

Wireless Speaker
SRS-XB402M



The following explains how to use this speaker. Select a topic from the navigation pane.

Getting started

[Parts and controls](#)

[Installing “Sony | Music Center” and making the initial settings](#)

Power source/charging

- [Connecting the speaker to an AC outlet](#)

- [Turning the power on](#)

- [Turning the power off](#)

Lighting function

- [Changing the lighting mode](#)

Using Amazon Alexa

[Talking to your Amazon Alexa](#)

Notes on using the Wi-Fi 5 GHz band

[Disabling the Wi-Fi 5 GHz band](#)

Using an online music distribution service (Spotify)

[Spotify Connect](#)

Using as a BLUETOOTH® speaker

[Pairing and connecting with BLUETOOTH devices](#)

[Connecting with a computer via a BLUETOOTH connection \(Windows\)](#)

[Connecting with a computer via a BLUETOOTH connection \(Mac\)](#)

[Listening to music from the connected BLUETOOTH device](#)

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

[Enjoying switching the sound effects](#)

Information

[About the indicators](#)

[About software update](#)

Notes on use

[Precautions](#)

[Notes on charging](#)

[Notes on disposing of or giving away this speaker](#)

[Notes on waterproof and dust proof features](#)

[How to care for the speaker](#)

[Trademarks](#)

Troubleshooting

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

Power supply

[Unable to charge the built-in battery](#)

[Unable to turn on the speaker or the speaker suddenly turns off](#)

Voice commands

[The speaker is not responding to any voice commands](#)

Sound

[No sound is output or the playback sound distorts/interrupts](#)

- └ [No phone calls are made](#)

- └ [Sound becomes low while in use](#)

Network connection

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

- └ [Unable to connect to "Sony | Music Center"](#)

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

- └ [Unable to connect to an online music distribution service](#)

BLUETOOTH connection

- └ [Unable to pair the speaker with a BLUETOOTH device](#)

Indicators

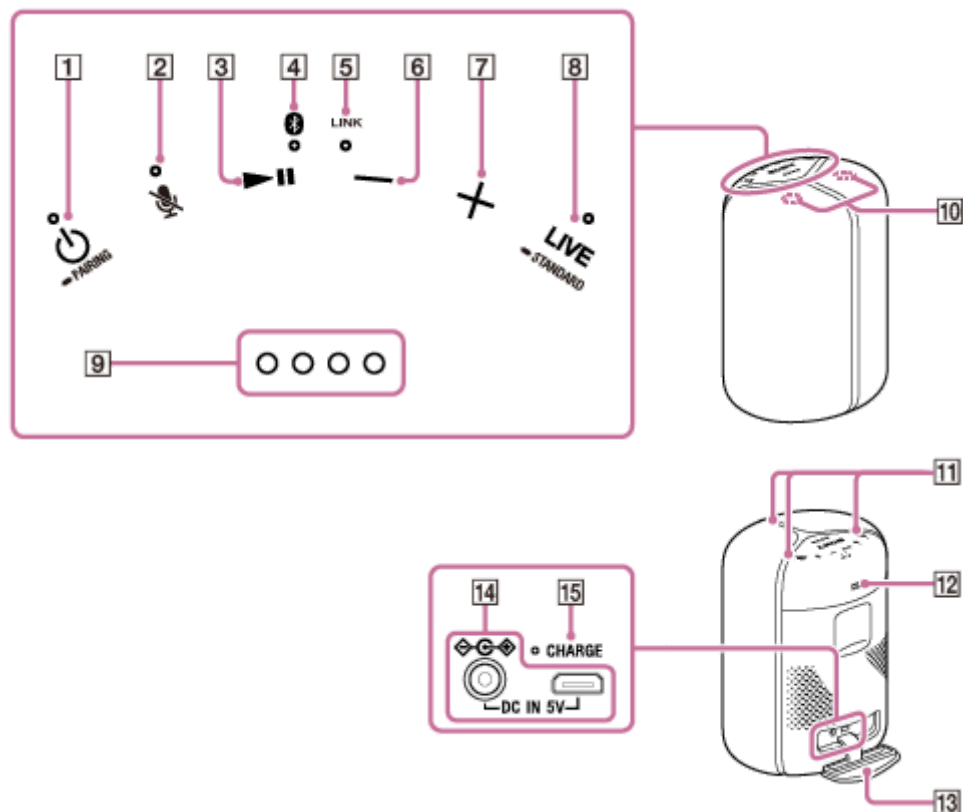
- └ [The status indicators are flashing in blue](#)

When you find the speaker not working properly

- └ [Resetting the speaker](#)

- └ [Initializing the speaker](#)

Parts and controls



1. (power) button with indicator/ PAIRING button
2. (microphone mute) button with indicator
Reset: You can press and hold this button for about 8 seconds to reset the speaker.
3. (play) button
4. (BLUETOOTH) indicator
5. LINK indicator
6. – (volume) button
7. + (volume) button
8. LIVE button with indicator/ STANDARD button
9. Status indicators^{*1}
10. Built-in microphones
11. Lighting
12. LIGHT button^{*2}/ BATTERY button
13. Cap

14. DC IN 5V jack

15. CHARGE indicator

*1 Indicates the volume level, the remaining battery power, and others.

*2 This button is enabled only while the speaker is connected through a BLUETOOTH connection or a Wi-Fi connection.

Related Topic

- [About the indicators](#)

5-002-064-11(1) Copyright 2019 Sony Corporation

Installing “Sony | Music Center” and making the initial settings

To use your speaker, you first need to install “Sony | Music Center” on your smartphone/iPhone and make the initial settings for the speaker.

For details about “Sony | Music Center,” refer to the following URL:

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

Operations that can be performed on a speaker with “Sony | Music Center”

- Amazon Alexa setting
- Sound quality setting and equalizer adjustment
- Built-in battery level indication
- Lighting (Illumination) setting (switching the lighting mode)
etc.

Note

- To use Amazon Alexa, you need to create an Amazon account beforehand.
- On this speaker, “Sony | Music Center” is available only through the Wi-Fi connection.

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

1 Download “Sony | Music Center” from Google Play or the App Store and install it.



2 When the installation is complete, start “Sony | Music Center.”

3 Place the speaker as close to a Wi-Fi router as possible.

1. Establish a wireless connection from the smartphone/iPhone to the Wi-Fi router.
2. Take a note of the SSID and the password (encryption key) of the connected Wi-Fi router.
Some of the Wi-Fi routers have multiple SSIDs.
Be sure to take a note of the SSID that you used for establishing the wireless connection from the smartphone/iPhone.
For details, refer to the operating instructions supplied with the Wi-Fi router.
3. In advance, you must turn on the BLUETOOTH function on the smartphone/iPhone.

4 Connect the supplied AC adaptor to the speaker.

The speaker turns on automatically.

[Connecting the speaker to an AC outlet](#)

5 Set up Wi-Fi with app.

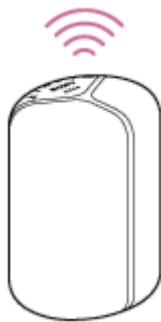
1. Tap to start "Sony | Music Center" and select "SRS-XB402M."
2. Follow the directions in the app to set up your speaker for Wi-Fi. Set the speaker to the smartphone/iPhone's same Wi-Fi connection.

When a Wi-Fi connection is established, the LINK indicator lights up in green.



6 Set up Amazon Alexa with app.

1. Select [⚙ Settings] - [Amazon Alexa] from [SRS-XB402M] menu on "Sony | Music Center."
2. Follow the directions in the app to set up your speaker for Amazon Alexa. Depending on your service, you may have to create an account in advance.



Note

- To download the app and use network services, additional registrations and payment of communication charges and other fees may be required.
- Be sure to use the latest version of "Sony | Music Center." If you cannot connect the speaker and a BLUETOOTH device via a BLUETOOTH connection, or if there is a problem such as no sound being emitted, uninstall "Sony | Music Center" and try to connect via the BLUETOOTH connection again.
For details about "Sony | Music Center," refer to Google Play or the App Store.
- Use of the Wi-Fi 5 GHz band is restricted to indoors only.
When using wireless connections outdoors, disable the Wi-Fi 5 GHz band.
For details on the Wi-Fi settings, refer to the operating instructions supplied with the Wi-Fi router.
- This speaker may automatically update the built-in software upon completion of the Wi-Fi setup.
Please wait until the update is complete and the speaker restarts before setting up Amazon Alexa.
The status indicators flash or light in blue in accordance with the progress of the update.
After the update is complete (all four indicators are lit), the speaker restarts. While the update is in progress, do not turn off the speaker for any reason.

Related Topic

- [Connecting the speaker to an AC outlet](#)
- [Changing the lighting mode](#)

- [Disabling the Wi-Fi 5 GHz band](#)
- [Enjoying switching the sound effects](#)

5-002-064-11(1) Copyright 2019 Sony Corporation

Connecting the speaker to an AC outlet

This speaker can run on power either from the AC outlet to which it is connected by the supplied AC adaptor or from the built-in battery.

When using the speaker for the first time, be sure to charge the built-in battery for more than 1 hour before turning on the power.

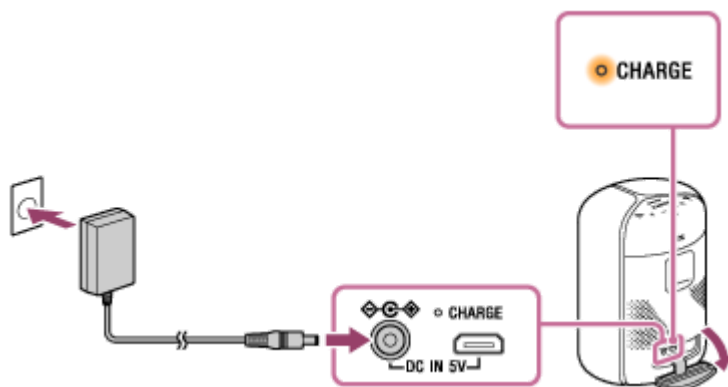
You can operate the speaker with the built-in battery by charging the speaker before use.

Note

- Depending on your countries/regions, the shape of the AC adaptor may be different from the one illustrated below.

1 Connect the AC adaptor to the DC IN 5V jack on the speaker, and then plug the AC adaptor into an AC outlet.

The speaker turns on automatically.



The CHARGE indicator lights up in orange while charging. Charging is completed in about 6 hours* and the indicator turns off.


If the built-in battery is fully charged when you connect the speaker to an AC outlet, the CHARGE indicator lights up in orange then turns off after about 1 minute.

* Time that is required to charge the empty built-in battery to its full capacity when the speaker turns off.

Hint

- While you listen to music through the speaker, the speaker is capable of charging the built-in battery as long as it is connected to an AC outlet by the supplied AC adaptor. However, it may take longer to charge the battery depending on the conditions of use. When you charge the battery, it is recommended that you turn off the power to the speaker.

Checking the built-in battery level of the rechargeable built-in battery

After pressing and holding the LIGHT button/  BATTERY button, when the speaker is turned on, the voice guidance listed below is output from the speaker depending on the remaining built-in battery power.

The voice guidance is available in English only.



- 80% or more: "Battery fully charged."
- 60% or more: "Battery about 80%."
- 40% or more: "Battery about 60%."

- 20% or more: “Battery about 40%.”
- 10% or more: “Battery about 20%.”
- Less than 10%: “Battery level low, please charge.”
- Less than 10%: “Battery level low.” (While the speaker is charging.)

Built-in battery life (using the BLUETOOTH connection or the Wi-Fi connection)

- About 12 hours
 - The volume level of the speaker is set to 31.
 - The lighting function is set to off.
 - The Sound Mode is set to STANDARD.
- About 11 hours
 - The volume level of the speaker is set to 31.
 - The lighting function is set to on. (factory default settings)
 - The Sound Mode is set to EXTRA BASS. (factory default settings)
- About 4 hours
 - The volume level of the speaker is set to maximum (50).
 - The lighting function is set to on. (factory default settings)
 - The Sound Mode is set to EXTRA BASS. (factory default settings)
- The built-in battery life above is measured using the specified music source.
- Actual performance time may vary from the listed time due to the volume, songs played, surrounding temperature, and usage conditions.

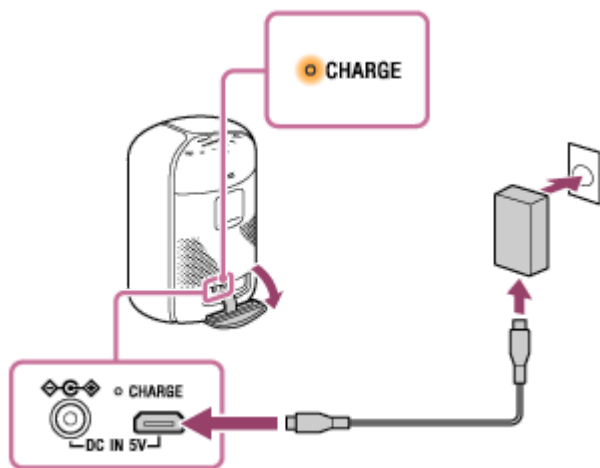
When the built-in battery is running low

- When the voice guidance says “Please charge” and the CHARGE indicator and  (power) indicator flash slowly, the built-in battery is running low and needs to be charged.
- When the CHARGE indicator and  (power) indicator flashes 3 times and turns off, the built-in battery is empty and needs to be charged.

Using a USB AC adaptor (commercially available) for charging

Connect one end of a micro-USB cable compliant to the USB standard (commercially available) to the DC IN 5V connector on the speaker and the other end to a USB AC adaptor (commercially available). Then, connect the USB AC adaptor to an AC outlet.

The speaker turns on automatically.



During battery charge, the CHARGE indicator lights up in orange. It takes about 8 hours* to fully charge the battery and then the indicator goes out. This speaker supports charging from a USB device with the capability to output 1.5 A or more power. Use a micro-USB cable compliant to the USB standard for charging. Charging from any other device is not guaranteed.

* To charge the battery with a USB AC adaptor, turn off the power to the speaker. While charging is in progress, no activities with the speaker, such as playing music, are guaranteed.

Note

- When you use the speaker at a loud volume, the built-in battery may run low even if the speaker is connected to an AC outlet. If you want to use the speaker while charging, lower the volume of the speaker. Otherwise, turn off the speaker and charge the built-in battery sufficiently.
- When you use the speaker at a loud volume for a long time, the built-in battery may run low even if the speaker is connected to an AC outlet. As a result, sound becomes low. This is not a malfunction. Turn off the speaker and charge the built-in battery sufficiently.
- The maximum power output will be lower when the built-in battery is running low.
- In an extremely cold or hot environment, charging stops for safety. If charging takes a long time, it also makes charging of the speaker stop. To resolve these issues, disconnect the supplied AC adaptor or a USB AC adaptor (commercially available), and then connect it again within an operating temperature between 5 °C and 35 °C (41 °F and 95 °F).
- Do not charge in places where water may splash on the speaker. The ports on the supplied AC adaptor and the speaker (USB/DC-IN) are neither waterproof nor dust proof.
- Even if you do not intend to use the speaker for a long time, charge the built-in battery sufficiently once every 6 months to maintain its performance.


Related Topic

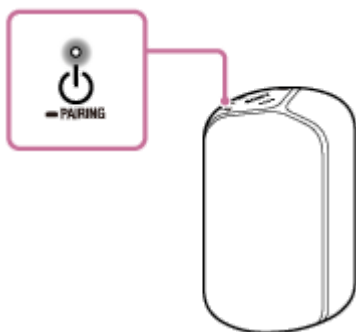
- [Turning the power on](#)
- [Notes on charging](#)

Turning the power on

1 Press the (power) button.

The  (power) indicator lights up in white*.



* Depending on the Sound Mode, the color of the  (power) indicator varies. For details, refer to the following topic.
[About the indicators](#)



Hint

- When you turn on the speaker for the first time after purchase, the lighting function is on. The speaker lights up.

Note

- If the  (power) indicator and the CHARGE indicator flashes 3 times and turns off when you turn on the speaker, the built-in battery is empty. In this state, the speaker turns off automatically. Charge the built-in battery.
- When the  (power) indicator and the CHARGE indicator flashes slowly, the built-in battery is running at less than 10% and needs to be charged.
- This speaker may automatically update the built-in software upon completion of the Wi-Fi setup. Please wait until the update is complete and the speaker restarts before setting up Amazon Alexa. The status indicators flash or light in blue in accordance with the progress of the update. After the update is complete (all four indicators are lit), the speaker restarts. While the update is in progress, do not turn off the speaker for any reason.


Related Topic

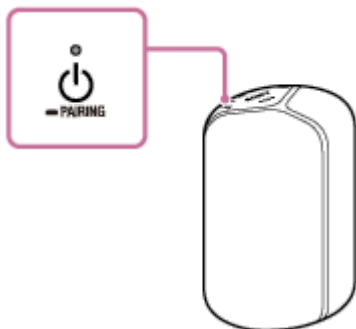
- [Turning the power off](#)
- [Connecting the speaker to an AC outlet](#)
- [Changing the lighting mode](#)

Wireless Speaker
SRS-XB402M

Turning the power off

1 Press the (power) button.

The  (power) indicator turns off.




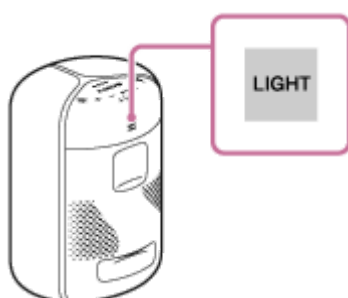
Note


- When the alarm/timer settings are specified on Amazon Alexa, do not turn off the power. Once the speaker is turned off, the alarm/timer may not work successfully.

Changing the lighting mode

The speaker lights up with the music to liven up the atmosphere. When you purchase the speaker, the lighting function is set to on.

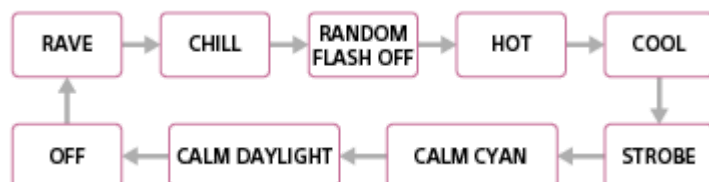
- 1 Make sure that a **BLUETOOTH** connection or a **Wi-Fi** connection is established with the speaker.
- 2 Press **LIGHT** button/  **BATTERY** button.



Each time you press the **LIGHT** button/  **BATTERY** button, you hear voice guidance and the lighting changes in 9 modes*.

* At the time of your purchase, the lighting is in RAVE mode.

“Sony | Music Center” enables you to check the Lighting mode name and to switch the mode.



Hint

- By using the illumination function on “Sony | Music Center,” you can turn on/off the lighting function or choose the various lighting modes.
 - **RAVE:**
For dance music with heavy use of flashes
When you purchase the speaker, RAVE is set.
 - **CHILL:**
For relaxing music
 - **RANDOM FLASH OFF:**
For all kinds of music including dance music with no use of flashes
 - **HOT:**
Lighting with warm-color flashes
 - **COOL:**
Lighting with cool-color flashes
 - **STROBE:**
Lighting with white flashes
 - **CALM CYAN:**

Slowly glows in bluish color.

- CALM DAYLIGHT:
Slowly glows in daylight color.
- OFF:
No lighting

Note

- When the speaker's light is strong, brighten the room or turn off the lighting.
- The lighting function is available only while the speaker is connected through a BLUETOOTH connection or a Wi-Fi connection.

Related Topic


- [Installing “Sony | Music Center” and making the initial settings](#)

Talking to your Amazon Alexa

You can ask Alexa to play music from supported streaming services or adjust speaker volume using your voice. For details of the contents that can be operated and how to talk, refer to “Sony | Music Center.”
To use this function, you will need to connect your Amazon account to the speaker.



Hint

- To play music, registration with a music distribution service, such as Amazon Music, is required.
- In a noisy place or a place that is exposed to strong winds or echoes (sound reflections), the speaker may fail to detect the voice command. In such a case, press and hold the  (play) button until the speaker responds (for about 3 seconds). This action is equivalent to saying “Alexa” to the speaker.
- The volume levels that can be changed by the voice command are 11 levels: 0 to 10.

Note

- Amazon Alexa is not available in all languages and countries/regions.
- Before you use “Sony | Music Center,” make sure that a Wi-Fi connection is established.
- When the alarm/timer settings are specified on Amazon Alexa, do not turn off the power. Once the speaker is turned off, the alarm/timer may not work successfully.
- To use network services, additional registrations and payment of communication charges and other fees may be required.





Related Topic

- [The speaker is not responding to any voice commands](#)

Disabling the Wi-Fi 5 GHz band

Depending on your country or region, outdoor use of the wireless devices that use the Wi-Fi 5 GHz band may be prohibited by law.

Follow the instructions below to disable the Wi-Fi 5 GHz band on this speaker.

- To disable the Wi-Fi 5 GHz band
Press and hold the LIVE/  STANDARD button and the LIGHT/  BATTERY button simultaneously until the LINK indicator flashes in orange (about 4 seconds).
The Wi-Fi 5 GHz band is disabled.
- To enable the Wi-Fi 5 GHz band
Press and hold the LIVE/  STANDARD button and the LIGHT/  BATTERY button simultaneously until the LINK indicator flashes in green (about 4 seconds).
The Wi-Fi 5 GHz band is enabled.

For details on the Wi-Fi settings, refer to the operating instructions supplied with the Wi-Fi router.

Related Topic

- [About the indicators](#)

Wireless Speaker
SRS-XB402M

Spotify Connect

Use your phone, tablet or computer as a remote control for Spotify.

Go to <https://www.spotify.com/connect/> to learn how.



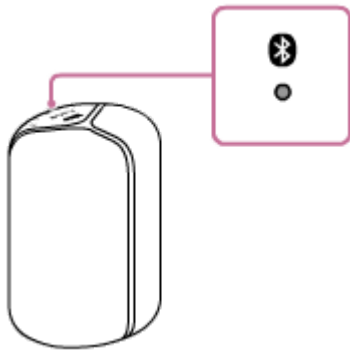
Pairing and connecting with BLUETOOTH devices

When pairing with two or more BLUETOOTH devices, perform the following pairing procedure for each device.
Before operating the speaker, be sure to do the following:

- Place the BLUETOOTH device within 1 m (3.2 ft) from the speaker.
- Connect the speaker to an AC outlet via the AC adaptor (supplied) or charge the built-in battery sufficiently.
- To avoid any sudden loud sound output from the speaker, turn down the volume of the BLUETOOTH device that you connect with the speaker, or stop playback on the device.
- Depending on the paired BLUETOOTH device, the volume of the BLUETOOTH device may be synchronized with the volume of the speaker when you start playing music after a BLUETOOTH connection is established.

- 1 Press and hold the  (power)/  PAIRING button for about 3 seconds until the speaker beeps and the  (BLUETOOTH) indicator flashes quickly in blue.**

The speaker enters pairing mode.



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


When a list of detected devices appears on the display of the BLUETOOTH device, select the speaker you set up for the Wi-Fi connection.

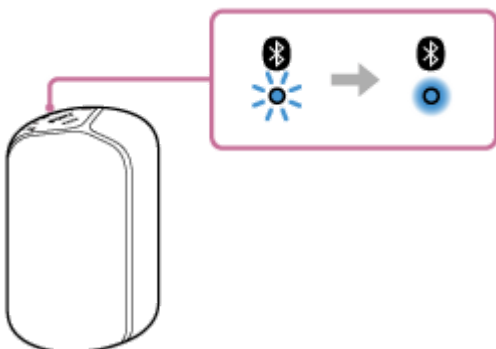
2 devices with the same name may appear on the display of the BLUETOOTH device. If this occurs, try connecting to both.

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

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

- 3 Follow the instructions on the BLUETOOTH device screen to establish a BLUETOOTH connection.**


When the BLUETOOTH connection is established, the speaker beeps and the  (BLUETOOTH) indicator stops flashing and stays lit.



Hint

- For details on operating a BLUETOOTH device, refer to the operating instructions supplied with the BLUETOOTH device.

Note

- The speaker goes out of BLUETOOTH pairing mode in about 3 minutes and the  (BLUETOOTH) indicator goes out. If the speaker goes out of BLUETOOTH pairing mode before you finish the procedure, repeat the procedure from step **1**.
- Once the speaker is paired with the BLUETOOTH device, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted due to repair work, etc.
 - The pairing information of the speaker is deleted from the BLUETOOTH device.
 - The speaker is initialized.
All pairing information will be deleted.
- Video viewing using a BLUETOOTH connection is not recommended. A slight misalignment occurs in video and audio.
- This speaker does not support the BLUETOOTH profile HFP (Hands-free Profile)/HSP (Headset Profile) that enables hands-free calls with a BLUETOOTH mobile phone.

Related Topic

- [Listening to music from the connected BLUETOOTH device](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [No phone calls are made](#)


Connecting with a computer via a BLUETOOTH connection (Windows)

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 the same procedures to pair to other devices.

Supported operation systems

Windows 10, Windows 8.1, Windows 7 SP1

Do the following before starting.

- Place your computer within 1 m (3.2 ft) of the speaker.
- Connect the speaker to an AC outlet via the AC adaptor (supplied) or a USB AC adaptor (commercially available), or charge the built-in battery sufficiently.
- Prepare the operating instructions supplied with the computer for reference.
- To avoid any sudden loud sound output from the speaker, turn down the volume of the computer and speaker that you connect with each other, or stop playback.
- Set the speaker of your computer to on.
If the speaker of your computer is set to  (mute), sound does not output on the BLUETOOTH speaker.

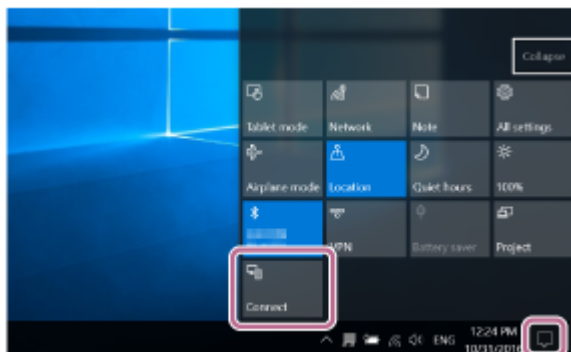
— When the speaker of your computer is set to on:



1 Prepare to search for the speaker on the computer.

For Windows 10

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



For Windows 8.1

Right-click on [Start], and then click [Control Panel].

When [All Control Panel Items] is displayed, select [Devices and Printers].

If the [Control Panel] screen appears instead of [All Control Panel Items], select [Large icons] or [Small icons] from the [View by] menu in the top right corner of the screen.




For Windows 7

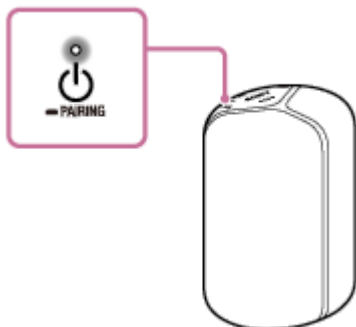
Click the [Start] button and then [Devices and Printers].



2 Turn on the speaker.

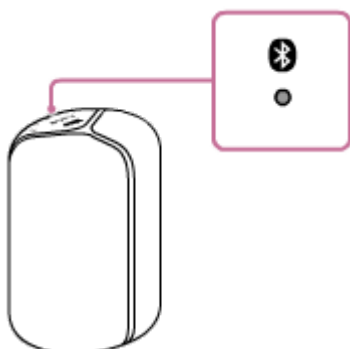
The  (power) indicator lights up in white*¹.

*¹ Depending on the Sound Mode, the color of the  (power) indicator varies. For details, refer to the following topic.
[About the indicators](#)



3 Press and hold the (power)/ PAIRING button for about 3 seconds until the speaker beeps and the (BLUETOOTH) indicator flashes quickly in blue.

The speaker enters pairing mode.

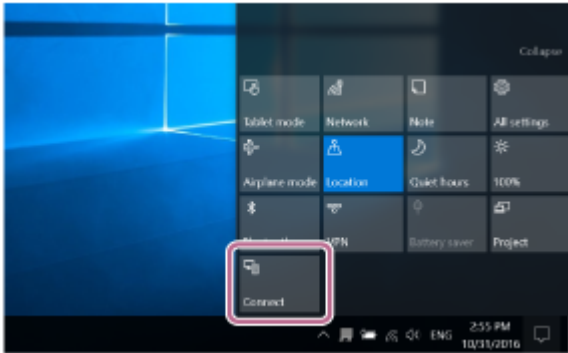


4 Search for the speaker on the computer.

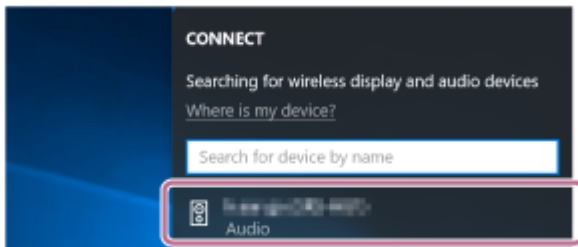
Connecting the speaker to the computer via a BLUETOOTH connection

For Windows 10/Windows 8.1

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

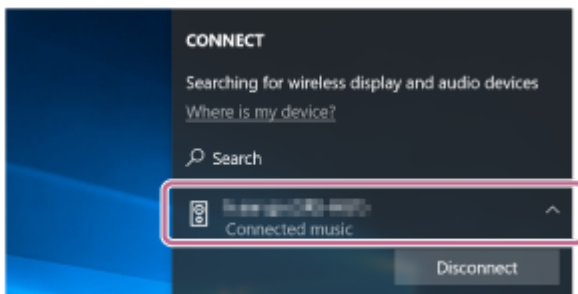


2. Select the name of the speaker you set up for the Wi-Fi connection.



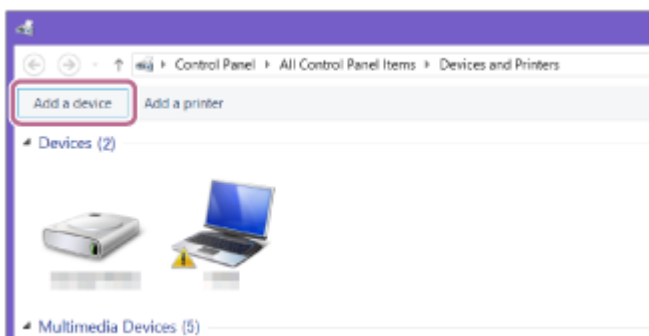
If the speaker's name does not appear on the screen, repeat the procedure from step 3.

After pairing, the BLUETOOTH connection establishes automatically and [Connected music] will be displayed on the screen. Proceed to step 6.

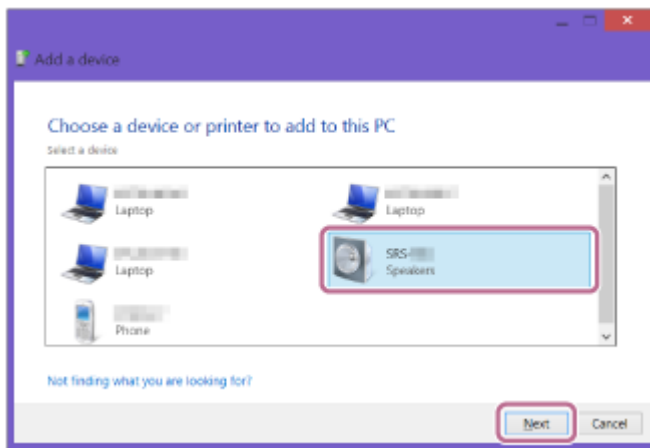


For Windows 7

1. Click [Add a device].



2. Select the name of the speaker you set up for the Wi-Fi connection and click [Next].

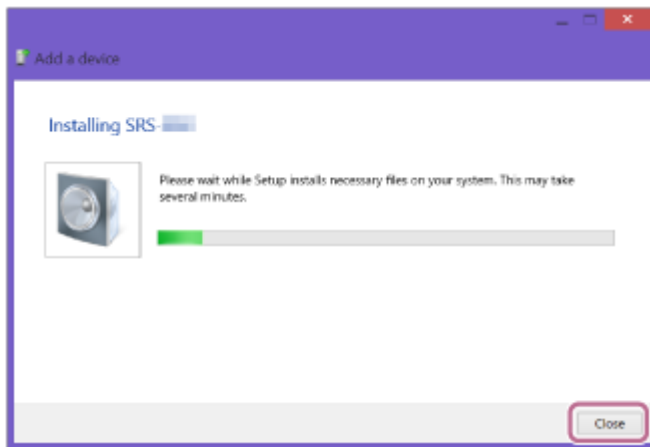


If a passkey*² is required, enter "0000."

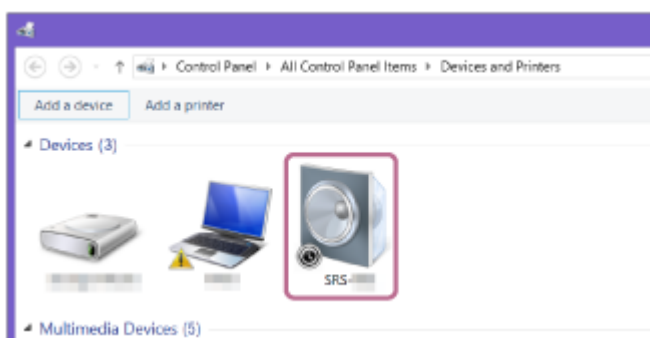
If speaker's name does not appear, perform the operation again from step 3 .

*2 The passkey may be called a "passcode," "PIN code," "PIN number," or "password."

3. When the following screen appears, click [Close].
The computer begins installing the driver.



The "Ⓢ" mark will appear in the bottom left of the speaker icon during installation. When the "Ⓢ" mark disappears, driver installation is complete. Proceed to step 5 .



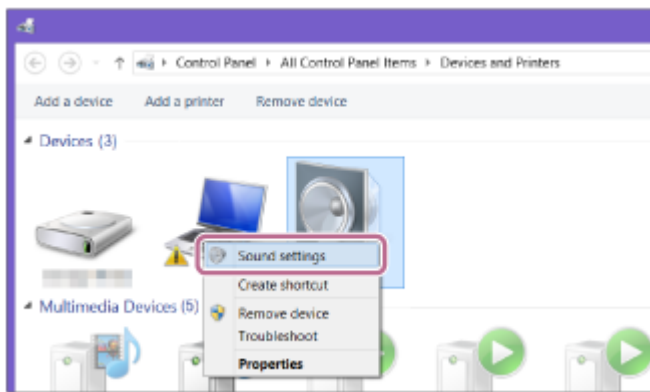
5 Register the speaker to the computer.

For Windows 10

After pairing, the BLUETOOTH connection establishes automatically and [Connected music] will be displayed on the screen. Proceed to step 6 .

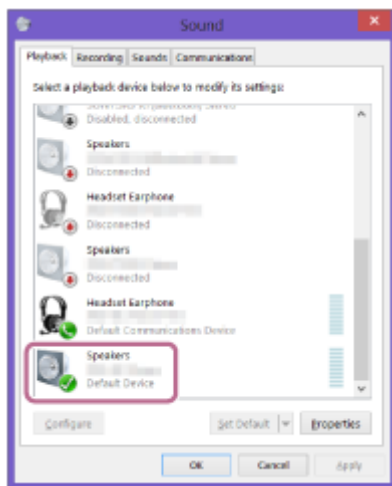
For Windows 8.1

1. Right-click on the name of the speaker you set up for the Wi-Fi connection in [Devices] and select [Sound settings] from the menu that appears.

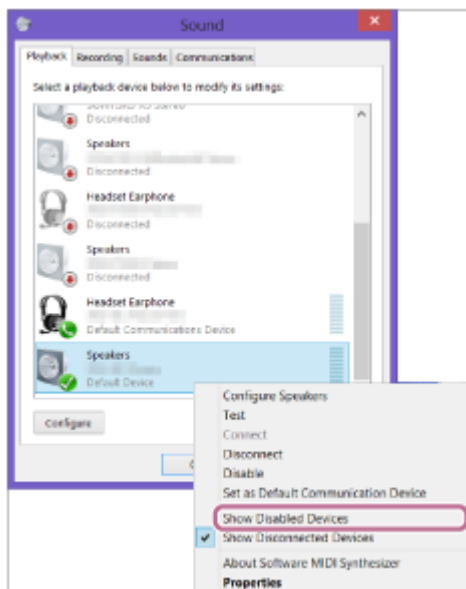


2. Confirm the speaker's name on the [Sound] screen.

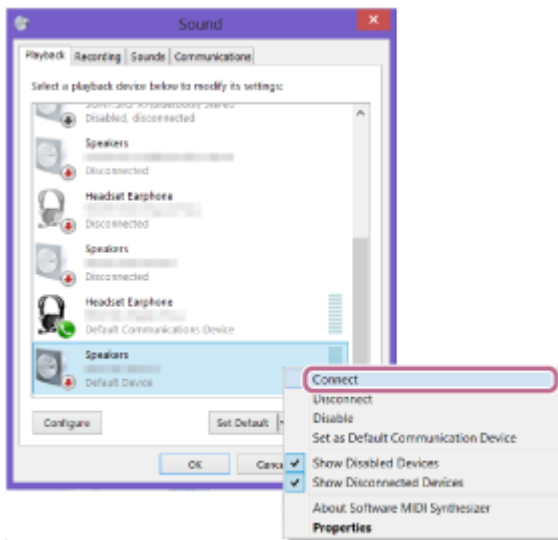
- If there is a checkmark (green) on the speaker icon, proceed to step 6.



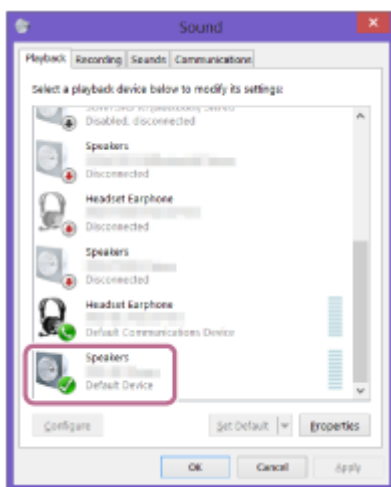
- If there is not a checkmark (green) on the speaker icon, proceed to the next step (substep 3).
- If the name of the speaker you set up for the Wi-Fi connection does not appear, right-click on the [Sound] screen, and select [Show Disabled Devices] from the menu that appears. Then proceed to the next step (substep 3).



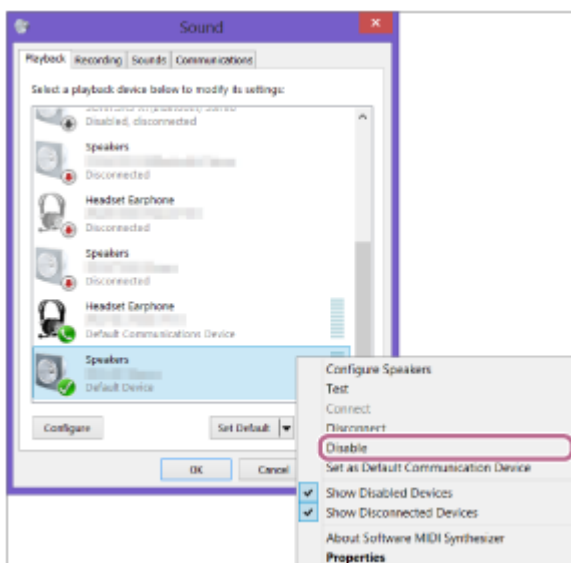
3. Right-click on the speaker's name, and select [Connect] from the menu that appears.



When the speaker is connected, a checkmark will appear on the speaker icon on the [Sound] screen. Proceed to step 6 .



If you cannot click [Connect] for the speaker, select [Disable] for the [Default Device] that currently has a checkmark (green).

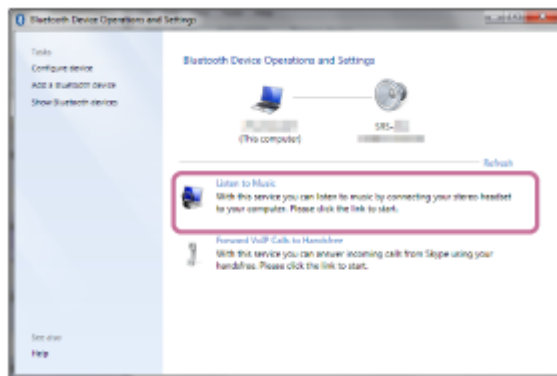


For Windows 7

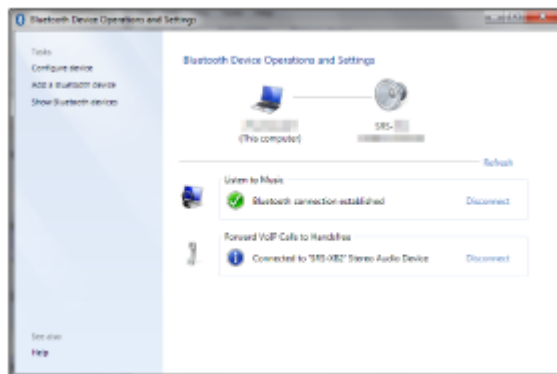
1. Double-click on the name of the speaker you set up for the Wi-Fi connection in [Devices].




2. Click [Listen to Music].

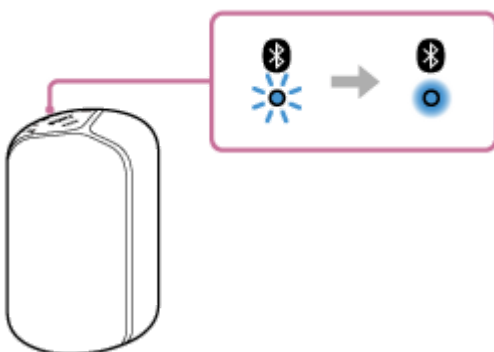


When the speaker is connected, a checkmark will appear.




6 Confirm that the **BLUETOOTH** connection is complete.

When the **BLUETOOTH** connection is established, the speaker beeps and the  (**BLUETOOTH**) indicator stops flashing and stays lit.



- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the computer. However, operation with all computers is not guaranteed. Operation with a home-built computer is also not covered by the warranty.

Note

- The LIGHT button is enabled only while the speaker is connected through a BLUETOOTH connection or a Wi-Fi connection.
- The speaker goes out of BLUETOOTH pairing mode in about 3 minutes and the  (BLUETOOTH) indicator goes out. If the speaker goes out of BLUETOOTH pairing mode before you finish the procedure, repeat the procedure from step ③.
- Once the speaker is paired with the computer, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted due to repair work, etc.
 - The pairing information of the speaker is deleted from the computer.
 - The speaker is initialized.
All pairing information will be deleted.
- The passkey of the speaker is "0000." If a passkey besides "0000" is set on the computer, pairing with the speaker fails.

Related Topic

- [Listening to music from the connected BLUETOOTH device](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)


Connecting with a computer via a BLUETOOTH connection (Mac)

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 the same procedures to pair to other devices.

Supported operation systems

macOS High Sierra (version 10.13)

Do the following before starting.


- Place your computer within 1 m (3.2 ft) of the speaker.
- Connect the speaker to an AC outlet via the AC adaptor (supplied) or a USB AC adaptor (commercially available), or charge the built-in battery sufficiently.
- Prepare the operating instructions supplied with the computer for reference.
- To avoid any sudden loud sound output from the speaker, turn down the volume of the computer and speaker that you connect with each other, or stop playback.
- Set the speaker of your computer to on.
If the speaker of your computer is set to  (mute), sound does not output on the BLUETOOTH speaker.

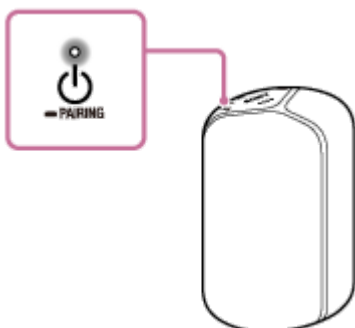
— When the speaker of your computer is set to on:



1 Turn on the speaker.

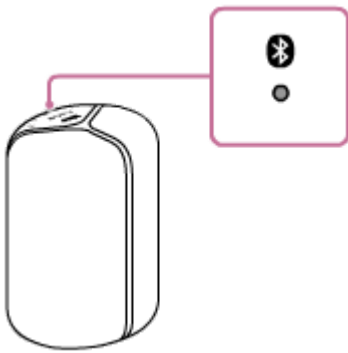
The  (power) indicator lights up in white^{*1}.

^{*1} Depending on the Sound Mode, the color of the  (power) indicator varies. For details, refer to the following topic.
[About the indicators](#)




2 Press and hold the (power)/ PAIRING button for about 3 seconds until the speaker beeps and the (BLUETOOTH) indicator starts flashes quickly in blue.

The speaker enters pairing mode.

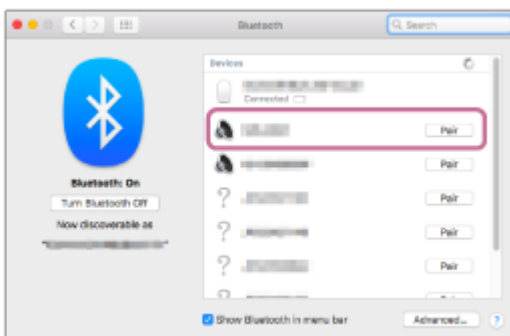


3 Search for the speaker on the computer.


1. Select [ (System Preferences)] - [Bluetooth] in the taskbar on the right-bottom of the screen.

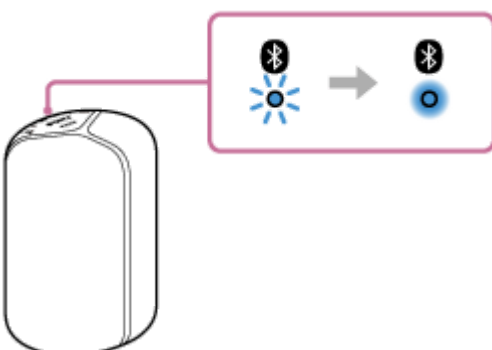


2. Select the name of the speaker you set up for the Wi-Fi connection from the Bluetooth screen, then click [Pair].



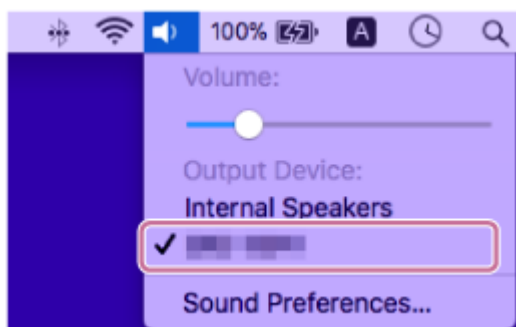
4 Confirm that the BLUETOOTH connection is complete.

When the BLUETOOTH connection is established, the speaker beeps and the  (BLUETOOTH) indicator stops flashing and stays lit.



- 5 Click the speaker icon in the top-right of the screen and select the name of the speaker you set up for Wi-Fi connection from [Output Device].


You can enjoy playing back music, etc. from your computer.



Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the computer.

Note

- The LIGHT button is enabled only while the speaker is connected through a BLUETOOTH connection or a Wi-Fi connection.
- The speaker goes out of BLUETOOTH pairing mode in about 3 minutes and the  (BLUETOOTH) indicator goes out. If the speaker goes out of BLUETOOTH pairing mode before you finish the procedure, repeat the procedure from step 2.
- Once the speaker is paired with the computer, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted due to repair work, etc.
 - The pairing information of the speaker is deleted from the computer.
 - The speaker is initialized.
All pairing information will be deleted.
- The passkey of the speaker is "0000." If a passkey besides "0000" is set on the computer, pairing with the speaker fails.

Related Topic

- [Listening to music from the connected BLUETOOTH device](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)

Listening to music from the connected BLUETOOTH device

You can enjoy listening to music of a BLUETOOTH device and operate it by the speaker 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)

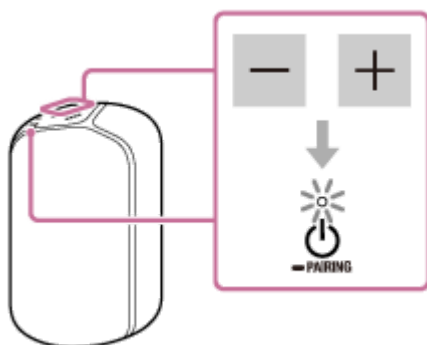
Enables you to adjust the volume and operate to play, pause or skip to the beginning of the next/current track. Operations may vary depending on the BLUETOOTH device. Refer also to the operating instructions supplied with the BLUETOOTH device.

Note


- Make sure beforehand that the volume on the BLUETOOTH device and speaker are set to a moderate level to avoid sudden loud sound output from the speaker.
- Depending on the BLUETOOTH device, adjusting the volume of the speaker may not be possible on the BLUETOOTH device while playback on the device is stopped/paused.
- This speaker does not support the BLUETOOTH profile HFP (Hands-free Profile)/HSP (Headset Profile) that enables hands-free calls with a BLUETOOTH mobile phone.

- 1 On the BLUETOOTH device, make sure that a BLUETOOTH connection is established with the speaker.
- 2 Start playing music on the BLUETOOTH device.
- 3 Adjust the volume by pressing the – (volume) button or the + (volume) button on the speaker or operating the BLUETOOTH device.

When you press the – (volume) button or the + (volume) button on the speaker or adjust the volume on the BLUETOOTH device, the  (power) indicator flashes once or 3 times.
Depending on the BLUETOOTH device you are using, the speaker's  (power) indicator may not flash, even if you adjust the volume using the BLUETOOTH device.



Hint

- In a noisy place or a place that is exposed to strong winds or echoes (sound reflections), the speaker may fail to detect the voice command. In such a case, press and hold the  (play) button until the speaker responds (for about 3 seconds). This action is equivalent to saying "Alexa" to the speaker.

During playback, you can use the ►|| (play) button on the speaker to perform the following operations.

Pause

Press the ►|| (play) button during playback to pause. Press it again to cancel pause.

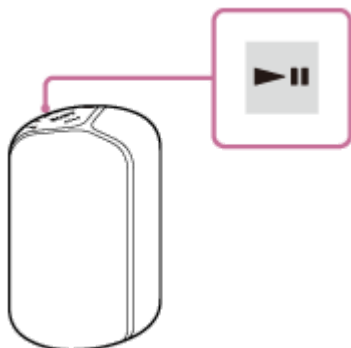
Skip to the beginning of the next track

Press the ►|| (play) button twice quickly during playback.

Skip to the beginning of the current or previous track*

Press the ►|| (play) button 3 times quickly during playback.

* The speaker acts differently depending on the BLUETOOTH device in use.



Note

- If the communication condition is poor, the BLUETOOTH device may react incorrectly to the operations on the speaker.
- When using in a place with a high temperature, the volume may decrease to protect the built-in battery.
- If the built-in battery level is low, the maximum output of the speaker decreases.
- Depending on the BLUETOOTH device, it may be necessary to adjust the volume or set the audio output setting on the connected device.
- Noise or sound interruption may occur depending on the BLUETOOTH device connected with the speaker, the communication environment or the usage environment.
- Video viewing using a BLUETOOTH connection is not recommended. A slight misalignment occurs in video and audio.

Related Topic

- [Pairing and connecting with BLUETOOTH devices](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [No phone calls are made](#)

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.

Hint


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

Related Topic

- [Turning the power off](#)

Enjoying switching the sound effects

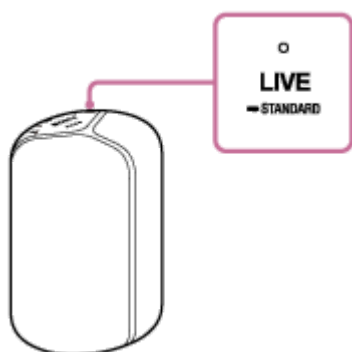
You can enjoy 3 different Sound Modes. When you purchase the speaker, the EXTRA BASS mode is set.

Sound Mode	The color of the LIVE indicator	The color of the  (power) indicator	Feature
STANDARD	Turns off (LIVE OFF)	Green (EXTRA BASS OFF)	Power saving
EXTRA BASS	Turns off (LIVE OFF) (factory default settings)	White (EXTRA BASS ON) (factory default settings)	Heavy bass sound
LIVE SOUND	White (LIVE ON)	White (EXTRA BASS ON)	Realistic sound

1 Enjoy LIVE SOUND and EXTRA BASS.



Switching the LIVE SOUND setting using a button of the speaker

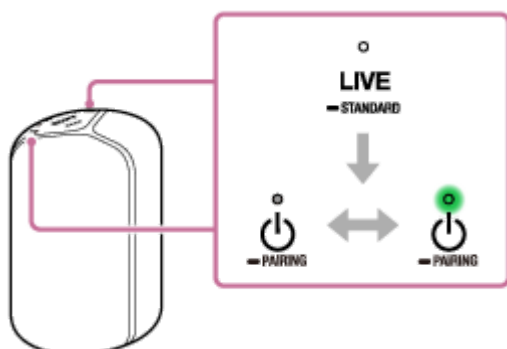
- Press the LIVE button.
Each time you press the button, the LIVE SOUND mode and the EXTRA BASS mode are switched.





Switching the EXTRA BASS setting using buttons of the speaker

To switch the EXTRA BASS mode and STANDARD mode, follow the procedure.

- Press and hold the LIVE/  STANDARD button for about 3 seconds.
The color of the  (power) indicator is changed to green from white, and the Sound Mode switches to the STANDARD mode.



If you press and hold the LIVE/  STANDARD button for about 3 seconds again, the color of the  (power) indicator is changed to white from green, and the Sound Mode switches to the EXTRA BASS mode.

When setting the Sound Mode with “Sony | Music Center”

1. Tap [Music Center] on your smartphone, iPhone, etc. to start up the application.



Music Center

2. Tap [SRS-XB402M].
3. Tap [Settings] - [Sound] - [Sound Mode] - [Preset Mode] to select the Sound Mode.
 - STANDARD
 - EXTRA BASS
 - LIVE SOUND

Note

- Depending on the music, the LIVE SOUND or EXTRA BASS effects may not be so noticeable.

Related Topic

- [Listening to music from the connected BLUETOOTH device](#)
- [Installing “Sony | Music Center” and making the initial settings](#)

About the indicators

CHARGE indicator (orange)

Turns off	The speaker has completed charging, or the charger such as the supplied AC adaptor is not connected.
Lights up	The speaker is being charged.
Flashes slowly	The built-in battery is running at less than 10% and needs to be charged.
Flashes 3 times and turns off	If you turned on the speaker, but it turns off after the indicator flashes 3 times, the built-in rechargeable battery does not have any power remaining. Charge the speaker.

Note

- The speaker that is in use can be charged if it is connected to an AC outlet via the supplied AC adaptor. In this case, it may take longer to charge the built-in battery depending on the conditions of use. Therefore, it is recommended to turn off the speaker when charging.
- When you use the speaker at a loud volume for a long time, the built-in battery may run low even if the speaker is connected to an AC outlet. As a result, sound becomes low. This is not a malfunction. Turn off the speaker and charge the built-in battery sufficiently.
- In an extremely cold or hot environment, charging stops for safety. If charging takes a long time, it also makes charging of the speaker stop. To resolve these issues, disconnect the supplied AC adaptor or a USB AC adaptor (commercially available) from the speaker and connect it within an operating temperature between 5 °C and 35 °C (41 °F and 95 °F). Then, charge the built-in battery again.

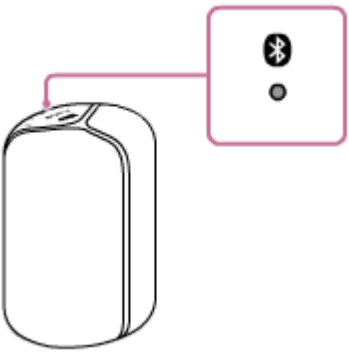
⏻ (power) indicator

Turns off	The speaker is turned off.
Lights up (green)	The speaker is turned on. The Sound Mode is set to STANDARD.
Lights up (white)	The speaker is turned on. The EXTRA BASS mode or LIVE SOUND mode is set. When you purchase, the EXTRA BASS is set.
Flashes (white or green)	Each time you press the – (volume) button or the + (volume) button, the indicator flashes once.
	When you operate the – (volume) button or the + (volume) button and the volume is set at the lowest (0) or highest (50) level, the indicator flashes 3 times.
	When the built-in battery is running at less than 10%, the indicator flashes slowly (in green or white). Charge the speaker.
	If you turned on the speaker, but it turns off after the indicator flashes 3 times (in green or in white), the built-in rechargeable battery does not have any power remaining. Charge the speaker.
	The speaker is being initialized.

🔇 (microphone mute) indicator

Turns off	The built-in microphones are turned on.
Lights up (red)	The built-in microphones are turned off.

(BLUETOOTH) indicator

Lights up	The speaker is connected to a BLUETOOTH device.
Flashes quickly	<p>The speaker enters the pairing mode.</p> 

LINK indicator

Turns off	No connection information is found.
Lights up (green)	The speaker is connected to the network in the 5 GHz or 2.4 GHz band.
Lights up (orange)	The speaker is connected to the network only in the 2.4 GHz band.
Flashes (green)	The speaker is switching from Wi-Fi 5 GHz: OFF mode to Wi-Fi 5 GHz: ON mode.
Flashes (orange)	The speaker is switching from Wi-Fi 5 GHz: ON mode to Wi-Fi 5 GHz: OFF mode.
Flashes 3 times (white)	The software has completed updating.

LIVE indicator

Lights up	The LIVE SOUND mode is set.
Turns off	The STANDARD mode (EXTRA BASS effects and LIVE SOUND effects are off) or EXTRA BASS mode is set.

Status indicators

Flash (blue)	When each one of the four indicators flashes subsequently from left to right, the speaker is installing the software.
All light up (green)	The speaker is being initialized.

Related Topic

- [Parts and controls](#)

About software update

Whenever the latest software version is available online, the software of your speaker is updated as described below. No user operations are required to update the software.

Preparation for update

Software updates are available when the speaker is in the following states.

- The speaker is connected to the Internet via a Wi-Fi network.
- The speaker is connected to the AC outlet by the supplied AC adaptor and the remaining power of the built-in battery is 20% or more.
 - Update process 1: when the speaker is used with its power always turned on
The speaker automatically updates the software during night time. However, to avoid an update failure caused by a traffic spike to the network server, each speaker has a different timing of searching for new updates.
 - Update process 2: when the speaker is not used with its power always turned on
The speaker searches for new updates while its power is turned off and will automatically update the software if any is found.

Note

- Check the status indicators and the LINK indicator for the state of software update.

Related Topic

- [About the indicators](#)

Precautions

On safety

- Important information such as the model name is located as follows:
 - On the bottom of the main unit.
 - On the surface of the AC adaptor.
- The MAC address of Wi-Fi network is located inside of the cap on the rear side of this unit.

Notes on the AC adaptor

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

On placement

- Do not set the unit in an inclined position.
- Do not leave the unit in a place subject to high temperatures, such as direct sunlight, near a heat source or under lighting equipment.
- Do not leave any objects susceptible to magnetism (cash cards, credit cards with magnetic coding, etc.) near the unit.
- Do not use or leave the unit in a car.

Others

- If the lighting of the speaker seems bright, turn up the room lighting or turn off the lighting function of the speaker.

Notes on charging

Life span of the rechargeable built-in battery

- Even if you do not intend to use the speaker for a long time, charge the built-in battery sufficiently once every 6 months to maintain its performance.
- If the speaker is not used for a long time, it may take longer to charge the built-in battery.
- The rechargeable built-in battery has a life span. As time passes and the number of times that the built-in battery is used increases, the capacity of the rechargeable built-in battery slowly decreases. When the amount of time that the built-in battery can be used seems significantly shorter, despite having been fully charged, contact your nearest Sony dealer.
- The life span of the rechargeable built-in battery differs depending on the usage, environment, and storage method.

Caution

When the speaker detects a problem for the following causes while charging the built-in battery, the CHARGE indicator (orange) turns off even if charging is not completed.

- Ambient temperature exceeds the range of 5 °C – 35 °C (41 °F – 95 °F).
- There is a problem with the built-in battery.
- When charging to the built-in battery continues for a long time.

Note

- Charging time varies depending on built-in battery usage conditions.
- Charge the speaker in an ambient temperature between 5 °C and 35 °C (41 °F and 95 °F).
- The speaker becomes warm during charging. This is not a malfunction.
- Avoid exposure to rapid temperature change, direct sunlight, mist, sand, dust, or mechanical shock. Also, never leave the speaker in a car parked in the sun.
- A speaker that is in use can be charged if it is connected to an AC outlet. In this case, it may take longer to charge the built-in battery depending on the conditions of use. Therefore, it is recommended to turn off the speaker when charging.
- In an extremely cold or hot environment, charging stops for safety. If charging takes a long time, it also makes charging of the speaker stop. To resolve these issues, disconnect the micro-USB cable from the speaker and connect it again within an operating temperature between 5 °C and 35 °C (41 °F and 95 °F).

Notes on 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](#)

Notes on waterproof and dust proof features

Waterproof and dust proof performance of the unit

The unit, with the cap fastened securely, has a waterproof specification of IPX7^{*1} as specified in “Degree of protection against water immersion” of the IEC60529 “Ingress Protection Rating (IP Code)”^{*3}, and a dust proof specification of IP6X^{*2} as specified in “Degrees of protection against solid foreign objects”^{*3}.

Liquids that the waterproof performance specifications apply to

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

^{*1} IPX7 equivalency: The speaker has been tested to and maintains its operability when gently submersed in water to a depth of 1 m (3.2 ft) and left for 30 minutes.

^{*2} IP6X equivalency: The speaker has been tested to and continues to block dust after stirring for 8 hours in a testing device which contains dust particles that are up to 75 µm in diameter.

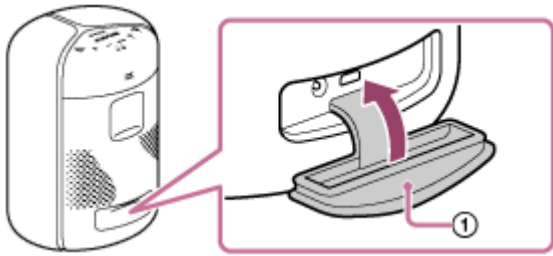
^{*3} The supplied accessories and the connectors of this unit (USB/DC IN) are neither waterproof nor dust proof.

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

To avoid deterioration of waterproof and dust proof performance

Check the following and use the unit correctly.

- The unit passes the drop test from 1.22 m (4 ft) on plywood of 5 cm (2 in) thickness conforming to MIL-STD810G Method 516.7-Shock. However, this does not guarantee no damage, no breakdown, or waterproof and dust proof performance in all conditions. Deformation or damage from dropping the unit or subjecting it to mechanical shock may cause deterioration of the waterproof and dust proof performance.
- Do not use the unit in a location where large amounts of water or hot water may splash on it. The unit does not have a design that is resistant to water pressure. Use of the unit in a location where high water pressure is applied, such as under running water or in the shower, may cause a malfunction.
- Do not pour high-temperature water or blow hot air from a hair dryer or any other appliance on the unit directly. Also, never use the unit in high temperature locations such as in saunas or near a stove.
- Handle the cap (①) with care. The cap plays a very important role in maintenance of the waterproof and dust proof performance. When using the unit, make sure that the cap is closed completely. When closing the cap, be careful not to allow foreign objects inside. If the cap is not closed completely the waterproof and dust proof performance may deteriorate and may cause a malfunction of the unit as a result of water or dust particles entering the unit.



5-002-064-11(1) Copyright 2019 Sony Corporation

How to care for the speaker

Although the fabric part of the unit has water repellent treatment applied, you can use the unit more comfortably and for a longer period of time by following the maintenance procedure below.

- If the surface of the unit gets dirty in the following cases, wash the unit with fresh water (tap water, etc.) promptly to remove the dirt. Leaving dirt on its surface may cause the fabric part to discolor or deteriorate, or the unit to malfunction.
Ex.
 - When salt, sand, etc. is stuck on the unit after using it on a beach, pool side, etc.
 - When the unit is stained with foreign substances (sunscreen, suntan oil, etc.)
- If the unit gets wet, wipe off the moisture using a dry soft cloth immediately. In addition, dry the unit in an airy place until no moisture remains.
- The sound quality may change when water enters the speaker section of the unit. It is not malfunction. Wipe off the moisture on its surface, and put the unit on a dry soft cloth with the fabric part facing down to drain the collected water inside the unit. Then, dry the unit in an airy place until no moisture remains.

Note

- If the surface of the unit gets dirty, do not use detergent, thinner, benzine, alcohol, etc. to clean the unit because it will affect the water repellent function of the fabric part of the unit.
- Especially in cold regions, be sure to wipe off the moisture after using the unit. Leaving moisture on its surface may cause the unit to freeze and malfunction.
- If sand grains, etc. enter the fabric part of the unit, remove them carefully. Never use a vacuum cleaner, etc. on the unit. It may cause damage of the speaker unit.

Trademarks

- Android, Google Play and other related marks and logos are trademarks of Google LLC.
- Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.
- The Wi-Fi CERTIFIED™ logo is a certification mark of Wi-Fi Alliance®.
- Wi-Fi CERTIFIED™ is a trademark of Wi-Fi Alliance.
- Wi-Fi® is a registered trademark of Wi-Fi Alliance.
- The BLUETOOTH® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by Sony Corporation is under license.
- The Apple logo and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.
- 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>
- Microsoft and Windows are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.
- ™ and ® marks are omitted in the documents.
- Other trademarks and trade names are those of their respective owners.

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.
- Charge the speaker.
You may be able to resolve some issues by charging the built-in battery.
- Reset the speaker.
- Initialize the speaker.
This operation restores the settings such as volume, etc. to the factory default settings, and deletes all pairing information.
- Look up information on the issue on the customer support website.
- Access the following support home pages to get support information about your speaker:
 - For customers in Americas:
<https://www.sony.com/am/support>
 - For customers in Europe:
<https://www.sony.eu/support>
 - For customers in China:
<https://service.sony.com.cn>
 - For customers in other countries/regions:
<https://www.sony-asia.com/support>

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

Related Topic

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

Unable to charge the built-in battery

- When using the supplied AC adaptor, make sure the AC adaptor is firmly connected to the speaker and AC outlet.
- When using a USB AC adaptor (commercially available), make sure the USB cable is firmly connected to the speaker and the USB AC adaptor.
In addition, make sure the USB AC adaptor is firmly connected to an AC outlet.
- When using a USB AC adaptor (commercially available), make sure the USB AC adaptor has the ability to output in 1.5 A or more.
- Depending on the type and specification of the USB AC adaptor and micro-USB cable, the charging time may take a long time.
Using a USB AC adaptor with an output current of 1.5 A or more and a micro-USB cable conforming to the USB standard is recommended. Charging from the other device is not guaranteed.
The charging time may vary depending on the ambient temperature or conditions of use.

Related Topic

- [Connecting the speaker to an AC outlet](#)

Wireless Speaker
SRS-XB402M




Unable to turn on the speaker or the speaker suddenly turns off

- The built-in battery may be empty. Charge the built-in battery by connecting the AC adaptor (supplied) to an AC outlet.
 - You may be able to resolve the issues by resetting the speaker.
-

Related Topic

- [Connecting the speaker to an AC outlet](#)
- [Turning the power on](#)
- [Resetting the speaker](#)

The speaker is not responding to any voice commands

- When the  (microphone mute) indicator is lit in red, the built-in microphones are turned off and the speaker is incapable of detecting voice commands. Press the  (microphone mute) button.
In a noisy place or a place that is exposed to strong winds or echoes (sound reflections), the speaker may fail to detect the voice command. In such a case, press and hold the  (play) button until the speaker responds (for about 3 seconds). This action is equivalent to saying “Alexa” to the speaker.
- Make sure that the built-in microphones are not blocked.
- You may have given the voice command too quickly for your speaker to detect. Try talking to the speaker a little more slowly.

No sound is output or the playback sound distorts/interrupts

- Check the volume of your speaker and the connected BLUETOOTH device.
- Make sure that playback is in progress on the connected BLUETOOTH device.
- If you are connecting a computer to the speaker, make sure the audio output setting of the computer is set for a BLUETOOTH device.
- Make sure that a BLUETOOTH connection is established between your speaker and the BLUETOOTH device.
- Pair your speaker with the BLUETOOTH device (device registration) once again.
- Make sure that the equalizer function of the connected BLUETOOTH device is not active. For detailed instructions, refer to the operating instructions supplied with the BLUETOOTH device.
- Move your speaker away from a microwave oven or a Wi-Fi device.
- Bring the BLUETOOTH device closer to your speaker. If there is an object between the speaker and the BLUETOOTH device, move the object out of the way.
- If the CHARGE indicator flashes slowly, turn off the speaker and charge the built-in battery sufficiently.
- A device with a built-in radio or tuner cannot be connected to the speaker via a BLUETOOTH connection since noise may occur in broadcasts.
- Locate the speaker farther away from a TV, radio or tuner, etc. since noise may occur in broadcasts.

Wireless Speaker
SRS-XB402M

No phone calls are made

- This speaker does not support the BLUETOOTH profile HFP (Hands-free Profile)/HSP (Headset Profile) that enables hands-free calls with a BLUETOOTH mobile phone.

Sound becomes low while in use

- The sound may become low in the following cases. This is not a malfunction.
 - To protect internal circuitry, this speaker is designed to reduce the maximum volume as the built-in rechargeable battery's power decreases.
 - When the built-in battery is running low due to long-term use at a loud volume even though the speaker was connected to the supplied AC adaptor.
- If the sound becomes low while in use, follow the procedure below.
 1. Turn off the speaker.
 2. Charge the built-in battery sufficiently.

Related Topic

- [Connecting the speaker to an AC outlet](#)

Unable to connect to a network via a Wi-Fi® connection

- Make sure that your smartphone/iPhone is connected to a Wi-Fi network. For detailed instructions, refer to the operating instructions supplied with the smartphone/iPhone.
- Make sure that your speaker is connected to the same Wi-Fi as your smartphone/iPhone. For detailed instructions, refer to the operating instructions supplied with the smartphone/iPhone.
- Make sure that the Wi-Fi router (access point) is turned on.
- When a Wi-Fi connection is in use, bring the speaker and the Wi-Fi router (access point) closer together, and then make the Wi-Fi settings all over again.
- Make sure that the Wi-Fi router (access point) settings are correct. If the SSID stealth mode of the Wi-Fi router is turned on, turn it off. For detailed instructions on setting the Wi-Fi router, refer to the operating instructions supplied with the router.
- If the connection attempt fails even when the correct SSID for the Wi-Fi router is selected, make sure that the correct password (encryption key) is used.
 - The password (encryption key) is case-sensitive. Be sure to check the case of each letter while entering the SSID. No double-byte characters are accepted for the SSID. Be sure to enter single-byte characters.
 - Example of confusing characters:
 - “l (upper-case l)” and “l (lower-case L)”
 - “0 (numeral 0)” and “O (upper-case O)”
 - “d (lower-case D)” and “b (lower-case B)”
 - “9 (numeral 9)” and “q (lower-case Q)”
- Bring the Wi-Fi router closer to the speaker. Devices that use the 2.4 GHz frequency range, including microwave ovens, BLUETOOTH devices, and digital cordless devices, may prevent the speaker from establishing a wireless connection. Move the speaker away from such devices or turn off the devices.
- The speaker does not support IEEE 802.11ac. Use the 2.4 GHz frequency range (11b, 11g, or 11n) or the 5 GHz frequency range (11a, or 11n) for wireless connection.
- If connection attempt fails even with the correct settings, try the following.
 - Turn off the access point (Wi-Fi router), wait for a while, and then turn it back on.
 - Turn off the speaker, wait for a while, and then turn it back on.

Related Topic

- [Disabling the Wi-Fi 5 GHz band](#)

Wireless Speaker
SRS-XB402M

Unable to connect to “Sony | Music Center”

Delete the name of the speaker from your smartphone's BLUETOOTH connection history for a moment, and then reconnect to “Sony | Music Center.”

5-002-064-11(1) Copyright 2019 Sony Corporation

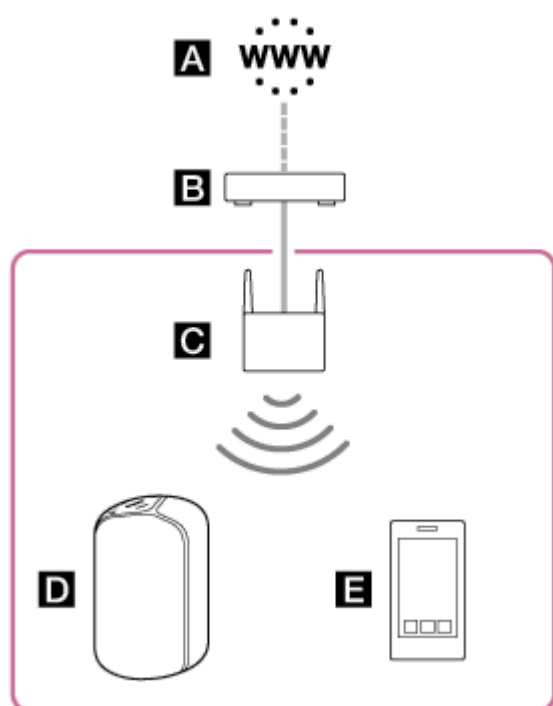
The speaker does not appear on the device selection screen in “Sony | Music Center”

- Check the Wi-Fi connection.
- Enable Wi-Fi settings on the smartphone or similar device.
- If you are using the Wi-Fi router's Privacy Separator function or Network Separation function, the speaker may be unable to access the Wi-Fi router. Disable these functions. For how to confirm settings and how to do the settings, refer to the Wi-Fi router's operating instructions.
- Make sure that the speaker and the smartphone, or similar device, on which “Sony | Music Center” is installed, is connected to the same SSID as your Wi-Fi router.

Good example

(The speaker (**D**) and smartphone (**E**) are connected to the same SSID (**C**) on your Wi-Fi router, so they are connected to the same network.)

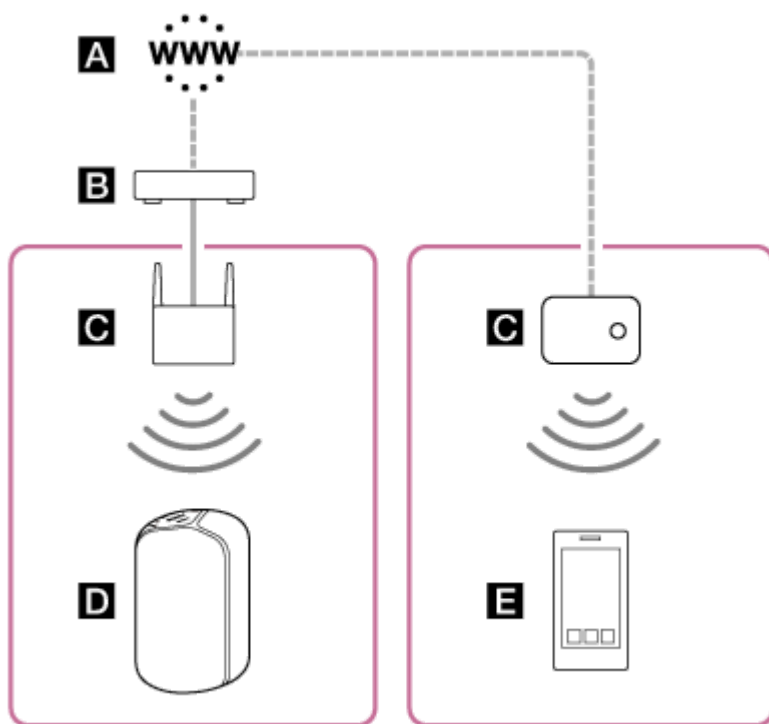
When in this state, you can operate the speaker using “Sony | Music Center” from a smartphone or similar device.



Bad example

(The speaker (**D**) and smartphone (**E**) are connected to separate SSIDs on your Wi-Fi router (mobile router, etc. **C**), so they are connected to separate networks.)

In this state, you cannot operate the speaker using “Sony | Music Center” from a smartphone or similar device.



- A** : Internet
- B** : Modem
- C** : Wi-Fi router
- D** : Speaker
- E** : Smartphone, etc.

If you want to operate the speaker from your smartphone while in a different room, but you find it difficult to connect your smartphone directly to the same Wi-Fi router as the speaker, set up distributed connectivity by using a network hub or a Wi-Fi access point set to infrastructure mode.

If you are living in a housing complex (such as an apartment or condominium), it may use Wi-Fi routers that already have lines distributed to each room in the housing complex, depending on your situation. Talk to your network administrator about how the network is configured in your situation.

Unable to connect to an online music distribution service

- Make sure that your Wi-Fi router (access point) is on.
- If you are connected to Wi-Fi network, place the speaker near the Wi-Fi router (access point), and then redo the settings.
- If the contract with your internet provider limits you to connecting only 1 device at a time to the internet, the speaker will not be able to connect to the internet if another device is already connected. Contact your telecommunications carrier or your internet provider.
- If you have turned off your smartphone, or similar device, waited for a while, and then turned it back on, once again start the “Sony | Music Center” app.
- Make sure that a compatible music app is installed on your smartphone or similar device.
- Be sure to use the latest version of your compatible music app.

Unable to pair the speaker with a BLUETOOTH device

- Bring the BLUETOOTH device to your speaker closer than 1 m (3.2 ft).
- You may have initialized your speaker. Initializing the speaker may cause the speaker to fail to establish a BLUETOOTH connection with a BLUETOOTH device. In such a case, delete the device information of the speaker from the BLUETOOTH device and perform the pairing procedure once again.
- Update the software on the connected BLUETOOTH device.

Related Topic

- [Pairing and connecting with BLUETOOTH devices](#)
- [Connecting with a computer via a BLUETOOTH connection \(Windows\)](#)
- [Connecting with a computer via a BLUETOOTH connection \(Mac\)](#)

Wireless Speaker
SRS-XB402M


The status indicators are flashing in blue

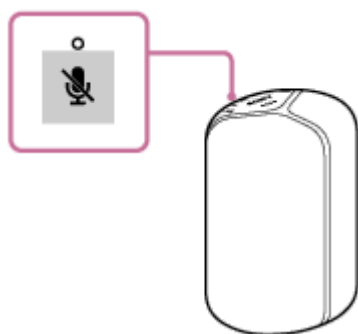
The software of your speaker has been downloading or installing the latest software updates. Wait until the status indicators stop flashing.

Related Topic

- [About software update](#)
- [About the indicators](#)

Resetting the speaker



- In the event of the following, press and hold the  (microphone mute) button for about 8 seconds to reset the speaker.
 - You cannot operate the speaker after you have turned it on.
 - You cannot operate the speaker after you have resolved the issues with pairing.



Hint

- While the speaker is running on the AC power via the AC adaptor, the power to the speaker is turned back on after you reset the speaker. While the speaker is running on the battery power, resetting the speaker turns off its power and you must turn back on the power to the speaker.
- The information including the Amazon Alexa settings will be retained.

Initializing the speaker

- With the speaker turned on, press and hold the  (power) button and the  (volume) button simultaneously until the four status indicators light up in green. Initialization takes about 25 seconds. When initialization completes, the power to the speaker is turned on and the lighting comes on. Initializing the speaker deletes all the information including the Amazon Alexa settings.

