disabled, change the setting to enable.
- The update is performed when you are not using the speaker, such as during midnight or when the speaker is in BLUETOOTH/Network standby mode. During an update, the UPDATE indicator flashes in orange, and turns off when the update is complete. When the speaker is turned on for the first time after updating, the UPDATE indicator flashes in orange three times.

To deactivate the software automatic update

- Disable [Auto Update] in the [Settings] menu by using "Sony | Music Center" installed on a smartphone, iPhone, etc.
- However, the software may still be updated automatically for critical changes, even if you disable this function.

If the indicator and the button flash as explained in the following

- The  (power) indicator flashes in red and the UPDATE indicator flashes in orange.

The software update has failed.

Turn off the speaker, then turn it on again. The update will resume. If the situation is not improved after switching the speaker off and on, consult your nearest Sony dealer.

Hint

- The number of flashes of the UPDATE indicator indicates the update's progress. The UPDATE indicator flashes four times at first, and decreases by one flash, then turns off when the updating is completed. Do not turn the speaker off during the update.
- When the speaker is connected to the Internet via a Wi-Fi network, the UPDATE indicator on the speaker lights up in orange when the speaker detects a new software version.
- Regardless of the [Auto Update] setting, the UPDATE indicator lights up in orange when the speaker detects a new software version.
- You can update the software manually even when the [Auto Update] setting is activated. See "[Update method 2: Manual update via the Internet.](#)"

Note

- Updating normally takes about 3 to 10 minutes. It may take longer depending on your network environment.
- Do not operate the speaker during an update. Keep the speaker connected to an AC outlet via the USB AC adaptor and network while updating. An update cannot be performed when the speaker is powered by the built-in battery only.

- Software can be updated only when the speaker is connected to an AC outlet via the USB AC adaptor.
- While updating via the Internet, you can terminate the update procedure by pressing the UPDATE/WPS button when the UPDATE indicator flashes four times. (This is not always possible.) If you cancel the update, the UPDATE indicator will stay lit again.

Related Topic

- [Searching the latest software via a network connection](#)

4-735-503-11(2) Copyright 2018 Sony Corporation

Wireless Speaker
h.ear go 2 (SRS-HG10)

Update method 2: Manual update via the Internet

When the speaker is connected to the Internet via a Wi-Fi network, the UPDATE indicator on the speaker lights up in orange when the speaker detects a new software version.

In this case, follow the steps below to update the software to the latest version.

When the update starts, any music being played will stop. Also, any BLUETOOTH connection is disconnected.

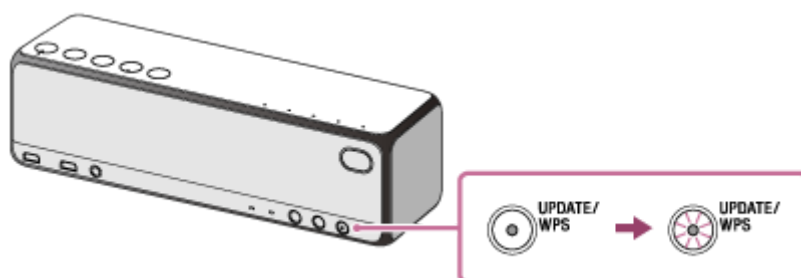
Preparation for update

Software updates become possible when the speaker is in the following states.

1. The speaker is connected to the AC outlet with the supplied USB AC adapter.
(Software updates cannot be performed when using with the built-in rechargeable battery.)
2. The speaker is connected to the Internet via a Wi-Fi network.

1 When the UPDATE indicator is lit in orange, press and hold the UPDATE/WPS button until beeps are heard.

When the updating starts, the UPDATE indicator flashes in orange.
While updating, the speaker cannot be operated.



The UPDATE indicator turns off and the speaker switches to BLUETOOTH/Network standby mode automatically when the updating is completed.

When the speaker is turned on for the first time after updating, the UPDATE indicator flashes in orange three times.

If the (power) indicator flashes in red and the UPDATE indicator flashes in orange during the update

The update has failed.

Turn off the speaker, then turn it on again. The update will resume. If the situation is not improved after switching the speaker off and on, consult your nearest Sony dealer.

Hint

- The number of flashes of the UPDATE indicator indicates the update's progress. The UPDATE indicator flashes four times at first, and decreases by one flash, then turns off when the updating is completed. Do not turn the speaker off during the update.

Note

- Updating normally takes about 3 to 10 minutes. It may take longer depending on your network environment.
- Keep the speaker connected to an AC outlet via the USB AC adaptor and network while updating. An update cannot be performed when the speaker is powered by the built-in battery only.
- Software can be updated only when the speaker is connected to an AC outlet via the USB AC adaptor.

- While updating via the Internet, you can terminate the update procedure by holding the UPDATE/WPS button when the UPDATE indicator flashes four times. (This is not always possible.) If you cancel the update, the UPDATE indicator will stay lit again.

4-735-503-11(2) Copyright 2018 Sony Corporation

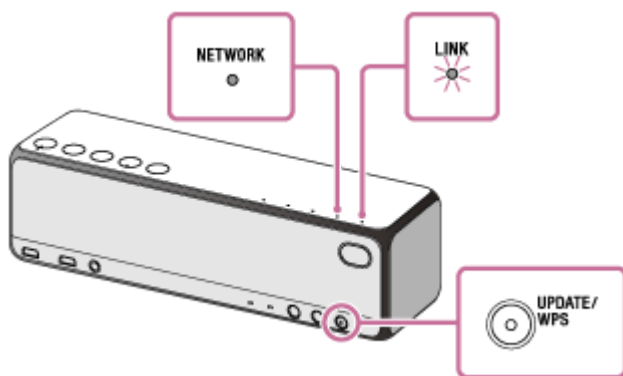
Searching the latest software via a network connection

The speaker has a function which updates the latest software automatically via a Wi-Fi network. When the latest software is released and the speaker searches it, the UPDATE indicator lights up in orange. To avoid the network trouble by many accessing the network server, the searching timing is differ to each speaker. You can also check manually if the latest software is released. This section explains how to check the latest software releasing manually. Do the following before starting.

- The speaker is connected to the AC outlet with the supplied USB AC adapter.
(Software updates cannot be performed when using with the built-in rechargeable battery.)
- Check that the speaker is connected to a Wi-Fi network.
Check that the LINK indicator lights up in orange.
- When using the Wireless Surround function or Wireless Stereo function, cancel the group.
- Check that the UPDATE indicator lights off.
If the indicator lights up in orange, the speaker has already searched the latest software, and you cannot operate the following procedure. Start updating the software.

1 Press the UPDATE/WPS button on the rear of the speaker.

The UPDATE indicator flashes in orange*1, the NETWORK indicator lights up, and the speaker starts searching if the latest software is released.

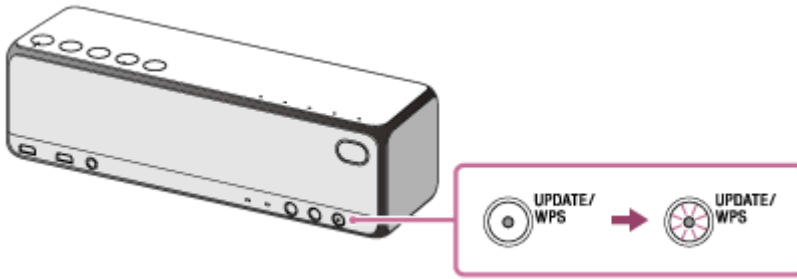


2 Check the UPDATE indicator as followings.

- Lights off: The software of this speaker is the latest version.
- Lights up in orange: The latest software is released.
If you set the function, which updates the speaker software automatically, to enable by “Sony | Music Center,” the speaker will update the software while you are not using the speaker, such as midnight or when the speaker is in the BLUETOOTH/Network standby mode.
When you update the software immediately, proceed to 3 and update manually.
When updating starts, the playback is stopped and the BLUETOOTH connection is disconnected.

3 When the UPDATE indicator lights up in orange, press and hold the UPDATE/WPS button until the beep sound is heard.

When updating starts, the UPDATE indicator flashes in orange. While updating, the speaker cannot be operated.



When software updating is completed, the UPDATE indicator lights off, and the speaker enters BLUETOOTH/NETWORK mode automatically.
When turning on the speaker after updating, the UPDATE indicator flashes three times in orange.


*1 The checking is finished immediately. So, you cannot see the flashing indicator. Depending on the network environment, it may take time. In this case, wait for about one minute.


Related Topic

- [Update method 2: Manual update via the Internet](#)

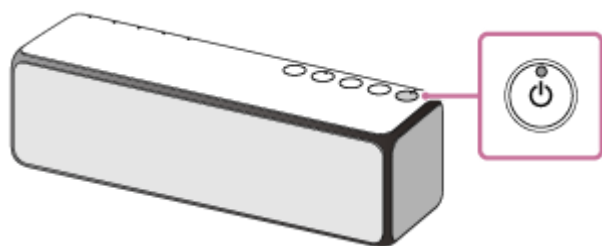
Wireless Speaker
h.ear go 2 (SRS-HG10)

Reset the speaker

Press and hold the  (power) button of the speaker more than 8 seconds to reset the speaker if you experience any of the following.

- The speaker cannot be turned on.
- The speaker cannot be operated even when it is turned on.
- The  (power) indicator is flashing in red. The speaker is reset and turns off.

You may be able to resolve some issues by resetting the speaker. When resetting, the volume, functions and sound settings may change.

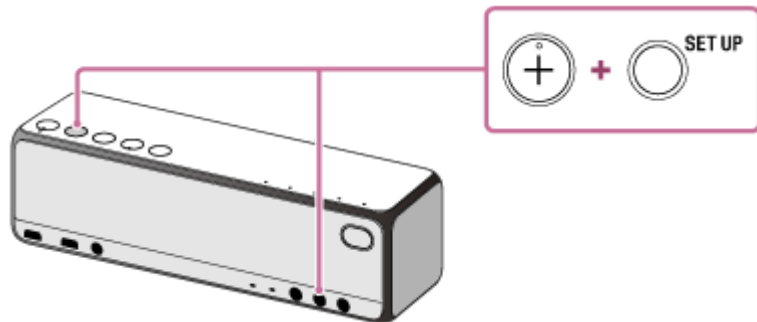


If it does not enter the start-up mode, consult your nearest Sony dealer.

Wireless Speaker
h.ear go 2 (SRS-HG10)

Initializing the speaker

With the speaker turned on, press and hold the + (volume) button and the SET UP button at the same time for more than four seconds.



When speaker receive that operation, the NETWORK indicator, BLUETOOTH indicator, USB indicator, and AUDIO IN indicator are lit up in white at the same time and initializing starts. It takes about 60 to 80 seconds to initialize. Then, ⏻ (power) indicator lights up in green and initializing completes. The BLUETOOTH pairing information and network setting are deleted after initializing.

Note

- If you initialize the speaker, it may not be able to make a BLUETOOTH connection with your iPhone/iPod touch or PC. In this case, erase the pairing information of the speaker on your iPhone/iPod touch or PC, and then perform the pairing procedure again.

Wireless Speaker

h.ear go 2 (SRS-HG10)

Disposing of or giving away this speaker

- When disposing of or giving away this speaker, erase information from the speaker. Make sure you to initialize it to reset all settings to the factory defaults.
 - If you use in Internet service such as music service, information about the speaker may be retained by the service provider. In this case, contact the network service provider to delete that information.
 - The speaker has a built-in rechargeable battery. When you dispose of this speaker, contact your nearest Sony dealer.
-

Related Topic

- [Initializing the speaker](#)