

Wireless Speaker
SRS-XG500



The following explains how to use this speaker. Select a topic from the navigation pane.
Design and specifications are subject to change without notice.

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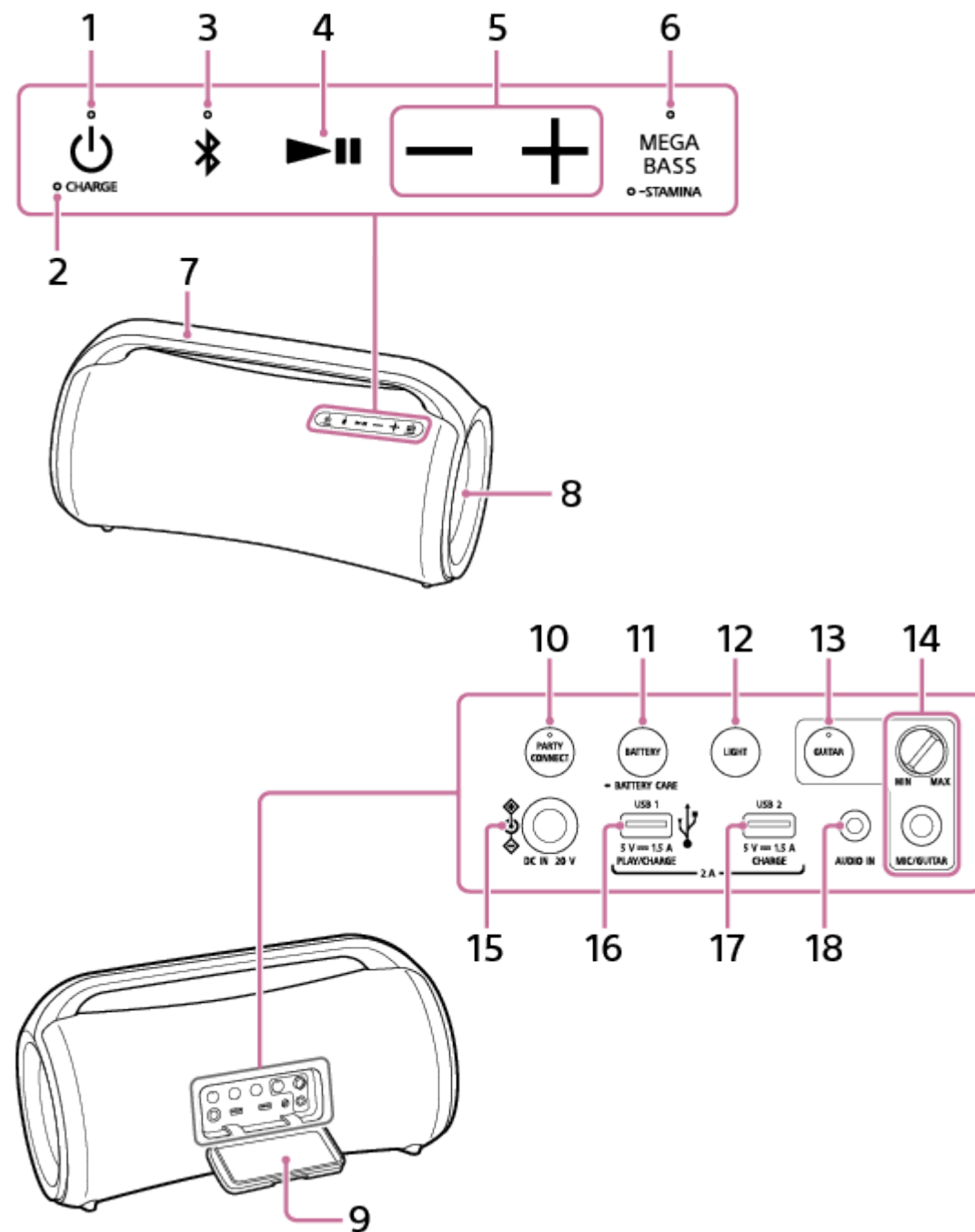
Reset

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Wireless Speaker
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Parts and controls



1. (power) button with indicator
2. CHARGE indicator
3. (BLUETOOTH) button with indicator
4. (play) button
5. -/+ (volume) buttons
6. MEGA BASS button with indicator/ STAMINA button with indicator

7. Handle
8. Light
9. Cap
10. PARTY CONNECT button with indicator
11. BATTERY button/  BATTERY CARE button
12. LIGHT button
13. GUITAR button with indicator
14. MIC and GUITAR level (MIN/MAX) knob
MIC/GUITAR jack (Φ 6.3 mm)
15. DC IN 20 V jack
16. PLAY/CHARGE (DC power output only) port (USB1)^{*1}
17. CHARGE (DC power output only) port (USB2)^{*2}
18. AUDIO IN jack (Φ 3.5 mm)^{*3}

^{*1} Connecting a USB device disables audio outputs from the BLUETOOTH device and the device connected to the AUDIO IN jack.

^{*2} This port is not compatible with music playback.

^{*3} Plugging an audio cable disables audio output from the BLUETOOTH device.

Related Topic

- [About the indicators](#)

Wireless Speaker
SRS-XG500

Charging the speaker

The speaker is capable of running on power either from an AC outlet connected by the supplied AC adaptor and AC power cord (mains lead) or from the rechargeable built-in lithium-ion 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 speaker.

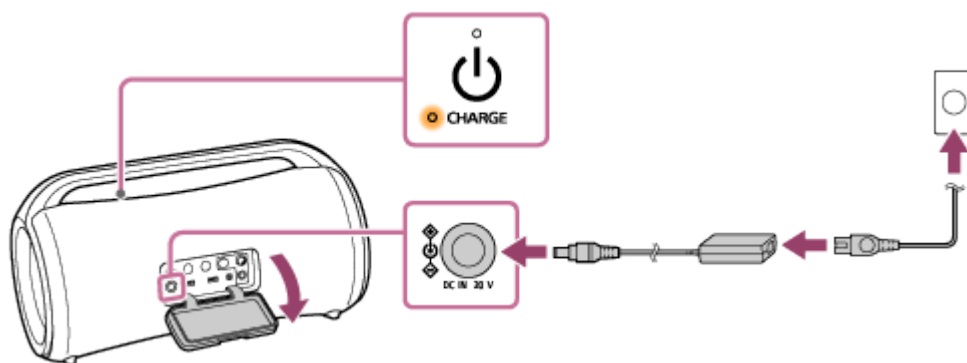
With the built-in battery charged in advance, you can use the speaker solely with battery power.

Hint

- “Normal charge” and “Battery Care” modes are available as options for charging the built-in battery of the speaker. Battery Care mode limits the maximum charge capacity to approximately 90% and makes the battery life last longer. The playback time available in this mode is shorter than stated. At the time of your purchase, the speaker is in normal charge mode by default.
- You can place/bring the speaker into/out of Battery Care mode with “Sony | Music Center.”

1 Connect the speaker to an AC outlet to charge it.

Connect the DC IN 20 V jack on the speaker and an AC outlet with the supplied AC adaptor and AC power cord (mains lead).



Battery charging starts and the CHARGE indicator lights up in orange. Charging will complete in about 3 hours* and the indicator will turn off.

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

After you disconnect the AC adaptor from the speaker upon completion of battery charging, be sure to close the cap securely.

The cap plays a very important role in maintenance of the water resistant and dustproof performance.

Checking the charging completion

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.

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

- After pressing the BATTERY button behind the cap on the rear side of the speaker, when the speaker is turned on, the voice guidance listed below is output from the speaker depending on the remaining built-in battery power.
 - 91% - 100%: “Battery Fully Charged”
 - 81% - 90%: “Battery about 90%”
 - 81% - 90% (Battery Care mode): “Battery Care Mode, Fully Charged, Battery about 90%”

71% - 80%: "Battery about 80%"
61% - 70%: "Battery about 70%"
51% - 60%: "Battery about 60%"
41% - 50%: "Battery about 50%"
31% - 40%: "Battery about 40%"
21% - 30%: "Battery about 30%"
11% - 20%: "Battery about 20%"
1% - 10%: "Please Charge"

Hint

- By using "Sony | Music Center," you can activate/deactivate the voice guidance associated with the remaining battery power that you hear when you turn on the speaker.

Built-in battery life (while the speaker is not in Battery Care mode and a BLUETOOTH connection is established)

- About 30 hours
The volume level of the speaker is set to 19.
The sound effect is set to MEGA BASS. (factory default settings)
The lighting function is set to off.
- About 25 hours
The volume level of the speaker is set to 19.
The sound effect is set to MEGA BASS. (factory default settings)
The lighting function is set to on. (factory default settings)
- About 5 hours
The volume level of the speaker is set to maximum (50).
The sound effect is set to MEGA BASS. (factory default settings)
The lighting function is set to off.
- About 4 hours
The volume level of the speaker is set to maximum (50).
The sound effect is set to MEGA BASS. (factory default settings)
The lighting function is set to on. (factory default settings)

Built-in battery life (after the built-in battery is charged for 10 minutes)

10 minutes of charging provide approximately 3 hours of music playback. (Provided that the volume level of the speaker is set to 19, the sound effect is set to MEGA BASS, and the lighting function is set to off.)

The built-in battery life above is measured using our 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 flashes slowly, the built-in battery is running low and needs to be charged. In this state, the speaker cannot supply power to other devices.

Note

- 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, and then connect it again within an operating temperature between 5 °C and 35 °C (41 °F and 95 °F).
- Do not charge the speaker's built-in battery in places where the speaker is likely to have water splashed on it. The supplied AC adaptor and AC power cord (mains lead) as well as the jacks and ports (DC IN/USB/AUDIO IN/MIC/GUITAR) behind the cap are

designed neither for water resistant nor for dustproof.

- 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](#)
- [What you can do with "Sony | Music Center"](#)

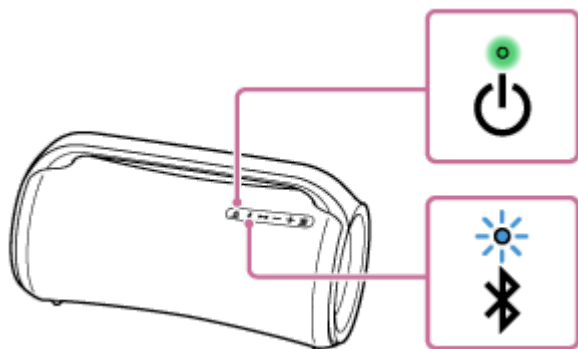
5-027-163-11(5) Copyright 2021 Sony Corporation


Wireless Speaker
SRS-XG500

Turning the power on

1 Press the (power) button.

The  (power) indicator lights up in green and the  (BLUETOOTH) indicator flashes slowly in blue.



When the speaker has no pairing information, for example when you use the BLUETOOTH function for the first time after purchase, the  (BLUETOOTH) indicator keeps double flashing in blue.



Related Topic

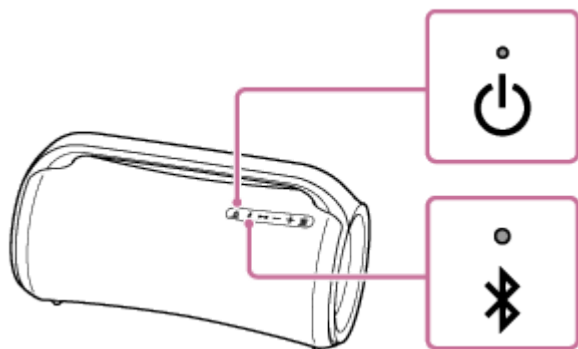
- [Turning the power off](#)
- [Charging the speaker](#)
- [Turning on/off the speaker's light \(Lighting function\)](#)

Wireless Speaker
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Turning the power off

1 Press the (power) button.

The  (power) indicator and  (BLUETOOTH) indicator turn off.



Related Topic

- [Auto Standby function](#)
- [Using the BLUETOOTH standby function](#)

Wireless Speaker
SRS-XG500

Using the BLUETOOTH standby function

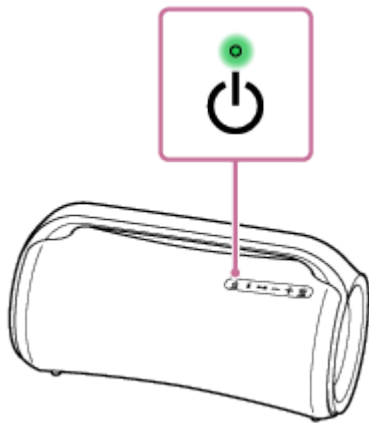
When the BLUETOOTH standby function is turned on, the speaker turns on automatically by operating a BLUETOOTH device, and starts the BLUETOOTH connection.

Before operating the speaker, note the following:

- The BLUETOOTH standby function turns on only while the speaker is connected to an AC outlet by the supplied AC adaptor and AC power cord (mains lead). While the speaker is running only on power from the rechargeable built-in battery, the BLUETOOTH standby function is turned off.

1 Turn on the speaker.

The  (power) indicator lights up in green.



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



Music Center

3 Tap [SRS-XG500].



4 Tap [Settings].



- 5 Tap [Power Option].
- 6 Tap [Bluetooth Standby].
- 7 Tap [ON] to set the BLUETOOTH standby mode to on.

To turn off the BLUETOOTH standby function

Perform steps 2 to 6 again to turn off the BLUETOOTH standby function.

Hint

- When the BLUETOOTH standby function is activated, the  (power) indicator lights up in orange while the speaker is turned off.

Related Topic

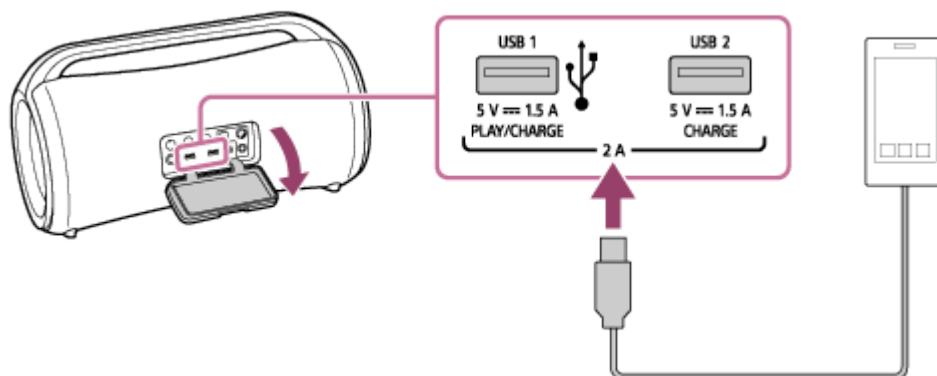
- [Charging the speaker](#)
- [Turning the power on](#)
- [About the indicators](#)

Wireless Speaker
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
Charging a USB device such as a smartphone or iPhone

You can charge a USB device, such as a smartphone or iPhone, by connecting it to the speaker via USB. Even if the speaker is not connected to an AC outlet, its built-in battery can supply power to a USB device.

- 1 **Connect a USB device, such as a smartphone or an iPhone, to the PLAY/CHARGE port (USB1) or the CHARGE port (USB2) with a USB cable (commercially available).**



- 2 **Turn on the speaker.**

The  (power) indicator lights up in green and the speaker starts supplying power to the connected USB device for battery charging.

About the feed current

The feed current is adjusted to one of the 3 currents (1.5 A/1 A/0.5 A) in accordance with the number of connected USB devices and the sound volume of the speaker.

While USB devices are connected concurrently to the USB1 and USB2 ports, however, the feed current in total for 2 ports is limited to the maximum of 2 A.

Note

- While the speaker is supplying power to the other device, the Auto Standby function is turned off.
- While the speaker is running only on power from the rechargeable built-in battery, power supply to the connected USB device will stop if the speaker is turned off.
- Do not charge the speaker's built-in battery in places where the speaker is likely to have water splashed on it. The supplied AC adaptor and AC power cord (mains lead) as well as the jacks and ports (DC IN/USB/AUDIO IN/MIC/GUITAR) behind the cap are designed neither for water resistant nor for dustproof.
- After you disconnect the USB cable from the speaker upon completion of battery charging, be sure to close the cap securely. The cap plays a very important role in maintenance of the water resistant and dustproof performance.

Related Topic

- [Charging the speaker](#)
- [Turning the power on](#)

Wireless Speaker
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Auto Standby function

If the speaker satisfies the following conditions for about 15 minutes, it turns off automatically.
At the time of purchase, the Auto Standby function is set to on.

When the speaker is in BLUETOOTH mode

- No operation on the speaker.
- The connected BLUETOOTH device is not playing music (audio), nor is it being operated.

When the speaker is in AUDIO IN mode

- No operation on the speaker.
- No music (sound) is played on an audio device connected to the AUDIO IN jack or the music (sound) of an audio device connected to the AUDIO IN jack is too small.

When the speaker is in USB mode

- No operation on the speaker.
- No music (sound) is played on a USB device connected to the PLAY/CHARGE port (USB1) or the music (sound) of a USB device connected to the PLAY/CHARGE port (USB1) is too small.

Hint

- You can turn on or off the Auto Standby function by using "Sony | Music Center."

Note

- While a microphone or a guitar is connected to the speaker, the Auto Standby function is turned off.
- While the speaker is supplying power to the other device, the Auto Standby function is turned off.

Related Topic


- [What you can do with "Sony | Music Center"](#)

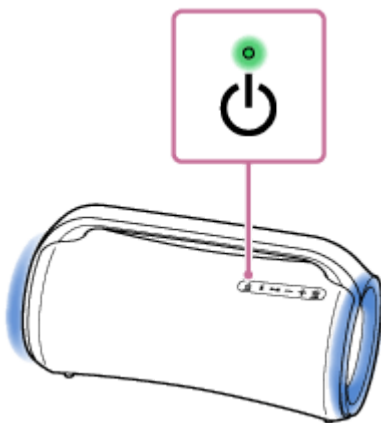
Wireless Speaker
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Turning on/off the speaker's light (Lighting function)

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

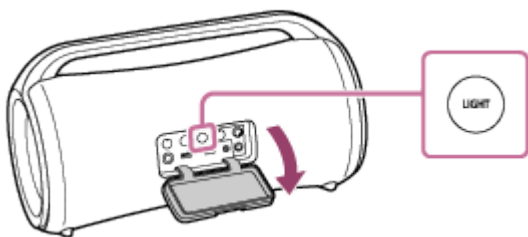
1 Turn on the speaker.

The  (power) indicator lights up in green.
The speaker lights up.



To turn off (light off)/turn on (light on) the lighting function

Press the LIGHT button behind the cap on the rear side of the speaker to turn off/on the lighting function.



Hint

- By using the "Illumination" function on "Sony | Music Center," you can turn on/off the lighting function or choose the various lighting modes.

Note

- When the speaker's light seems bright or glaring, turn up the room lights or turn off the lighting function.
- Be sure to close the cap completely after using the LIGHT button.
The cap plays a very important role in maintenance of the water resistant and dustproof performance.

Related Topic

- [What you can do with "Sony | Music Center"](#)

Wireless Speaker
SRS-XG500

Connecting with a USB device

Compatible USB devices

- USB devices compliant with USB Mass Storage Class
- USB devices formatted with the FAT (except exFAT) file system

Some USB devices may not work with the speaker even if the devices meet the above conditions.
Using iPhone/iPod touch devices via a USB connection is not supported.

Note

- When USB cable connection is necessary, use the USB cable supplied with the USB device. See the operating instructions supplied with the USB device for details on the operation method.
- Do not connect the speaker and the USB device through a USB hub.
- When the USB device is connected, the speaker reads all the files on the USB device. If there are many folders or files on the USB device, it may take a long time to finish reading the USB device.
- With some connected USB devices, there may be a delay before an operation is performed by this speaker.
- Compatibility with all encoding/writing software cannot be guaranteed. If audio files on the USB device were originally encoded with incompatible software, those files may produce noise or interrupted audio, or may not play at all.
- This speaker does not necessarily support all the functions provided in a connected USB device.

1 Connect a USB device to the PLAY/CHARGE port (USB1).

Related Topic

- [Listening to music of a USB device](#)

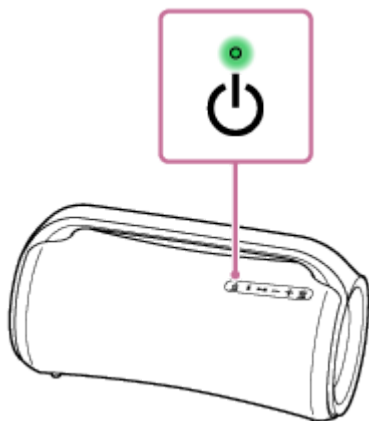
Wireless Speaker
SRS-XG500

Pairing and connecting with BLUETOOTH® devices

Pairing is the process required to mutually register the information on BLUETOOTH devices to be connected wirelessly. To pair with a second or subsequent BLUETOOTH device, perform the following pairing procedure for each device. Before operating the speaker, be sure to do the following:

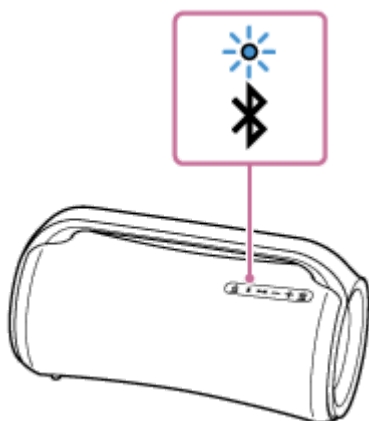
- Place the BLUETOOTH device within 1 m (3.2 ft) of the speaker.
- Connect the speaker to an AC outlet with the supplied AC adaptor and AC power cord (mains lead). Or charge the rechargeable built-in battery sufficiently.
- To avoid any sudden loud sound output from the speaker, turn down the volume of both the BLUETOOTH device and the speaker or stop music playback.
Depending on the BLUETOOTH device, the volume of the device may be synchronized with the speaker.
- Prepare the operating instructions supplied with the BLUETOOTH device for reference.

1 Turn on the speaker.



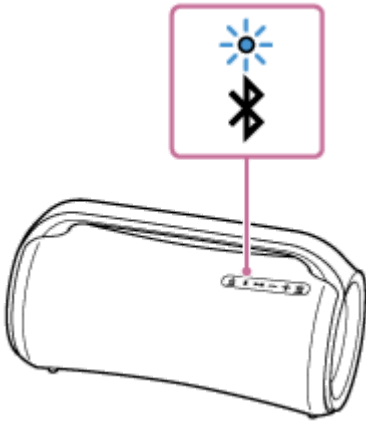
2 Check the status of the (BLUETOOTH) indicator.

When the indicator is double flashing



After you pair the speaker with a BLUETOOTH device for the first time since purchase or initialize the speaker (the speaker has no pairing information), the speaker automatically enters pairing mode when it is turned on. Proceed to step **4**.

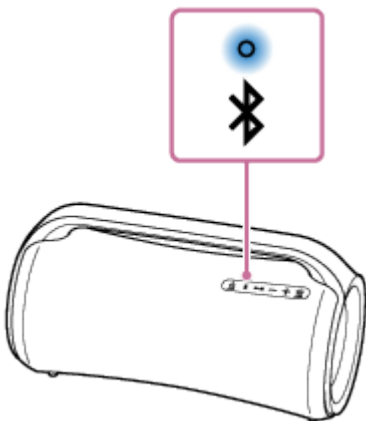
When the indicator is flashing slowly



The speaker is searching for a BLUETOOTH device.

- To pair the speaker with a second or subsequent BLUETOOTH device (when the speaker has pairing information of other BLUETOOTH devices), proceed to step ③.
- To reconnect to the BLUETOOTH device that has been registered (paired), proceed to step ④. The speaker will automatically be connected just by turning on the BLUETOOTH function on the BLUETOOTH device. Depending on the BLUETOOTH device, it may be reconnected just by turning on the power to the speaker. For details, refer to the operating instructions supplied with the BLUETOOTH device.

When the indicator stays lit




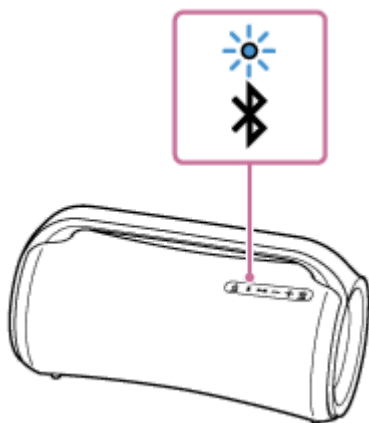
The speaker has been connected to the BLUETOOTH device.

To connect to other BLUETOOTH devices, follow one of the procedures below.

- To pair the speaker with a second or subsequent BLUETOOTH device (when the speaker has pairing information of other BLUETOOTH devices), proceed to step ③.
- To reconnect to the BLUETOOTH device that has been registered (paired), proceed to step ④. The speaker will automatically be connected just by turning on the BLUETOOTH function on the BLUETOOTH device.

③ Press the (BLUETOOTH) button.

You hear voice guidance (BLUETOOTH pairing) from the speaker and the  (BLUETOOTH) indicator starts double flashing (pairing mode).




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

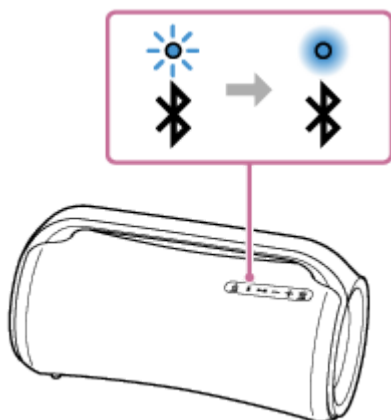
When a list of detected devices appears on the display of the BLUETOOTH device, select "SRS-XG500."

If a passkey* is required on the display of the BLUETOOTH device, enter "0000."

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

5 Make the BLUETOOTH connection from the BLUETOOTH device.

When the BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the speaker and the activity of the  (BLUETOOTH) indicator changes from flashing to lit.




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

Hint

- As long as the BLUETOOTH function is activated on a BLUETOOTH device that has previously been connected with the speaker, the speaker is reconnected with the device right after it is turned on.
- The above instructions on the BLUETOOTH device are provided as an example. For details, refer to the operating instructions supplied with the BLUETOOTH device.
- The speaker is capable of keeping up to 2 BLUETOOTH devices connected concurrently. When playback starts on one device while music playback is in progress on the other, the speaker switches the audio source from the latter to the former and starts outputting sound from the switched source device (Multi-device connection).

Note

- For Apple iOS devices, the speaker is compatible with iOS 10.0 or later. A BLUETOOTH connection is not available on the devices with iOS 9.x or earlier.
- The pairing mode of the speaker is released after about 5 minutes and the  (BLUETOOTH) indicator flashes slowly. However, when the speaker has no pairing information, such as at the factory settings, the pairing mode is not released. If the pairing mode

is released before finishing the process, repeat from step ❸.

- The passkey of the speaker is "0000." If a passkey besides "0000" is set on the BLUETOOTH device, pairing cannot be done with the speaker.
- Once the 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 8 devices and another device is to be paired.
The speaker can be paired with up to 8 devices. If a new device is paired after 8 devices have already been paired, the device that was paired earliest is replaced by the new one.
 - The pairing information of 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 BLUETOOTH device. In this case, erase the pairing information of the speaker on your BLUETOOTH device, 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.
- When using the Stereo Pair function or Party Connect function, you cannot use the multi-device connection.

Related Topic

- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Switching the BLUETOOTH devices connected at the same time \(Multi-device-connection\)](#)

Wireless Speaker
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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

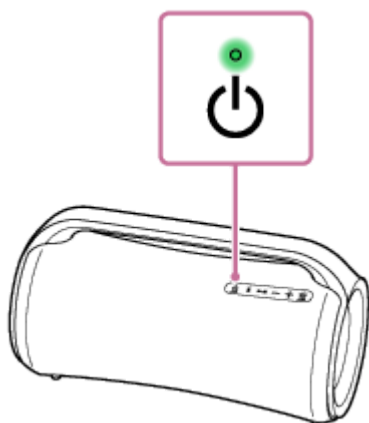
Do the following before starting.

- Place your computer within 1 m (3.2 ft) of the speaker.
- Connect the speaker to an AC outlet with the supplied AC adaptor and AC power cord (mains lead). Or charge the rechargeable 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 both the BLUETOOTH device and the speaker or stop music 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:

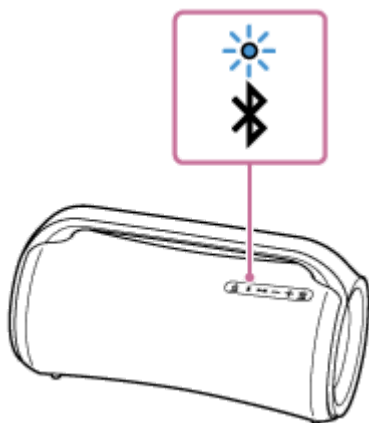


1 Turn on the speaker.



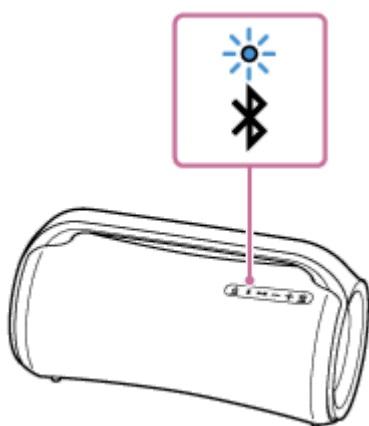
2 Check the (BLUETOOTH) indicator for activity.

When the indicator is double flashing



After you pair the speaker with a BLUETOOTH device for the first time since purchase or initialize the speaker (the speaker has no pairing information), the speaker automatically enters pairing mode when it is turned on. Proceed to step ④.

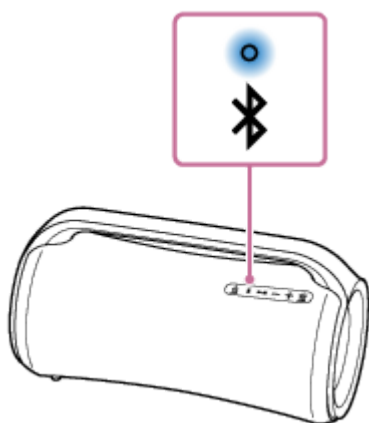
When the indicator is flashing slowly



The speaker is searching for BLUETOOTH connections.

- To pair the speaker with a second or subsequent BLUETOOTH device (when the speaker has pairing information of other BLUETOOTH devices), proceed to step ③.
- To reconnect the speaker with one of the BLUETOOTH devices that have been paired with the speaker before, proceed to step ④.
Depending on the BLUETOOTH device, the speaker may be reconnected with the device right after it is turned on. For details, refer to the operating instructions supplied with your BLUETOOTH device.


When the indicator stays lit

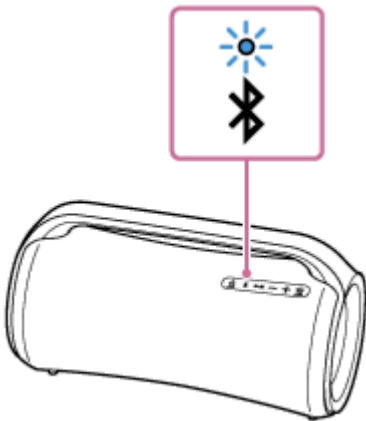


The speaker is already connected with one of the BLUETOOTH devices.
To connect the speaker with another BLUETOOTH device, do either of the following:

- To pair the speaker with a second or subsequent BLUETOOTH device (when the speaker has pairing information of other BLUETOOTH devices), proceed to step 3.
- To reconnect the speaker with one of the BLUETOOTH devices that have been paired with the speaker before, proceed to step 4.

3 Press the (BLUETOOTH) button.

You hear voice guidance (BLUETOOTH pairing) from the speaker and the  (BLUETOOTH) indicator starts double flashing (pairing mode).

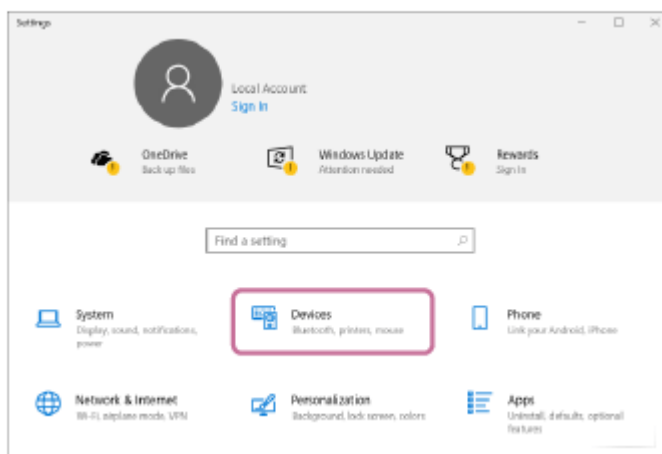


4 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

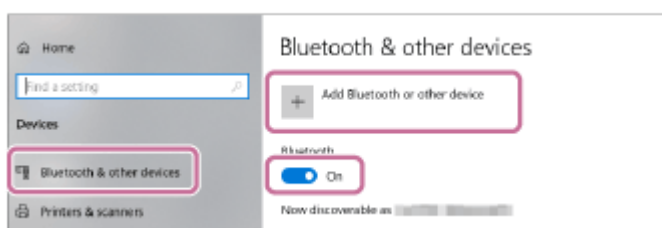
5 Register the speaker to the computer.

For Windows 10

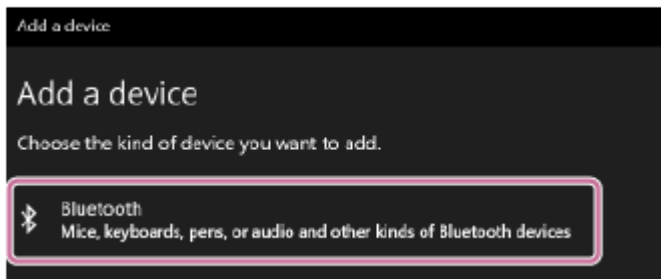
1. Click the [Start] button, then [Settings].
2. Click [Devices].



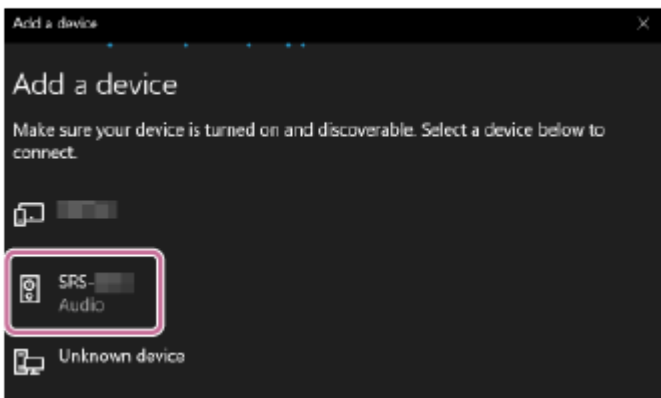
3. Click the [Bluetooth & other devices] tab, click the [Bluetooth] switch to turn on the BLUETOOTH function, and then click [Add Bluetooth or other device].



4. Click [Bluetooth].



5. Select [SRS-XG500].

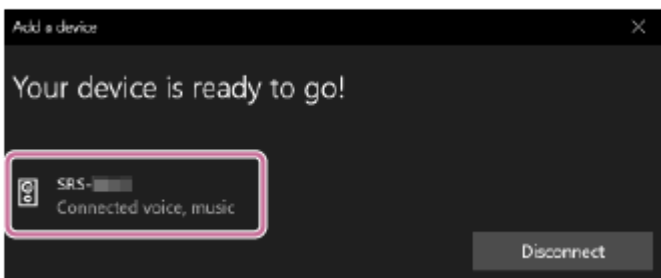


If a passkey* is required, enter "0000."

If [SRS-XG500] does not appear, perform the operation again from step 3.

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

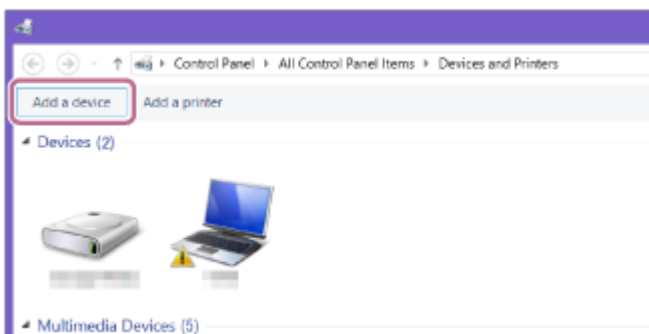
6. After pairing, the BLUETOOTH connection establishes automatically and [Connected music] or [Connected voice, music] will be displayed on the screen. Proceed to step 6.



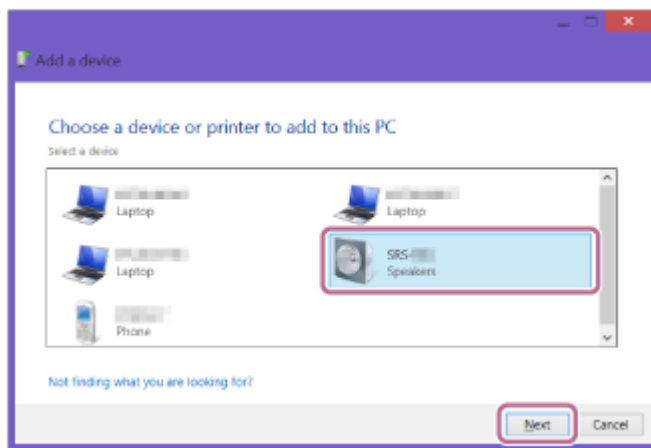
For Windows 8.1

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.

2. Click [Add a device].



3. Select [SRS-XG500] and click [Next].



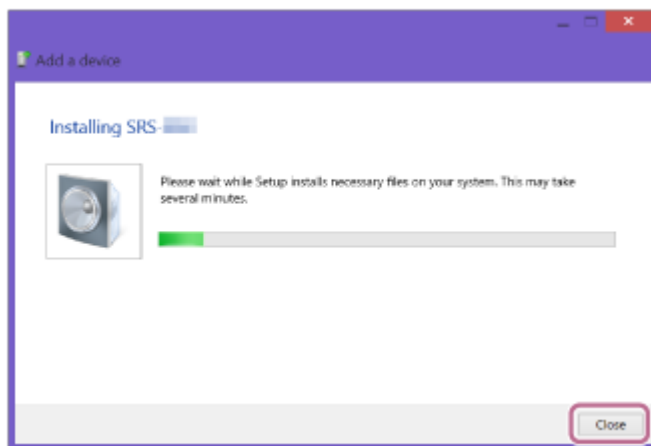
If a passkey* is required, enter "0000."

If [SRS-XG500] does not appear, perform the operation again from step 3.

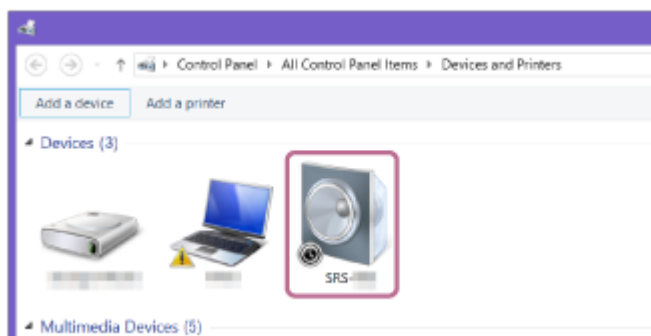
* The passkey may be called a "passcode," "PIN code," "PIN number," or "password."

4. When the following screen appears, click [Close].

The computer begins installing the driver.

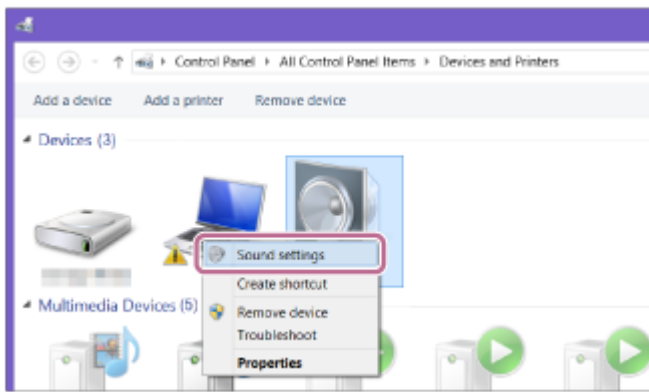


The "Ⓢ" mark will appear in the bottom left of the [SRS-XG500] icon during installation. When the "Ⓢ" mark disappears, driver installation is complete. Proceed to step 5-5.



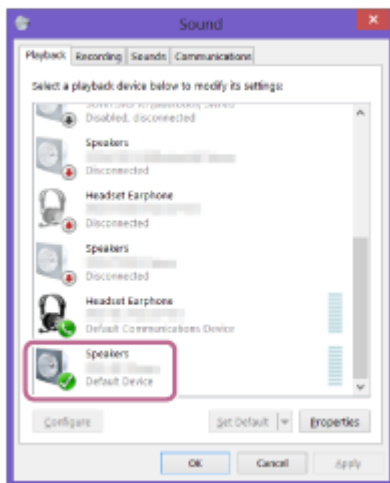
Depending on the computer, installation may take time. If driver installation takes too much time, the Auto Standby function of the speaker will cause it to turn off automatically. If this happens, turn on the speaker again.

5. Right-click on [SRS-XG500] in [Devices] and select [Sound settings] from the menu that appears.

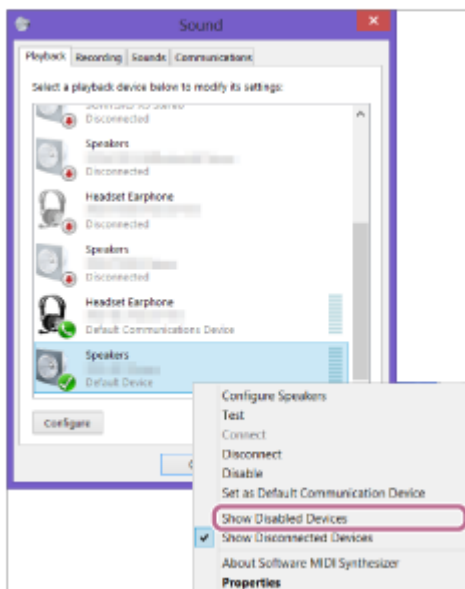


6. Confirm [SRS-XG500 Stereo] on the [Sound] screen.

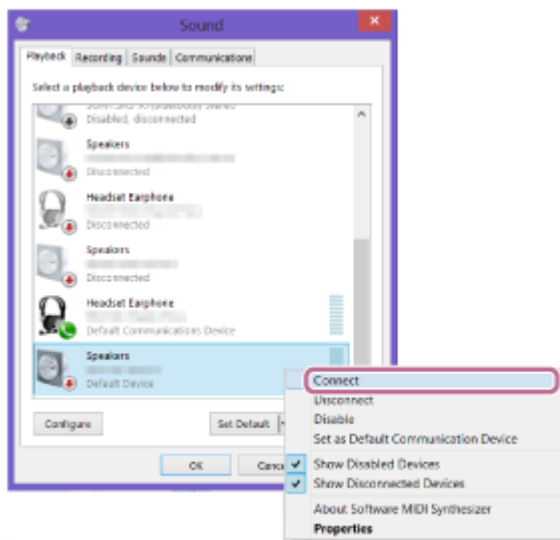
- If there is a checkmark (green) on [SRS-XG500 Stereo], proceed to step 6 .



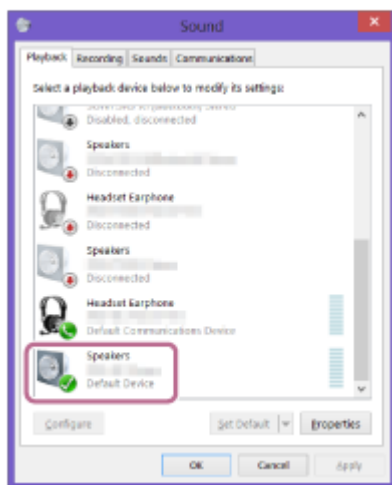
- If there is not a checkmark (green) on [SRS-XG500 Stereo], proceed to step 5 -7.
- If [SRS-XG500 Stereo] does not appear, right-click on the [Sound] screen, and select [Show Disabled Devices] from the menu that appears. Then proceed to step 5 -7.



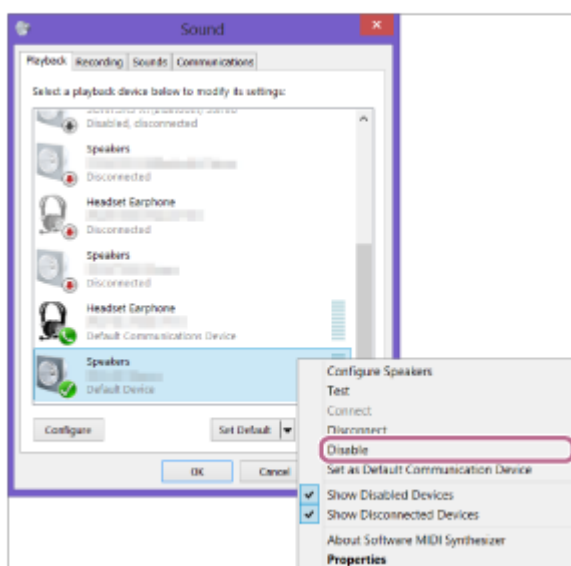
7. Right-click on [SRS-XG500 Stereo], and select [Connect] from the menu that appears.




When the speaker is connected, a checkmark will appear on [SRS-XG500 Stereo] on the [Sound] screen. Proceed to step 6 .

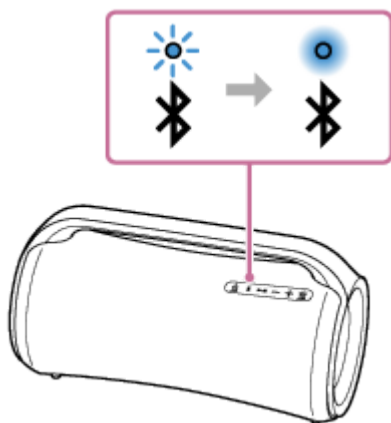


If you cannot click [Connect] for [SRS-XG500 Stereo], select [Disable] for the [Default Device] that currently has a checkmark (green).



6 Follow the on-screen instructions to establish a BLUETOOTH connection.

When the BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the speaker and the activity of the  (BLUETOOTH) indicator changes from flashing to lit.




If the connection attempt fails, repeat the procedure from step ③.

Hint

- The above instructions on the computer are provided as an example. For details, refer to the operating instructions supplied with your computer. In addition, not all the computers are tested and found compatible with the above procedure and the procedure is not applicable to home-built computers.
- The speaker is capable of keeping up to 2 BLUETOOTH devices connected concurrently. When playback starts on one device while music playback is in progress on the other, the speaker switches the audio source from the latter to the former and starts outputting sound from the switched source device (Multi-device connection).

Note

- The pairing mode of the speaker is released after about 5 minutes and the  (BLUETOOTH) indicator flashes slowly. However, when the speaker has no pairing information, such as at the factory settings, 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 8 devices and another device is to be paired.
The speaker can be paired with up to 8 devices. If a new device is paired after 8 devices have already been paired, the device that was paired earliest 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 computer. In this case, erase the pairing information of the speaker on your computer, 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 the speaker is "0000." If a passkey besides "0000" is set on the BLUETOOTH device, pairing cannot be done with the speaker.
- When using the Stereo Pair function or Party Connect function, you cannot use the multi-device connection.

Related Topic

- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Switching the BLUETOOTH devices connected at the same time \(Multi-device-connection\)](#)

Wireless Speaker
SRS-XG500


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

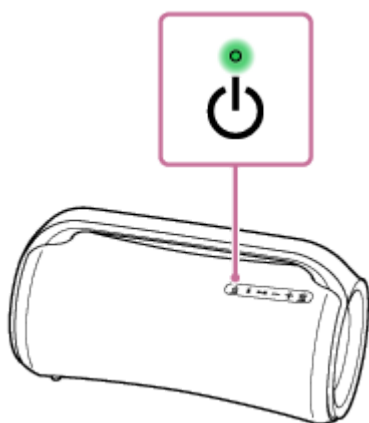
macOS Catalina (version 10.15)

Do the following before starting.

- Place your computer within 1 m (3.2 ft) of the speaker.
- Connect the speaker to an AC outlet with the supplied AC adaptor and AC power cord (mains lead). Or charge the rechargeable 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 both the BLUETOOTH device and the speaker or stop music playback.
- Depending on your computer, turn on the built-in BLUETOOTH adaptor.
If you do not know how to turn on the BLUETOOTH adaptor or whether your computer has the built-in BLUETOOTH adaptor, refer to the operating instructions of your computer.
- 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:

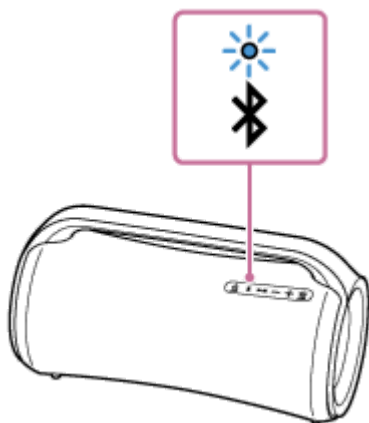


1 Turn on the speaker.



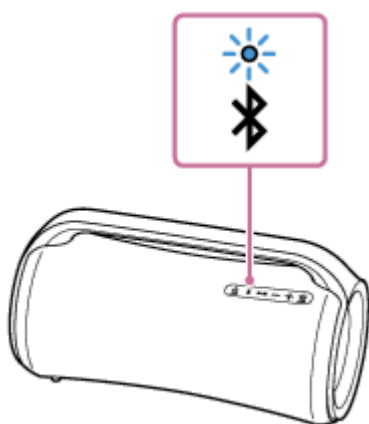
2 Check the (BLUETOOTH) indicator for activity.

When the indicator is double flashing



After you pair the speaker with a BLUETOOTH device for the first time since purchase or initialize the speaker (the speaker has no pairing information), the speaker automatically enters pairing mode when it is turned on. Proceed to step ④.

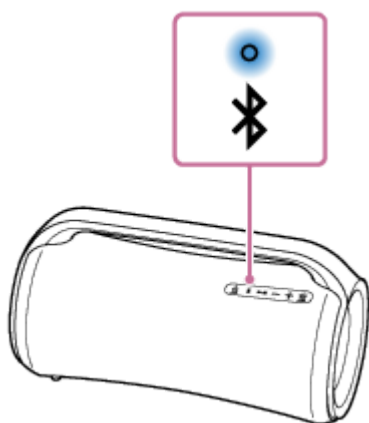
When the indicator is flashing slowly



The speaker is searching for BLUETOOTH connections.

- To pair the speaker with a second or subsequent BLUETOOTH device (when the speaker has pairing information of other BLUETOOTH devices), proceed to step ③.
- To reconnect the speaker with one of the BLUETOOTH devices that have been paired with the speaker before, proceed to step ④.
Depending on the BLUETOOTH device, the speaker may be reconnected with the device right after it is turned on. For details, refer to the operating instructions supplied with your BLUETOOTH device.


When the indicator stays lit

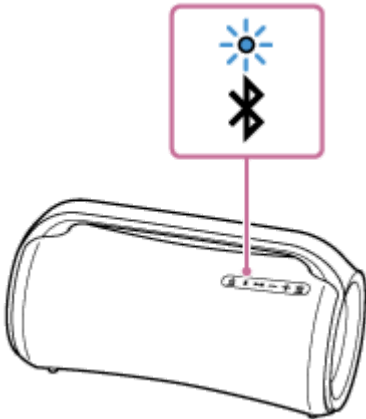


The speaker is already connected with one of the BLUETOOTH devices.
To connect the speaker with another BLUETOOTH device, do either of the following:


- To pair the speaker with a second or subsequent BLUETOOTH device (when the speaker has pairing information of other BLUETOOTH devices), proceed to step 3.
- To reconnect the speaker with one of the BLUETOOTH devices that have been paired with the speaker before, proceed to step 4.

3 Press the (BLUETOOTH) button.

You hear voice guidance (BLUETOOTH pairing) from the speaker and the  (BLUETOOTH) indicator starts double flashing (pairing mode).

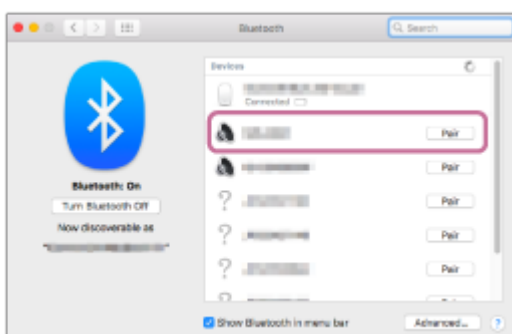


4 Search for the speaker on the computer.


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

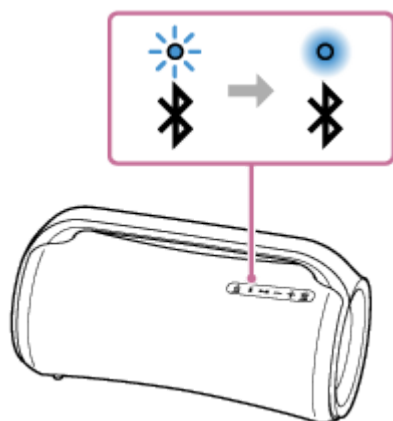


2. Select [SRS-XG500] from the Bluetooth screen, then click [Pair].



5 Follow the on-screen instructions to establish a BLUETOOTH connection.

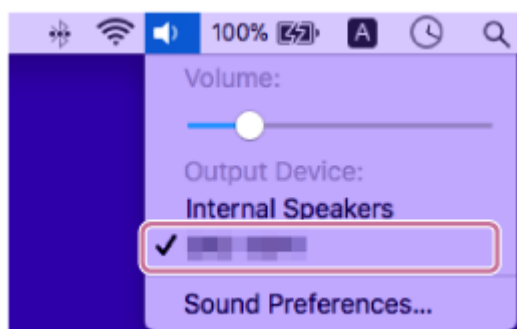
When the BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the speaker and the activity of the  (BLUETOOTH) indicator changes from flashing to lit.



If the connection attempt fails, repeat the procedure from step **3**.

6 Click the speaker icon in the top-right of the screen and select [SRS-XG500] from [Output Device].


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



Hint

- The above instructions on the computer are provided as an example. For details, refer to the operating instructions supplied with your computer. In addition, not all the computers are tested and found compatible with the above procedure and the procedure is not applicable to home-built computers.
- The speaker is capable of keeping up to 2 BLUETOOTH devices connected concurrently. When playback starts on one device while music playback is in progress on the other, the speaker switches the audio source from the latter to the former and starts outputting sound from the switched source device (Multi-device connection).

Note

- The pairing mode of the speaker is released after about 5 minutes and the  (BLUETOOTH) indicator flashes slowly. However, when the speaker has no pairing information, such as at the factory settings, 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 8 devices and another device is to be paired.
The speaker can be paired with up to 8 devices. If a new device is paired after 8 devices have already been paired, the device that was paired earliest 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 computer. In this case, erase the pairing information of the speaker on your computer, 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 the speaker is "0000." If a passkey besides "0000" is set on the BLUETOOTH device, pairing cannot be done with the speaker.
- When using the Stereo Pair function or Party Connect function, you cannot use the multi-device connection.

Related Topic

- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Switching the BLUETOOTH devices connected at the same time \(Multi-device-connection\)](#)

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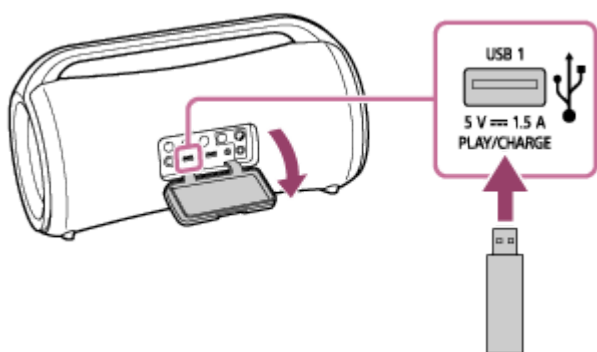
Wireless Speaker
SRS-XG500

Listening to music of a USB device

The speaker supports the following audio file formats.

- MP3: file extension [.mp3]
- WMA: file extension [.wma]
- WAV: file extension [.wav]

1 Connect a USB device to the PLAY/CHARGE port (USB1).



2 Press the ►|| (play) button to start playback.

You can use “Sony | Music Center” for playback operations or effortless music selection from the music list on the USB device.


With the button on the speaker, you can perform the following operations as well.

- Pausing the playback
While playback is in progress, press the ►|| (play) button. To restart the playback, press the button once again.
- Skipping to the next track
While playback is in progress, press the ►|| (play) button twice in a quick succession.
- Skipping to the beginning of the current or previous track
While playback is in progress, press the ►|| (play) button 3 times in a quick succession.

3 Press the -/+ (volume) button to adjust the volume.

Note

- The speaker is unable to play audio files on the USB device in the event of the following:
 - The total number of audio files on the connected USB device exceeds 2 000.
 - The number of folders on the connected USB device exceeds 300, including the “ROOT” folder and empty folders.
The above figures vary depending on the file and folder structure. On the USB device containing audio files, do not save files of different types or unnecessary folders.
- The speaker is capable of playing audio files contained in up to the 8th level sub-folders.

- Folders containing no audio files are skipped for playback.
- If the actual content of a file with the supported file extension is not what it should be, playing the file may cause the speaker to emit noises or to malfunction.
- While a USB device is connected to the PLAY/CHARGE port (USB1), priority is given to the audio output through the USB port and audio outputs from the BLUETOOTH device and the device connected to the AUDIO IN jack are disabled. Depending on the state of the BLUETOOTH connection, the  (BLUETOOTH) indicator on the speaker lights or flashes in blue. This, however, does not indicate a malfunction.
- While the speaker has a USB device connected, you can still listen to music from the BLUETOOTH device connected via a BLUETOOTH connection or from the device connected to the AUDIO IN jack by selecting, for example, [My Library] on "Sony | Music Center."

Related Topic

- [Connecting with a USB device](#)

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Wireless Speaker
SRS-XG500

Listening to music of a device via BLUETOOTH connection

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

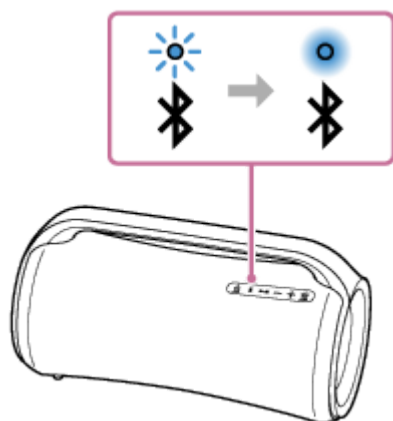
- Make sure beforehand that the volume on the BLUETOOTH device and speaker are set to a moderate level to avoid sudden loud sound output from the speaker.
Depending on the BLUETOOTH device, adjusting the volume of the speaker may not be possible on the BLUETOOTH device while playback on the device is stopped/paused.

- 1 When a USB device or an audio cable is connected to the PLAY/CHARGE port (USB1) or to the AUDIO IN jack, disconnect the device or the cable.**

While a USB device or an audio cable is connected to the PLAY/CHARGE port (USB1) or to the AUDIO IN jack, you do not hear music from any BLUETOOTH device.

- 2 Connect the speaker with the BLUETOOTH device.**

When the BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the speaker and the activity of the  (BLUETOOTH) indicator changes from flashing to lit.

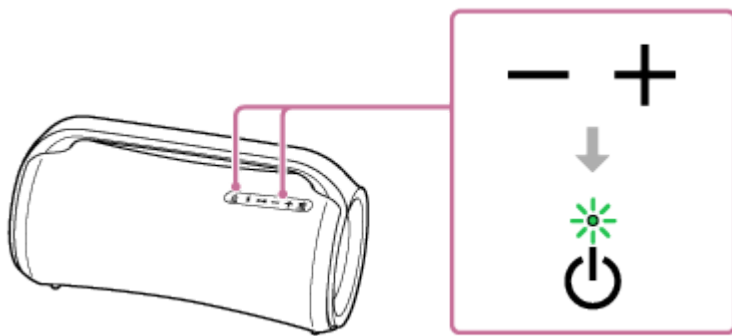


- 3 Start playback on the BLUETOOTH device.**

- 4 Adjust the volume by pressing the -/+ (volume) buttons on the speaker or operating the BLUETOOTH device.**

When you press the $-/+$ (volume) buttons 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 ⏻ (power) indicator on the speaker may not flash even if you adjust the volume on the BLUETOOTH device.



During playback, you can use the buttons on the speaker to perform the following operations.

Pause

Press the $\blacktriangleright\parallel$ (play) button during playback to pause. Press it again to cancel pause.

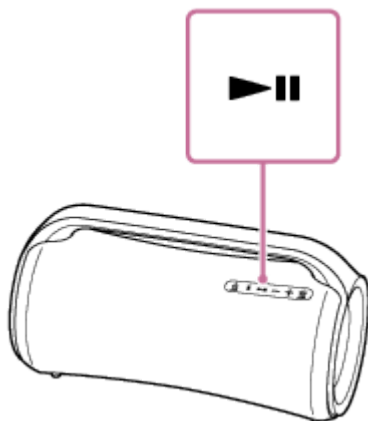
Skip to the beginning of the next track

Press the $\blacktriangleright\parallel$ (play) button twice quickly during playback.

Skip to the beginning of the current or previous track*

Press the $\blacktriangleright\parallel$ (play) button 3 times quickly during playback.

* Operations vary depending on the BLUETOOTH device in use.



Hint

- When you set the volume to the maximum or minimum level on the speaker, the ⏻ (power) indicator flashes 3 times.

Note

- For Apple iOS devices, the speaker is compatible with iOS 10.0 or later. A BLUETOOTH connection is not available on the devices with iOS 9.x or earlier.
- If the communication condition is poor, the BLUETOOTH device may react incorrectly to the operations on the speaker.
- While music playback is in progress on a BLUETOOTH device, do not connect a device to the PLAY/CHARGE port (USB1) or to the AUDIO IN jack. Connecting a device to the PLAY/CHARGE port (USB1) or to the AUDIO IN jack automatically places the speaker into USB mode or into AUDIO IN mode and you do not hear music from any BLUETOOTH device.
- While the speaker has a device connected to the PLAY/CHARGE port (USB1) or the AUDIO IN jack, you can still listen to music from the BLUETOOTH device connected via a BLUETOOTH connection by selecting, for example, [My Library] on "Sony | Music".

Center.”

- 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.

Related Topic

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

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Wireless Speaker
SRS-XG500

Selecting the BLUETOOTH audio streaming playback quality (Codec)

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

Supported Codecs

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





1 Connect the speaker to an AC outlet with the supplied AC adaptor and AC power cord (mains lead).

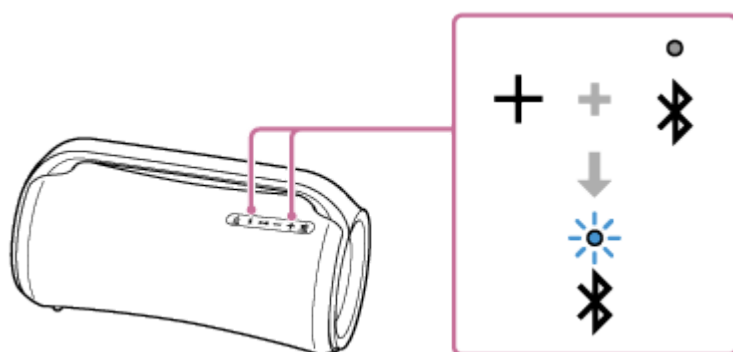
Note

- Do not turn on the speaker. Before changing the sound quality, make sure that the speaker is turned off.

2 Change the sound quality.

When using the buttons of the speaker

1. While holding the + (volume) button, press the  (BLUETOOTH) button until the  (BLUETOOTH) indicator flashes in blue.
When the setting is changed to the “Priority on sound connection” mode, the  (BLUETOOTH) indicator flashes 3 times in blue.
When the setting is changed to the “Priority on sound quality” mode, the  (BLUETOOTH) indicator flashes twice in blue.



When using “Sony | Music Center”

1. Press the  (power) button to turn on the speaker.

Hint

- Speaker operations with “Sony | Music Center” are available even while the speaker is running on power from the rechargeable built-in battery.

2. Pair the speaker with a BLUETOOTH device, such as a smartphone.

When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the speaker.

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



Music Center

4. Tap [SRS-XG500].
5. Tap [Settings] - [Other Settings] - [Bluetooth Connection Quality], and then select [Priority on Sound Quality] or [Priority on Sound Connection] as a codec.

Note

- Noise or sound interruption may occur in the [Priority on Sound Quality] mode, depending on the setting of your BLUETOOTH device and ambient conditions. In this case, change the speaker to the [Priority on Sound Connection] mode.

Related Topic

- [Using the BLUETOOTH standby function](#)
- [What you can do with “Sony | Music Center”](#)

Wireless Speaker
SRS-XG500

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.

When the BLUETOOTH connection is disconnected, you hear voice guidance (BLUETOOTH disconnected) from the speaker.

- 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 using the Stereo Pair function, if you turn off one speaker, the other speaker is automatically turned off. The BLUETOOTH connection between them is disconnected.
- When you finish playing music, the BLUETOOTH connection may terminate automatically depending on the BLUETOOTH device.

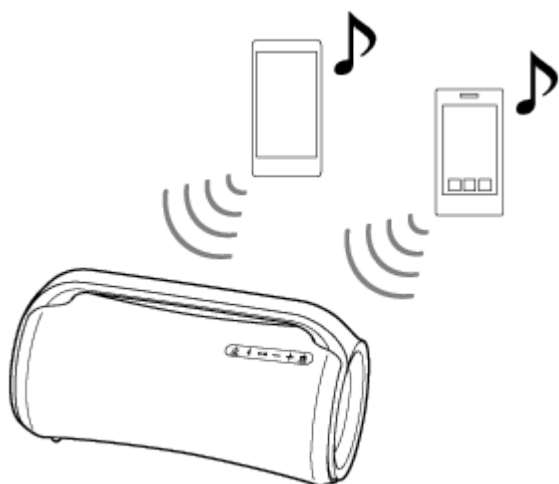
Related Topic

- [What you can do with "Sony | Music Center"](#)
- [Auto Standby function](#)

Wireless Speaker
SRS-XG500

Switching the BLUETOOTH devices connected at the same time (Multi-device-connection)

The speaker is capable of keeping up to 2 BLUETOOTH devices connected concurrently. When playback starts on one device while music playback is in progress on the other, the speaker switches the audio source from the latter to the former and starts outputting sound from the switched source device.



- Operations may vary depending on the BLUETOOTH device. Also, it may not be connected depending on the combination of devices. For details, refer to the operating instructions supplied with the device.

1 Press the  (power) button to turn on the speaker.

2 Pair the speaker with BLUETOOTH devices such as smartphones or iPhone devices.


You can connect with up to 2 BLUETOOTH devices at the same time by A2DP/AVRCP.

When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the speaker.

Note

- When using the Stereo Pair function or Party Connect function, you cannot use the multi-device connection.
- You may not be able to make 2 BLUETOOTH connections at the same time depending on the BLUETOOTH device.
- You cannot turn off the multi-device connection function.

To disconnect the multi-device connection

- Press the  (power) button to turn off the speaker.
- When you turn off the BLUETOOTH function on the desired BLUETOOTH device or the power to the device, you hear voice guidance (BLUETOOTH disconnected) from the speaker and the BLUETOOTH connection with the speaker is disconnected.

Related Topic

- [Pairing and connecting with BLUETOOTH® devices](#)

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Wireless Speaker
SRS-XG500

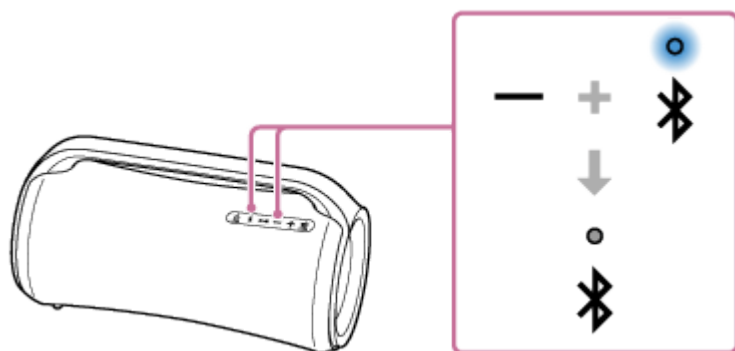
Turning on or off the BLUETOOTH function



You can connect to the speaker from a paired BLUETOOTH device when the speaker's BLUETOOTH function is set to on.

At the time of purchase, this setting is set to on.

1 Press and hold the - (volume) button and the (BLUETOOTH) button for 5 seconds.

The  (BLUETOOTH) indicator turns off and the BLUETOOTH function is set to off.



When you press and hold the - (volume) button and the  (BLUETOOTH) button for 5 seconds once again, the  (BLUETOOTH) indicator turns on and the BLUETOOTH function is set to on.

Hint

- With the device previously connected via a BLUETOOTH connection, the speaker is reconnected when its BLUETOOTH function turns on as long as the BLUETOOTH function of the device remains active.

Note

- You cannot perform the following operations when BLUETOOTH function is set to off:
 - Pair and/or connect with BLUETOOTH device.
 - Use “Sony | Music Center.”
 - Change the BLUETOOTH audio codecs.

Wireless Speaker
SRS-XG500

Listening to music of a portable audio device, etc.

You can use the speaker by connecting a portable audio device, etc., to the speaker using an audio cable (commercially available).

Note

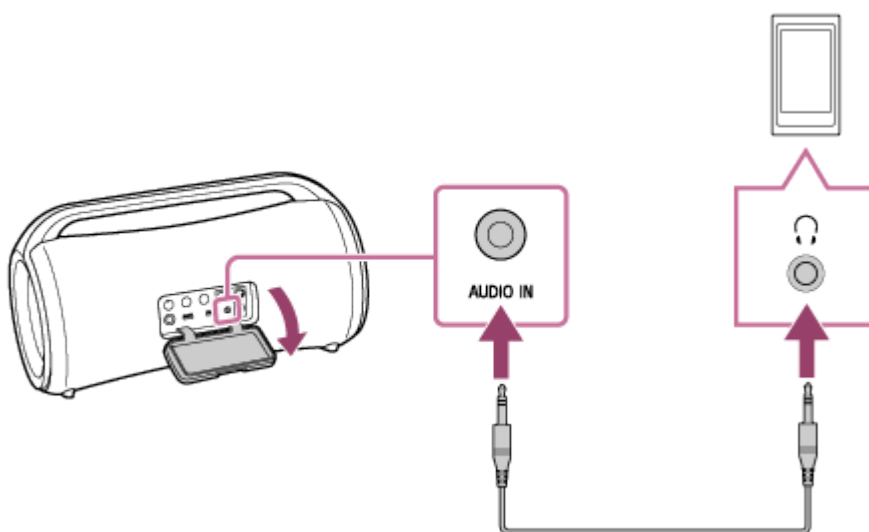
- Before establishing a connection between the speaker and a portable audio device, turn down the volume of the speaker and the device to avoid any sudden loud sound output from the speaker.

1 When a USB device is connected to the PLAY/CHARGE port (USB1), disconnect the device.

While a USB device is connected to the PLAY/CHARGE port (USB1), you do not hear music from the device connected to the AUDIO IN jack.

2 Connect a device to the AUDIO IN jack with an audio cable (commercially available).


For connection, use an audio cable with a stereo mini plug (no resistance)^{*1} at both ends.

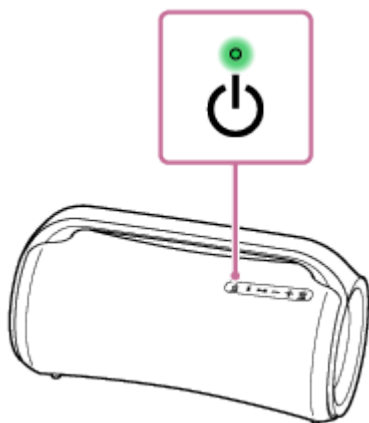


^{*1} If you use an audio cable (with stereo mini plugs) with significant resistance, the sound may be lower. Therefore, make sure you use a cable (with stereo mini plugs) without resistance.

3 Turn on the speaker.^{*2}


The  (power) indicator lights up in green.

^{*2} If a BLUETOOTH device that has previously been connected with the speaker is located nearby, the speaker may be connected automatically with the device. In such a case, the  (BLUETOOTH) indicator on the speaker lights up in blue.




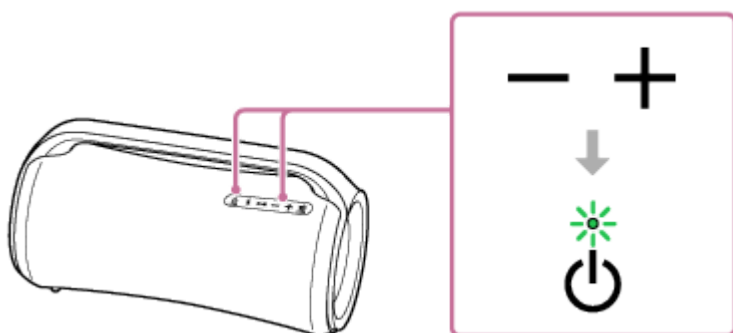
4 Turn on and start playback on the connected device.

5 Adjust the volume to a moderate level on the connected device.

If the volume is adjusted by operations on the connected portable audio device, the  (power) indicator on the speaker will not flash.

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


When you press the $-/+$ (volume) buttons to adjust the volume, the  (power) indicator flashes once or 3 times.



Hint

- When you cannot hear the sound, raise the volume on the connected device.

Note

- While an audio cable is plugged to the AUDIO IN jack, priority is given to the audio output through the AUDIO IN jack and audio output from the BLUETOOTH device is disabled. Depending on the state of the BLUETOOTH connection, the  (BLUETOOTH) indicator on the speaker lights or flashes in blue. This, however, does not indicate a malfunction.
- While the speaker has an audio cable plugged, you can still listen to music from the BLUETOOTH device connected via a BLUETOOTH connection by selecting, for example, [My Library] on "Sony | Music Center."
- When connecting a portable audio device to the AUDIO IN jack and playing music, you cannot use the buttons on the speaker to perform operations such as pause, skip to the beginning of the next track, and skip to the beginning of the current track.
- Do not use the AUDIO IN jack in places where the speaker is likely to have water splashed on it. The supplied AC adaptor and AC power cord (mains lead) as well as the jacks and ports (DC IN/USB/AUDIO IN/MIC/GUITAR) behind the cap are designed neither for water resistant nor for dustproof.
- Be sure to close the cap completely after disconnecting the audio cable from the speaker. The cap plays a very important role in maintenance of the water resistant and dustproof performance.

Related Topic

- [Auto Standby function](#)

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Wireless Speaker SRS-XG500

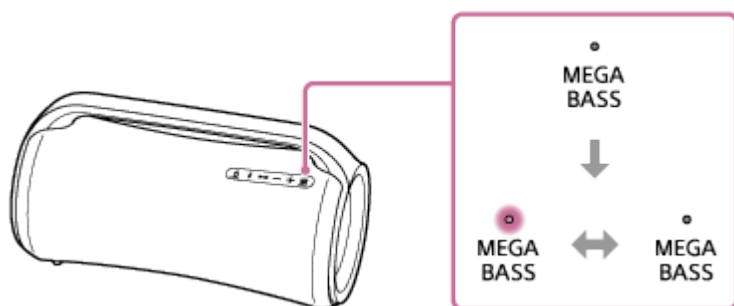
Enjoying switching the sound effects

You can enjoy switching the sound effects on the speaker.

Enjoying more dynamic sound (MEGA BASS effect)

You can set the sound effect to MEGA BASS mode by taking either of the following procedures.
At the time of your purchase, the sound effect is set to MEGA BASS mode by default.

- On “Sony | Music Center,” tap [SRS-XG500] - [Settings] - [Sound] - [Sound Effect] - [MEGA BASS].
- Press the MEGA BASS button on the speaker.
Each time you press the button, the sound effect setting to MEGA BASS mode is switched on/off.



Enjoying the feeling of being at a live performance (LIVE SOUND effect)



On “Sony | Music Center,” tap [SRS-XG500] - [Settings] - [Sound] - [Sound Effect] - [LIVE SOUND].

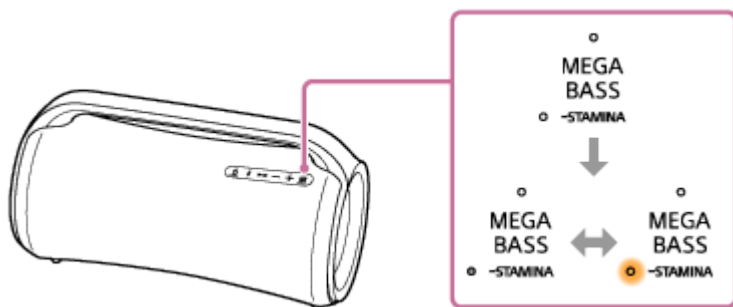
Setting the equalizer setting to your preference (CUSTOM)

1. On “Sony | Music Center,” tap [SRS-XG500] - [Settings] - [Sound].
2. Do the following.
 - Tap [Sound Effect] - [CUSTOM].
 - Tap [Custom EQ], and then adjust the equalizer setting to suit your preference.

To use the speaker with less power consumption of the rechargeable battery (STAMINA mode)

You can set the sound effect to STAMINA mode by taking either of the following procedures.

- On “Sony | Music Center,” tap [SRS-XG500] - [Settings] - [Power Option], and then select [STAMINA].
- Press and hold the MEGA BASS/  STAMINA button on the speaker for about 3 seconds.
To switch off the sound effect setting to STAMINA mode, press the MEGA BASS/  STAMINA button once again.



While the sound effect is set to STAMINA mode, the lighting function and the sound effects, including MEGA BASS mode, are set to off.

Wireless Speaker
SRS-XG500

Listening to music wirelessly with 2 speakers (Stereo Pair function)

To use the Stereo Pair function, 2 SRS-XG500 speakers are required. By connecting 2 speakers via BLUETOOTH connection, you can enjoy more powerful sound.

2 speakers connected via BLUETOOTH connections play sounds in stereo, where 1 speaker plays the sound on the right channel (right side) and the other plays the sound on the left channel (left side).

For Apple iOS devices, the speaker is compatible with iOS 10.0 or later. A BLUETOOTH connection is not available on the devices with iOS 9.x or earlier.

You can establish or disconnect a connection for the Stereo Pair function with “Sony | Music Center.”

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

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

Note

- While the speaker is in USB mode or in AUDIO IN mode, you cannot use the Stereo Pair function. Connecting a USB device or an audio device, such as portable audio device, to the PLAY/CHARGE port (USB1) or to the AUDIO IN jack on the speaker automatically places the speaker into USB mode or into AUDIO IN mode and turns off the Stereo Pair function.
- To avoid any sudden loud sound output from the speaker, turn down the volume of the speaker and a BLUETOOTH device or stop the playback on the BLUETOOTH device before establishing a connection with the BLUETOOTH device.

Hint

- Turning off the speakers does not turn off the Stereo Pair function. When one of the speakers is turned back on, it attempts to establish a connection for the Stereo Pair function. To use the Stereo Pair function, turn on the other speaker within 1 minute. When the BLUETOOTH standby function remains active on both of the speakers, however, turning on either of the speakers automatically turns on the other and establish a connection for the Stereo Pair function.

Related Topic

- [Using the BLUETOOTH standby function](#)
- [Updating the pre-installed software](#)

Wireless Speaker
SRS-XG500

Enjoying wireless playback using multiple speakers (Party Connect function)

By connecting multiple devices (up to 100 devices) compatible with the Party Connect function, you can liven up parties with loud volume.

Devices compatible with the Wireless Party Chain function are not applicable for connection.

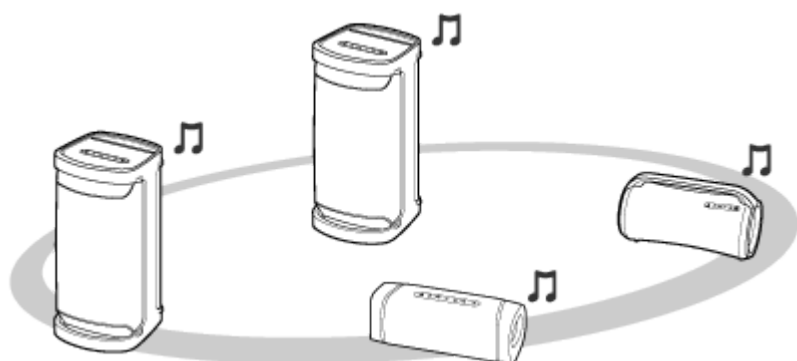
Devices* compatible with the Party Connect function:

LSPX-S3, SRS-XP700, SRS-XP500, SRS-XG500, SRS-XG300, SRS-XB43, SRS-XB33, SRS-XB23, SRS-XE300, SRS-XE200

* Depending on your country or region, some of the compatible devices are not available for purchase.



Before operating the speaker, make sure of the following:

- Update the pre-installed software to the latest version on each and every speaker to connect for the function. (For details about the update procedure, see [Updating the pre-installed software](#).)
- Make sure that all of the speakers to connect for the function are located within 1 m (3.2 ft).
- Stop music playback if it is already in progress.



1 Set up the first speaker.


The following operation is an example of setting SRS-XG500 as the first speaker. Refer to the operating instructions supplied with the device you are using to set up other devices compatible with the Party Connect function.

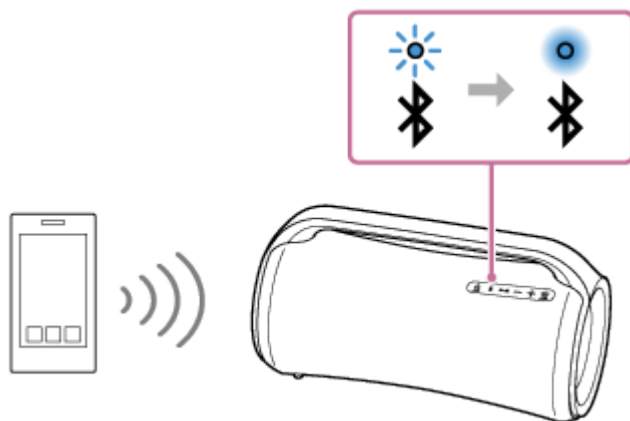
1. Press the  (power) button on the speaker.
The  (BLUETOOTH) indicator flashes in blue.
2. Connect the BLUETOOTH device to the speaker via BLUETOOTH connection.
Depending on the type of BLUETOOTH device to be connected, see the following topics.



[Pairing and connecting with BLUETOOTH® devices](#)

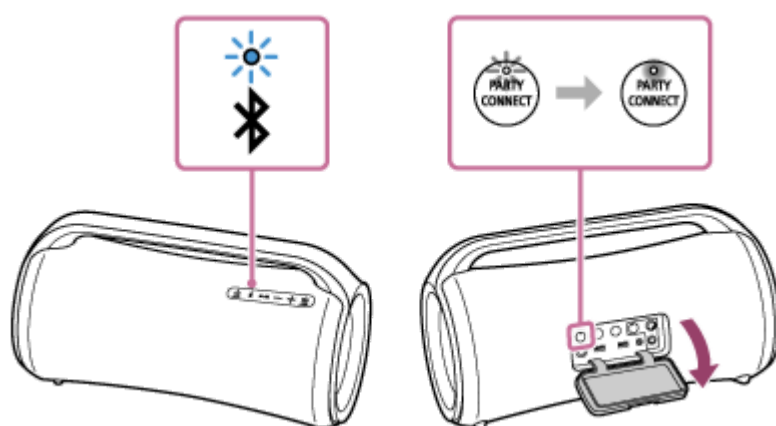
[Connecting with a computer via a BLUETOOTH connection \(Windows\)](#)

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

When the BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the speaker and the activity of the  (BLUETOOTH) indicator changes from flashing to lit.







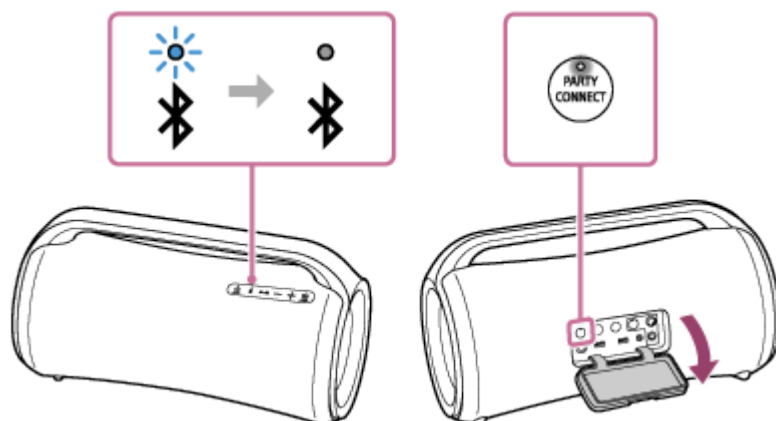
3. Press the PARTY CONNECT button behind the cap located on the rear side of the speaker.
You hear a beep and the  (BLUETOOTH) indicator and the PARTY CONNECT indicator flash. In about 6 seconds, the PARTY CONNECT indicator will stop flashing and stay lit with a beep. While a connection for the Party Connect function is being established, the activity of the  (BLUETOOTH) indicator changes from lit to flashing.



2 Connect a second or more speakers.

The following operation is an example of connecting SRS-XG500 as the second speaker. Refer to the operating instructions supplied with the device you are using to connect other devices compatible with the Party Connect function.

1. Press the  (power) button on the speaker.
The  (BLUETOOTH) indicator of the speaker you turned on flashes in blue.
2. Press the PARTY CONNECT button.
A beep is heard, the  (BLUETOOTH) indicator flashes and the PARTY CONNECT indicator lights up, then the  (BLUETOOTH) indicator turns off. The PARTY CONNECT indicator continues to stay lit.






Hint

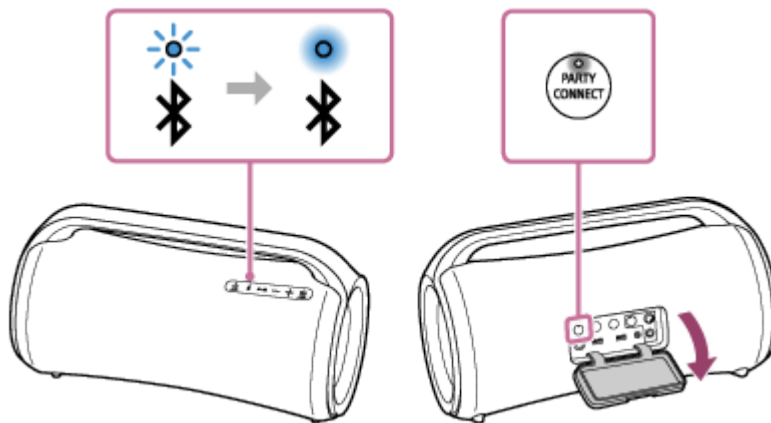
- Connect the second speaker within 1 minute. After 1 minute or more, the speaker setting is canceled.

3. To connect additional speakers, repeat steps ② – 1 to 2.

Hint

- When connecting a third or more speakers, connect each one within 30 seconds of connecting the previous speaker. After 30 seconds or more, the speaker cannot be connected.
- If more than 30 seconds have passed before adding a third or more speakers, perform the following steps to add them.
 - Perform step ① –3 on the first speaker.
You hear a beep from the speaker. At this time, the  (BLUETOOTH) indicator and the PARTY CONNECT indicator on the speaker are lit.
 - Next, perform steps ② –1 to 2 on the speaker you want to connect.
At this time, the  (BLUETOOTH) indicators on the second and subsequent speakers turn off, while the PARTY CONNECT indicators are lit.

When a connection for the Party Connect function is established, the PARTY CONNECT indicators on all the speakers stay lit. Then, the activity of the  (BLUETOOTH) indicator on the first speaker changes from flashing to lit.



3 Start playback on the connected BLUETOOTH device and adjust the volume level.

The same music is played from all speakers.

When adjusting the volume on the BLUETOOTH device or the speaker connected with the device (the speaker set up as the first one), the volumes of all speakers are automatically adjusted. For other speakers (the second or later speaker set), you can also adjust the volume on each other.

Hint

- By using “Sony | Music Center,” you can establish a connection for the Party Connect function or terminate the Party Connect function.
For details about “Sony | Music Center,” refer to the following URL:
<https://www.sony.net/smcqa/>
- The lighting mode of the speaker varies depending on the type of the speaker that is set up as the first speaker.
- When using the Party Connect function, the codec automatically switches to SBC.

Note

- When watching movies using the Party Connect function, there may be a gap between video and audio.
- When the speaker is in USB mode or in AUDIO IN mode, you cannot use the Party Connect function.

Connecting a USB device or an audio device, such as a portable audio device, to the PLAY/CHARGE port (USB1) or to the AUDIO IN jack on the speaker automatically places the speaker into USB mode or into AUDIO IN mode and terminates the Party Connect function.

- Be sure to close the cap completely after using the PARTY CONNECT button.
The cap plays a very important role in maintenance of the water resistant and dustproof performance.

Related Topic


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


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Wireless Speaker
SRS-XG500

Terminating the Party Connect function

To terminate all connections and exit the Party Connect function

On the speaker with the lit  (BLUETOOTH) indicator (the speaker set up as the first one), press and hold the PARTY CONNECT button until you hear a beep and the PARTY CONNECT indicator turns off.

- Connecting an audio device, such as a portable audio device, to the AUDIO IN jack on the speaker with the lit  (BLUETOOTH) indicator (the speaker set up as the first one) automatically places the speaker into AUDIO IN mode and terminates the Party Connect function.

To terminate only 1 speaker

On a speaker where you want to terminate the Party Connect function (a speaker set up as the second or subsequent one), press and hold the PARTY CONNECT button until you hear a beep and the PARTY CONNECT indicator turns off.

- Connecting a USB device or an audio device, such as a portable audio device, to the PLAY/CHARGE port (USB1) or to the AUDIO IN jack on a speaker where you want to terminate the Party Connect function (a speaker set up as the second or subsequent one) automatically places the speaker into USB mode or into AUDIO IN mode and terminates the Party Connect function on that particular speaker.

Hint

- By using "Sony | Music Center," you can establish a connection for the Party Connect function or terminate the Party Connect function.

Related Topic

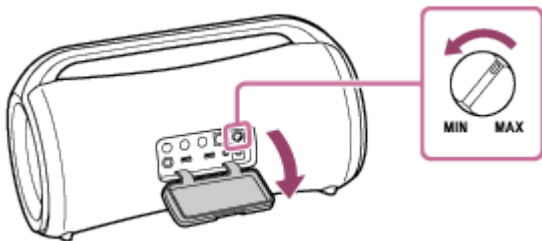
- [Enjoying wireless playback using multiple speakers \(Party Connect function\)](#)

Wireless Speaker
SRS-XG500

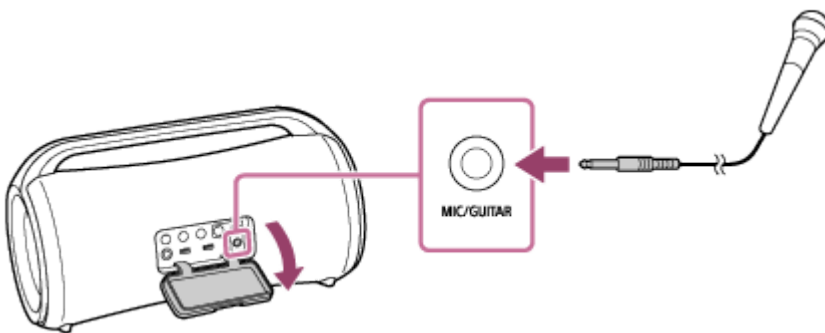
Using an external microphone

You can output your voice from the speaker by connecting a dynamic microphone with a normal plug (Φ 6.3 mm) (commercially available).

- 1 Turn the **MIC** and **GUITAR** level knob to **MIN** to reduce the microphone volume level.



- 2 Connect an external microphone to the **MIC/GUITAR** jack on the speaker.



- 3 Adjust the volume using the **MIC** and **GUITAR** level knob.
- 4 Speak or sing into the connected microphone.

Note

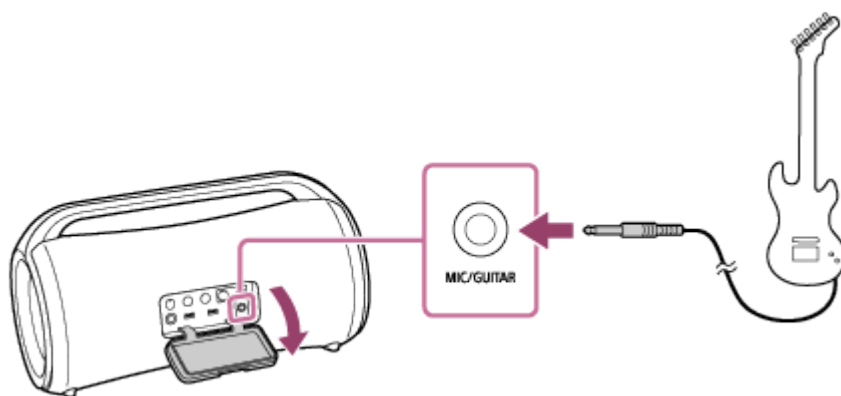
- When using the Party Connect or Stereo Pair function, sound from the microphone is only output from the speaker to which the microphone is connected.

Wireless Speaker
SRS-XG500

Enjoying sound from a guitar

You can listen to sound from your guitar by connecting it to the MIC/GUITAR jack (Φ 6.3 mm) on the speaker.

- 1 Turn the MIC and GUITAR level knob toward MIN to turn down the guitar volume.
- 2 Connect the guitar to the MIC/GUITAR jack on the speaker with an instrument cable for guitar wiring (commercially available).



- 3 Press the GUITAR button on the speaker.
The GUITAR indicator lights in white.
- 4 Adjust the guitar volume while playing the guitar.
The guitar sound is output from the speaker.

To bring the speaker out of guitar mode

Press the GUITAR button on the speaker once again.

Note

- Before disconnecting the guitar from the speaker, turn the MIC and GUITAR level knob toward “MIN” to turn down the guitar volume.
- While a microphone or a guitar is connected to the speaker, the Auto Standby function is turned off.

Wireless Speaker
SRS-XG500

What you can do with “Sony | Music Center”

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

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”

- Playback of music files stored on a device, such as a smartphone or a USB device
- Sound quality setting and equalizer adjustment
- Built-in battery level indication
- Power Option settings (Battery Care mode, the Auto Standby function, the Bluetooth Standby function, and the voice guidance associated with the remaining battery power)
- Lighting (Illumination) setting (switching the lighting mode)
- Switching of the audio source among the connected USB device, the device connected via a BLUETOOTH connection, and the device connected to the AUDIO IN jack for playback
- Switching BLUETOOTH codec (the BLUETOOTH audio streaming playback quality)
- Grouping with other devices (the Stereo Pair function, the Party Connect function)
- Viewing the update or version of the speaker’s software

etc.

Note

- What you can control with “Sony | Music Center” varies depending on the connected device. The specifications and design of the app may change without notice.
- For Apple iOS devices, the speaker is compatible with iOS 10.0 or later. A BLUETOOTH connection is not available on the devices with iOS 9.x or earlier.
- 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 (Play Store) or the App Store.
- Be aware that “Sony | Music Center” and “Music Center for PC” are different apps.

Related Topic

- [Installing “Sony | Music Center”](#)
- [Charging the speaker](#)
- [Turning on/off the speaker’s light \(Lighting function\)](#)

- Selecting the BLUETOOTH audio streaming playback quality (Codec)
- Listening to music wirelessly with 2 speakers (Stereo Pair function)
- Enjoying wireless playback using multiple speakers (Party Connect function)
- Updating the pre-installed software

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Wireless Speaker
SRS-XG500

Installing “Sony | Music Center”

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

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



Sony Music Center



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

Note

- Be aware that “Sony | Music Center” and “Music Center for PC” are different apps.
- 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 (Play Store) or the App Store.

Related Topic

- [What you can do with “Sony | Music Center”](#)

Wireless Speaker
SRS-XG500

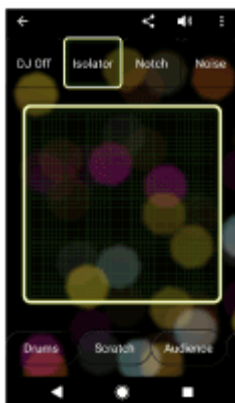
What you can do with “Fiestable”

“Fiestable” is an app for operating Sony audio devices compatible with “Fiestable” from smartphones, etc.

Operations that can be performed on a speaker with “Fiestable”

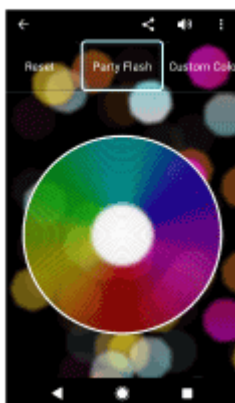
- DJ Control

You can include sound effects (Isolator, etc.) or sampling sounds (drum/cheering sounds, etc.) in the music being played.



- Illumination

You can set the lighting function.



- Motion Control

You can operate the speaker by shaking the smartphone, etc.



- **Karaoke**
You can enjoy various Karaoke features, such as Voice Changer, Echo, Key Control, etc.
- **Voice Control**
You can operate the speaker by speaking preset voice commands into smartphone/iPhone microphone.
- **Party Light**
You can synchronize the screen illumination of multiple smartphones/iPhone with the lighting of this speaker.
- **Party Playlist**
You and your guests can add favorite songs to a playlist from multiple BLUETOOTH devices.

Hint

- What you can control with "Fiestable" varies depending on the connected device. The specification and design of the app may change without notice.

Note

- For Apple iOS devices, the speaker is compatible with iOS 10.0 or later. A BLUETOOTH connection is not available on the devices with iOS 9.x or earlier.

Wireless Speaker
SRS-XG500

Installing “Fiestable”

Install “Fiestable” on your smartphone, etc. from Google Play (Play Store) or the App Store.

- 1 Download “Fiestable” from Google Play (Play Store) or the App Store and install it.



- 2 When the installation is completed, start “Fiestable” from the “Sony | Music Center” screen.



Note

- Be sure to use the latest version of “Fiestable.”

Related Topic

- [What you can do with “Fiestable”](#)

Wireless Speaker
SRS-XG500

About the indicators

CHARGE indicator (orange)

Turns off	The speaker has completed charging.
Lights up	The speaker is being charged.
Flashes slowly	The built-in battery is running at less than 20% and needs to be charged.
Flashes 3 times and turns off	If the CHARGE indicator flashes 3 times and goes off when you turn on the speaker, the built-in battery is empty and needs to be charged.

Note

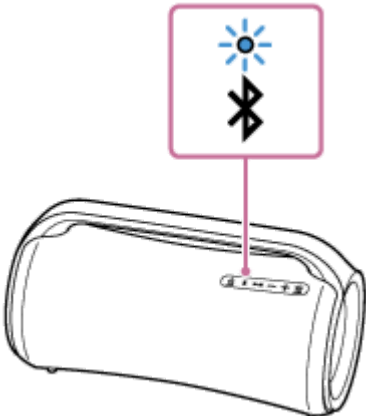
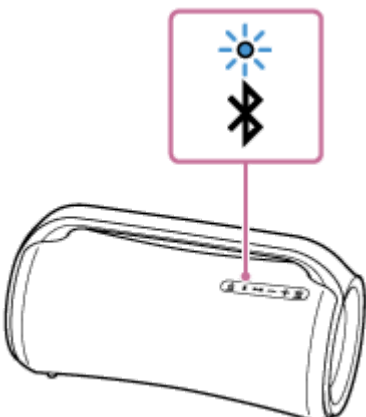
- While the speaker is turned on, it charges the built-in battery as long as the speaker is connected to an AC outlet by the supplied AC adaptor and AC power cord (mains lead). Depending on the usage of the speaker, however, it may take a long time before charging completes. It is recommended that you turn off the speaker before battery charging.
- If the ambient temperature is extremely low or high, the speaker will stop charging the built-in battery for safety reasons. It may also stop charging if charging continues for a long period of time. If such an event occurs, bring the temperature up or down to an operating temperature between 5 °C and 35 °C (41 °F and 95 °F), disconnect and reconnect the AC adaptor, and then let the speaker charge the built-in battery.

⏻ (power) indicator

Turns off	The speaker is turned off.
Lights up (green)	The speaker is turned on.
Lights up (orange)	The speaker is turned off. The speaker is set to the BLUETOOTH standby mode.
Flashes (green or orange)	<ul style="list-style-type: none"> Each time you press the -/+ (volume) buttons, the indicator flashes once. When you operate -/+ (volume) buttons and the volume is set at the lowest (0) or highest (50 for music playback) level, the indicator flashes 3 times. As the software update progresses, the activity of the green ⏻ (power) indicator changes (from 5 flashes to 4 flashes, a single flash, and then unlit*). When the speaker turns on for the first time after the software update, the indicator flashes 3 times in green to inform you that the update has completed. When the software update is canceled by “Sony Music Center”, the indicator flashes 4 times in green. When the software update ends in error, the indicator flashes 4 times in orange.

* Depending on the situation, you may not be able to see all flashing patterns.

⌘ (BLUETOOTH) indicator (blue)

Lights up	The speaker is connected to a BLUETOOTH device.
Double flashes	<p>The speaker enters the pairing mode.</p> 
Flashes slowly	<p>The speaker is waiting for a BLUETOOTH device to connect to.</p> 
Flashes 3 times	The software has completed updating.

MEGA BASS indicator (red)

Lights up	The sound effect is set to MEGA BASS mode.
Turns off	The sound effect is set to other than MEGA BASS mode.

STAMINA indicator (orange)

Lights up	The sound effect is set to STAMINA mode.
Turns off	The sound effect is set to other than STAMINA mode.

GUITAR indicator (white)

Lights up	The speaker is in guitar mode.
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Turns off	The speaker is not in guitar mode.
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PARTY CONNECT indicator (white)

Flashes	The speaker is on standby for a connection for the Party Connect function.
Lights up	The Party Connect function is used on the speaker. The indicators of all speakers connected for the Party Connect function light up.
Flashes 3 times	No new speakers can be added with the PARTY CONNECT button. To add a new speaker, use "Sony Music Center."

Related Topic

- [Parts and controls](#)
- [What you can do with "Sony | Music Center"](#)

Wireless Speaker
SRS-XG500

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.

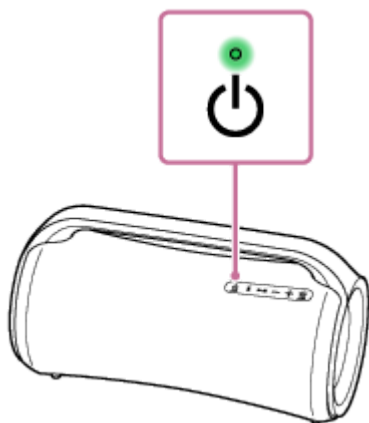
By updating the software, new features will be added enabling you to experience more convenient and stable use.

1 Connect the speaker to an AC outlet with the supplied AC adaptor and AC power cord (mains lead).

Software updates cannot be performed when using with the built-in battery.

2 Turn on the speaker.

The  (power) indicator lights up in green.



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




Music Center



4 Tap [SRS-XG500].

When a new version of the software is released, an update notice is displayed on the "Sony | Music Center" screen.

5 Follow the instructions on the screen to update.

As the software update progresses, the activity of the green  (power) indicator changes (from 5 flashes to 4 flashes, a single flash, and then unlit).

Depending on the situation, you may not be able to see all flashing patterns.

When the speaker turns on for the first time after the software update, the  (power) and  (BLUETOOTH) indicators flash 3 times to inform you that the update has completed.

6 Confirm the version of the speaker's software.

On "Sony | Music Center," tap [SRS-XG500] - [Settings] - [System].

“XXXXXXX” displayed under “SRS-XG500” indicates the software version.

Note

- If the update fails, charge the rechargeable built-in battery until it is charged 40% or more.

Related Topic

- [Charging the speaker](#)

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Wireless Speaker
SRS-XG500

Precautions

On safety

- Important information such as the model name is located as follows:
 - On the inner surface of the cap on the rear side of the speaker
 - On the surface of the AC adaptor

On the AC adaptor

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

On placement

- To eliminate the risk of malfunctions, avoid the following locations when placing or leaving this speaker.
 - A place subject to high temperatures, such as under direct sunlight or lighting equipment, near a heat source, or in a sauna
 - Inside a vehicle with the windows closed (especially in summertime)
 - A place subject to excessive dust
 - A place subject to strong vibration
- Place this speaker on a flat, level surface. When placed on a sloped surface, the speaker may fall over or fall off the surface due to its own vibration, resulting in injuries, malfunctions, or performance degradation.
- Depending on the conditions where this speaker is placed, it may fall over or fall off the surface. Do not leave any valuables near the speaker.
- This speaker is not anti-magnetic. Keep objects susceptible to magnetism (recorded tapes, watches, cash cards and credit cards with magnetic coding, etc.) away from the speaker. When you carry around the speaker, keep this in mind as well.

Others

- If you use this speaker for a long time, the temperature of this speaker may rise, but it is not a malfunction.
- Do not use or leave the speaker in an extremely cold or hot environment (temperature outside the range of 5 °C – 35 °C (41 °F – 95 °F)). If the speaker is used or left in outside the above range, the speaker may automatically stop to protect internal circuitry.
- At high temperature, the charging may stop or the volume may reduce to protect the battery.
- Even 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
SRS-XG500

Notes on charging

Life span of the built-in lithium ion 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.
- When the amount of time that the built-in battery can be used seems significantly shorter, it could mean that the rechargeable built-in battery has expired.
- 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.
- As long as the speaker is connected to an AC outlet by the supplied AC adaptor and AC power cord (mains lead), the speaker's built-in battery is capable of charging itself even while the speaker is turned on. However, it may take a long time before charging completes depending on the usage of the speaker. It is recommended that you turn off the speaker before battery 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 AC adaptor from the speaker and connect it again within an operating temperature between 5 °C and 35 °C (41 °F and 95 °F).
- At high temperature, the charging may stop or the volume may reduce to protect the battery.
- Use of a USB hub is not guaranteed for battery charging.

Related Topic

- [Charging the speaker](#)

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Wireless Speaker
SRS-XG500

Notes on water resistant and dustproof features

Water resistant and dustproof performance of the speaker

The speaker, with the cap closed securely, has a water resistant specification of IPX6 ^{*1} as specified in “Degree of protection against jets of water” of the IEC60529 “Ingress Protection Rating (IP Code)”^{*3}, and a dustproof specification of IP6X ^{*2} as specified in “Degree of protection against solid foreign objects”^{*3}.

Liquids that the water resistant performance specifications apply to

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

^{*1} IPX6 equivalency: The speaker maintains its performance while subjected to water jets from every direction. This means that no trace of water is found inside the speaker after a 3-minute test with water jets of 100 L/min and 100 kpa aimed from a distance of 3 m (9.8 ft).

^{*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.

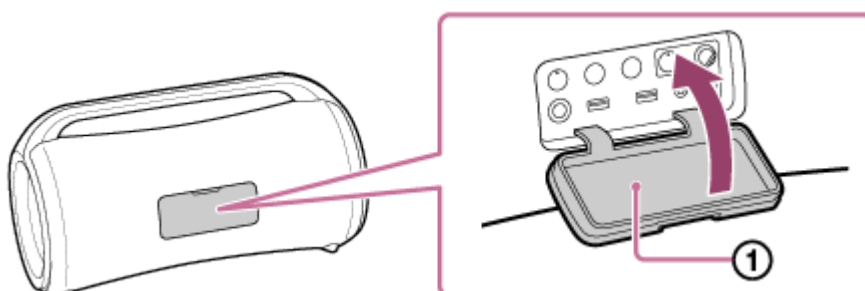
^{*3} The supplied accessories and the connectors of this speaker (DC IN/USB/AUDIO IN/MIC/GUITAR) are neither water resistant nor dustproof. To reduce the risk of fires or electric shocks, do not expose the speaker to water or droplets while using any connectors (DC IN/USB/AUDIO IN/MIC/GUITAR). Do not place a vase or any other liquid-filled container on the speaker.

The water resistant and dustproof performance of the speaker 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 water resistant and dustproof performance

Check the following and use the speaker correctly.

- This speaker does not have a design that is resistant to water pressure. Do not put the speaker in the water to avoid a malfunction.
- Do not pour high-temperature water or blow hot air from a hair dryer or any other appliance on the speaker directly. Also never use the speaker in a place subject to high temperatures, such as in a sauna or near a heat source.
- Handle the cap (①) with care. The cap plays a very important role in maintenance of the water resistant and dustproof performance. When using the speaker, 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 water resistant and dustproof performance may deteriorate and may cause a malfunction of the speaker as a result of water or dust particles entering the speaker.



Wireless Speaker
SRS-XG500

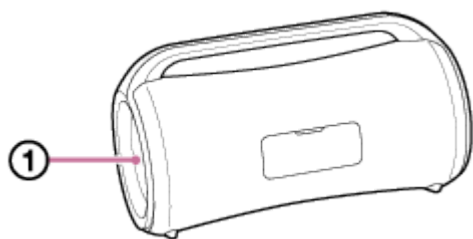
How to care for the speaker

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

- If the surface of the speaker gets dirty in the following cases, wash the speaker with fresh water (tap water, etc.) promptly to remove the dirt. Leaving dirt on its surface may cause the fabric part or the passive radiator section (①) to discolor or deteriorate, or the speaker to malfunction.

Ex.

- When the speaker has sand, salt (chlorine), or other residue on it after having been used in a mountain area, by a swimming pool, etc.
- When the speaker is stained with foreign substances (sunscreen, suntan oil, etc.)



- If the speaker gets wet, wipe off the moisture using a dry soft cloth immediately. In addition, dry the speaker in an airy place until no moisture remains.
- The sound quality may change when water enters the speaker section of the speaker. This, however does not indicate a malfunction. Wipe off the moisture on its surface, and put the speaker on a dry soft cloth to drain the collected water inside the speaker. Then, dry the speaker in an airy place until no moisture remains.

Note

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

Wireless Speaker
SRS-XG500

About the BLUETOOTH wireless technology

The BLUETOOTH wireless technology operates within a range of about 30 m (about 98 ft).

Supported version and profiles of the BLUETOOTH standard

A profile is a set of functions standardized for every characteristic of BLUETOOTH devices. The speaker supports the following version and profiles of the BLUETOOTH standard.

Supported BLUETOOTH version: BLUETOOTH standard, version 5.0

Supported BLUETOOTH profiles:

- A2DP (Advanced Audio Distribution Profile): Enables transmission and reception of high-quality music contents.
- AVRCP (Audio Video Remote Control Profile): Enables volume adjustment and operations to play/pause music and skip to the beginning of the next/current track.

Maximum communication range

Use the BLUETOOTH wireless technology between the speaker and a device that are located within 30 m (about 98 ft) from each other.

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) use the same frequency (2.4 GHz), microwave interference may occur and result in communication speed deterioration, noise, or invalid connection if the speaker is used near a wireless LAN device.

Interference to other devices

Microwaves emitted 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 if the same profile exists, devices may vary in function depending on their specifications.
- Due to the characteristic of BLUETOOTH wireless technology, the sound played on the speaker is slightly delayed from the sound played on the BLUETOOTH device while listening to music.
- The 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.
- We do 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, Inc. and be authenticated. Even if 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 interruption may occur depending on the BLUETOOTH device connected with the speaker, the communication environment or the usage environment.
- A device with a built-in radio or tuner cannot be connected to the speaker via BLUETOOTH since noise may occur in broadcasts.
- Locate the speaker farther away from a TV, radio or tuner, etc. since noise may occur in broadcasts.

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Wireless Speaker
SRS-XG500

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To download, please access the following URL then select the model name “SRS-XG500.”

URL: <http://oss.sony.net/Products/Linux>

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Wireless Speaker
SRS-XG500

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Wireless Speaker
SRS-XG500

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.
- Restart 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

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

Wireless Speaker
SRS-XG500

Unable to charge the speaker

- Make sure that the AC adaptor is connected securely to the speaker. Then, make sure that the AC adaptor and the AC power cord (mains lead) is connected securely to an AC outlet.
-

Related Topic

- [Charging the speaker](#)
- [About the indicators](#)

Wireless Speaker
SRS-XG500

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

- The rechargeable built-in battery may be empty or running low. Connect the speaker to an AC outlet with the supplied AC adaptor and AC power cord (mains lead) for battery charging.
 - The Auto Standby function may have activated. After about 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 Standby function to off.
-

Related Topic

- [Charging the speaker](#)
- [Auto Standby function](#)

Wireless Speaker
SRS-XG500

No sound/Sound from only one speaker/Low sound level/Distorted sound/Humming or noise in the speaker output

- Check that both the speaker and the connected device are turned on.
- Turn up the volume of the speaker and the connected device.
- Check that the connected device is playing.
- Make sure the audio cable and the USB device is disconnected from the AUDIO IN jack and the PLAY/CHARGE port (USB1) during playback in BLUETOOTH mode.
- Make sure the audio cable is firmly connected to the AUDIO IN jack during playback in AUDIO IN mode.
- If you are connecting a computer to the speaker, make sure the audio output setting of the computer is set for a BLUETOOTH device.
- Check that the speaker has established BLUETOOTH connection with the BLUETOOTH device.
- Pair the speaker and the BLUETOOTH device again.
- If the device that is connected to the AUDIO IN jack is monaural, sound may only be output from the left speaker component (left channel).
- If the connected device has an equalizer function, set it to off.
- Keep the speaker away from a microwave oven, Wi-Fi®, etc.
- Bring the BLUETOOTH device closer to the speaker. If there is any obstacle between the speaker and the BLUETOOTH device, move it 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 BLUETOOTH since noise may occur in broadcasts.
- Locate the speaker farther away from a TV, radio or tuner, etc. since noise may occur in broadcasts.
- When using the Stereo Pair function or Party Connect function, if any other BLUETOOTH device(s) such as a BLUETOOTH mouse or BLUETOOTH keyboard is connected to the BLUETOOTH device, terminate the connection between them.
- There are some BLUETOOTH devices that can have the wireless playback quality changed. If your device is compatible with this function, select "Priority on sound connection (SBC)" over sound quality. For details, refer to the operating instructions supplied with the device.
- Select "Priority on sound connection (SBC)" for the wireless playback quality of the speaker.
- Install the latest version of "Sony | Music Center" on the connected device. If you cannot use the latest version of "Sony | Music Center" or you cannot connect the speaker and a BLUETOOTH device via BLUETOOTH connection, uninstall "Sony | Music Center" and install it again.

Related Topic

- [Pairing and connecting with BLUETOOTH® devices](#)
- [Listening to music of a device via BLUETOOTH connection](#)
- [Selecting the BLUETOOTH audio streaming playback quality \(Codec\)](#)
- [About the indicators](#)

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Wireless Speaker
SRS-XG500

Sound becomes low while in use

- While the speaker is running on power from the rechargeable built-in battery, the sound may become low in the event that the rechargeable built-in battery is running out of power and the CHARGE indicator flashes slowly. This, however, does not indicate a malfunction.
- If the sound becomes low while in use, follow the procedure below.
 1. Turn off the speaker.
 2. Charge the built-in battery sufficiently.

Wireless Speaker
SRS-XG500

The USB device is not detected; playback with an audio source fails; no sound comes out of the speaker; playback does not start with the first track

- Turn off the speaker, disconnect and reconnect the USB device, and then turn the speaker back on.
- The connected USB device is not compatible with the speaker. Check on the information about the compatible devices.
- Check the USB device for the file format. The speaker does not support USB devices formatted with any file system other than FAT16 or FAT32.*
 - * While the speaker supports the FAT16 and FAT32 file systems, some USB devices may not support these FAT file systems. For details, refer to the operating instructions provided with your USB device or contact its manufacturer.
- Use “Sony | Music Center” to resume normal playback mode.
- When the connected USB device has partitioned storage space, the speaker is only capable of playing the audio files stored in the first partition.
- The speaker is not capable of playing any encrypted or password-protected files.
- The speaker is not capable of playing any files protected with the DRM (Digital Rights Management) technology.
- When the connected USB device does not work correctly, refer to the operating instructions provided with your USB device.

Related Topic

- [Connecting with a USB device](#)
- [Listening to music of a USB device](#)

Wireless Speaker
SRS-XG500

The sound from the speaker contains noise, skips, or is distorted

- The connected USB device is not compatible with the speaker. Check on the information about the compatible devices.
 - Turn off the speaker, disconnect and reconnect the USB device, and then turn the speaker back on.
 - Make sure that the audio file itself does not contain noise or distortion. Noise may be generated while an audio file is encoded. If this is the case, delete the audio file and encode the original audio file all over again. If the sound from the speaker contains noise or is distorted always at the same point in playback, this suggests that the file itself has a problem.
 - The bit rate setting for creating or encoding audio files is low. Increase the bit rate and encode the original audio file on the USB device.
-

Related Topic

- [Connecting with a USB device](#)

Wireless Speaker
SRS-XG500





It takes a long time before playback starts

In the event of the following, it may take some time for the speaker to load audio data.

- The USB device has many folders or files.
- The USB device has a highly complicated structure.
- The USB device has a memory capacity that is too large for the speaker to handle.
- The internal memory of the USB device is fragmented.

Wireless Speaker
SRS-XG500

Unable to pair the speaker with a BLUETOOTH device


- Place the speaker and the BLUETOOTH device within 1 m (3.2 ft) of each other.
- For Apple iOS devices, the speaker is compatible with iOS 10.0 or later. A BLUETOOTH connection is not available on the devices with iOS 9.x or earlier.
- To use the Stereo Pair function or Party Connect function, pair with the speaker in which the  (BLUETOOTH) indicator flashes in blue.
- Turn on the BLUETOOTH function.
- If the  (BLUETOOTH) indicator is not double flashing in blue, press the  (BLUETOOTH) button. You hear voice guidance (BLUETOOTH pairing) and the  (BLUETOOTH) indicator starts double flashing (pairing mode).
- Once the speaker is initialized, an iPhone/iPod touch may not be able to connect to the speaker. In this case, delete pairing information on the iPhone/iPod touch, then pair them again.
- Check that the BLUETOOTH device is turned on and the BLUETOOTH function is activated on the device.
- If the speaker is not displayed on the BLUETOOTH device, turn off the device, and then turn on the device again. It may improve symptoms.

Related Topic

- [Pairing and connecting with BLUETOOTH® devices](#)
- [Turning on or off the BLUETOOTH function](#)
- [About the indicators](#)
- [Initializing the speaker](#)

Wireless Speaker
SRS-XG500

Unable to connect a BLUETOOTH device with the speaker in the Stereo Pair function


- After connecting 2 SRS-XG500 speakers, perform the pairing procedure between a BLUETOOTH device and the speaker in which the  (BLUETOOTH) indicator is flashing in blue.

Related Topic

- [Listening to music wirelessly with 2 speakers \(Stereo Pair function\)](#)
- [Updating the pre-installed software](#)

Wireless Speaker
SRS-XG500

Unable to connect with a speaker for the Party Connect function

- Check if the device is compatible with the Party Connect function. Devices compatible with the Wireless Party Chain function are not applicable for connection.
- Update the pre-installed software to the latest version on each and every speaker to connect for the function. (For details about the update procedure, see [Updating the pre-installed software](#).)
- Update “Sony | Music Center” to the latest version before setting up the Party Connect function.
- Make sure that all of the speakers to connect for the function are located within 1 m (3.2 ft).
- After connecting multiple speakers, perform the pairing procedure between a BLUETOOTH device and the speaker in which the  (BLUETOOTH) indicator is flashing in blue.

Related Topic

- [Enjoying wireless playback using multiple speakers \(Party Connect function\)](#)
- [Updating the pre-installed software](#)

Wireless Speaker
SRS-XG500

Unable to add a speaker for the Party Connect function

- To any group set up with the PARTY CONNECT button, use the PARTY CONNECT button to add a new speaker.
 - To any group set up with “Sony | Music Center,” use “Sony | Music Center” to add a new speaker.
For details about “Sony | Music Center,” refer to the following URL:
<https://www.sony.net/smcqa/>
-

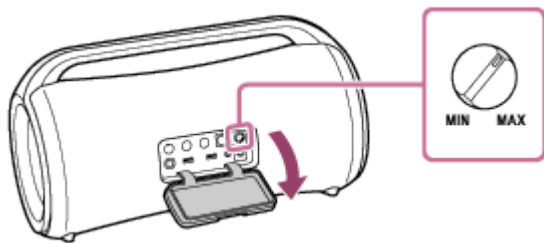
Related Topic

- [Enjoying wireless playback using multiple speakers \(Party Connect function\)](#)

Wireless Speaker
SRS-XG500

There is no microphone sound

- Turn the MIC and GUITAR level knob to adjust the microphone volume.



- Make sure that the microphone is turned on.
- Make sure that no USB device is not connected.


Wireless Speaker
SRS-XG500

There is acoustic feedback

- Reduce the volume.
- Move the microphone and guitar away from the speaker or change the direction of the microphone.

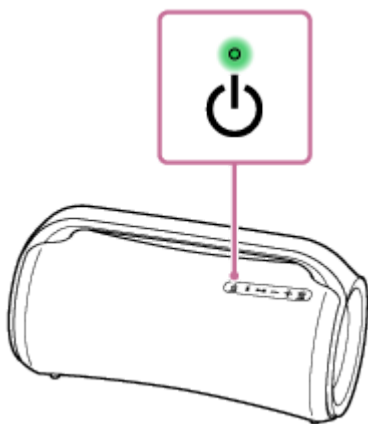
Wireless Speaker
SRS-XG500

Restarting the speaker

In the event of the following, among others, press and hold the  (power) button for about 8 seconds to restart the speaker.

- You cannot operate the speaker after you turn it on.
- You cannot operate the speaker after you troubleshoot pairing issues.
etc.

The speaker is turned off during the restart process, and then turned back on upon completion of the process.



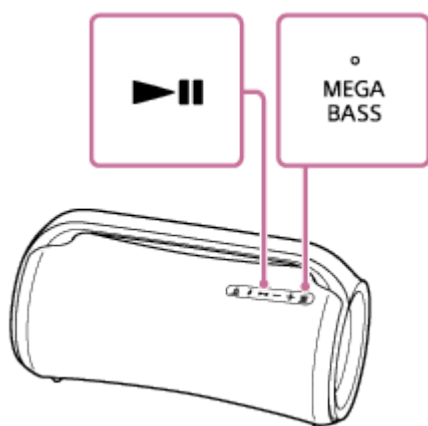
Note

- Restarting the speaker does not delete its pairing information.
- Restarting the speaker may change its volume, function, or sound settings.

Wireless Speaker
SRS-XG500

Initializing the speaker

If the speaker fails to operate successfully after you restart it, initialize the speaker to resume its factory default settings. While the speaker is turned on, press and hold the ►|| (play) button and MEGA BASS buttons until the speaker turns off (5 seconds or more).



The speaker is initialized. Settings such as volume, etc., are restored to the factory default settings, and all pairing information is deleted.

Note

- The speaker cannot be initialized while the power is off.

Related Topic

- [Pairing and connecting with BLUETOOTH® devices](#)
- [Restarting the speaker](#)