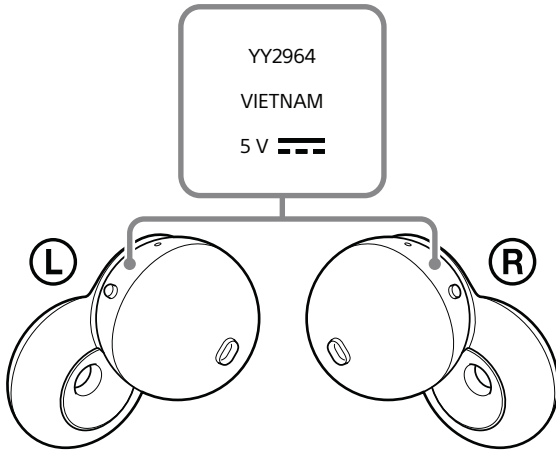


[https://rd1.sony.net/help/mdr/2964/h\\_zz/](https://rd1.sony.net/help/mdr/2964/h_zz/)



Headset / Casque d'écoute: YY2964  
FCC ID: AK8YY2964  
IC: 409B-YY2964

Model: YY2964

The term "product" in this document refers to the unit or its accessories.

**FOR UNITED STATES CUSTOMERS. NOT APPLICABLE IN CANADA, INCLUDING IN THE PROVINCE OF QUEBEC.**

**POUR LES CONSOMMATEURS AUX ÉTATS-UNIS. NON APPLICABLE AU CANADA, Y COMPRIS LA PROVINCE DE QUÉBEC.**

#### Owner's Record

Record the model and serial numbers in the spaces provided below and store them safely.

Refer to them whenever you call your Sony dealer regarding this product.

Model No. \_\_\_\_\_

Serial No. \_\_\_\_\_

The model and serial numbers to be recorded are located in the following places.

- the bottom of the charging case

Do not install the product in a confined space, such as a bookcase or built-in cabinet.

Do not expose the batteries (battery pack or batteries installed) to excessive heat, such as sunshine, fire or the like, for a long time.

Do not subject the batteries to extreme low temperature conditions that may result in overheating and thermal runaway.

Do not dismantle, open, or shred secondary batteries.

In the event of a secondary battery leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice. Secondary batteries need to be charged before use. Always refer to the manufacturer's instructions or product manual for proper charging instructions.

After extended periods of storage, it may be necessary to charge and discharge the secondary batteries several times to obtain maximum performance.

Dispose of properly.

#### Charging this product

Place the headset units into the charging case.

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

Connect the USB AC adaptor to the charging case using the USB Type-C cable, then connect the USB AC adaptor to an AC outlet.

#### DISPOSAL OF RECHARGEABLE BATTERIES

You can help preserve our environment by returning your used rechargeable batteries to the collection and recycling location nearest you.

For more information regarding recycling of rechargeable batteries, visit [www.sony.com/ecotrader](http://www.sony.com/ecotrader)

Caution: Do not handle damaged or leaking rechargeable batteries.



# **WARNING**

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as **2 hours**.
- **KEEP** new and used batteries **OUT OF REACH** of **CHILDREN**.
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.



- Reorient or relocate the receiving antenna.
- Increase the separation between the unit and receiver.
- Connect the unit into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This unit must not be co-located or operated in conjunction with any other antenna or transmitter.

## For customers in Canada

This unit contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This unit may not cause interference; and
- (2) This unit must accept any interference, including interference that may cause undesired operation of the unit.

The available scientific evidence does not show that any health problems are associated with using low power wireless devices. There is no proof, however, that these low power wireless devices are absolutely safe. Low power wireless devices emit low levels of radio frequency energy (RF) in the microwave range while being used. Whereas high levels of RF can produce health effects (by heating tissue), exposure of low-level RF that does not produce heating effects causes no known adverse health effects. Many studies of low-level RF exposures have not found any biological effects. Some studies have suggested that some biological effects might occur, but such findings have not been confirmed by additional research. The unit has been tested and found to comply with FCC/ISED radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines and RSS-102 of the ISED radio frequency (RF) Exposure rules.

High volume may adversely affect your hearing.

Do not use the unit while walking, driving, or cycling. Doing so may cause traffic accidents.

Do not use in hazardous areas unless the surrounding sound can be heard.

If water or foreign matter enters the unit, it may result in fire or electric shock. If water or foreign matter enters the unit, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.

- When using the unit near a sink or liquid container  
Be careful that the unit does not fall into a sink or container filled with water.
- When using the unit in the rain or snow, or in humid locations

For details on the effects of contact with the human body from the mobile phone or other wireless devices connected to the unit, refer to the instruction manual of the wireless device.

Never insert the USB plug when the unit or charging cable is wet. If the USB plug is inserted while the unit or charging cable is wet, a short circuit may occur due to liquid (tap water, seawater, soft drink, etc.) or foreign matter on the unit or charging cable, and cause abnormal heat generation or malfunction.

This product has magnet(s) which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place this product close to persons who use such medical devices. Consult your doctor before using this product if you use any such medical device.

This product has magnet(s). Swallowing magnet(s) could cause serious harm, such as choking hazard or intestinal injuries. If magnets (or a magnet) were swallowed, consult a doctor immediately. Keep this product away from children or other supervised individuals to prevent accidental ingestion.

There is a danger that this unit or its small parts may be swallowed. After use, store the unit in the charging case and store in a location out of reach of small children.

## Note about static electricity

If you use the unit when the air is dry, you may experience discomfort due to static electricity accumulated on your body. This is not a malfunction of the unit. You can reduce the effect by wearing clothes made of natural materials that do not easily generate static electricity.

## IMPORTANT

The factory default setting of the voice guidance for this unit is English.

The voice guidance can be heard from the unit in the following situations:

- When the remaining battery level is low and recharge is recommended:  
"Low battery"
- When automatically turning off due to low battery: "Battery is empty"
- When entering pairing mode: "Pairing"

- Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do NOT dispose of batteries in household trash or incinerate.
- Even used batteries may cause severe injury or death.
- Call a local poison control center for treatment information.
- Compatible Battery Type  
Battery type: Z35FH
- Nominal Battery Voltage  
Nominal Voltage: 3.85 V
- Non-rechargeable batteries are not to be recharged.
- Do not force discharge, recharge, disassemble, heat above 45 °C (113 °F) or incinerate. Doing so may result in injury due to venting, leakage or explosion resulting in chemical burns.
- This product contains non-replaceable button/coin cell batteries.

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POUR LES CONSOMMATEURS AUX ÉTATS-UNIS. NON APPLICABLE AU CANADA, Y COMPRIS LA PROVINCE DE QUÉBEC.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this unit.

If you have any questions about this product:

**Visit:** <https://www.sony.com/electronics/support>

**Contact:** Sony Customer Information Service Center at 1-800-222-7669

Supplier's Declaration of Conformity

Trade Name: SONY

Model: YY2964

Responsible Party: Sony Electronics Inc.

Address: 16535 Via Esprillo, San Diego, CA 92127 U.S.A.

Telephone Number: 858-942-2230

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

## NOTE:

This unit has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this unit does cause harmful interference to radio or television reception, which can be determined by turning the unit off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

## Precautions

**The two-dimensional code or the URL on the cover will help you access the help guide that describes useful notes or procedures in details.**

### On water resistant of the unit

- The charging case is not water resistant.
- Unless the unit is used correctly, water may get into the unit and cause fire, electrocution, or malfunctions. Note the following cautions carefully and use the unit correctly.

### To maintain water resistant performance

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

- Do not splash water forcibly into the sound output holes.
- Do not drop the unit into water, and do not use underwater.
- Do not allow the unit to remain wet in a cold environment, as the water may freeze. To prevent malfunction, make sure to wipe off any water after use.
- Do not place the unit in water or use it in a humid place such as a bathroom.
- Do not drop the unit or expose it to mechanical shock. Doing so may deform or damage the unit, resulting in deterioration of water resistance performance.

### On BLUETOOTH® communications

- Microwaves emitting from a Bluetooth device may affect the operation of electronic medical devices. Turn off this unit and other Bluetooth devices in the following locations, as it may cause an accident:
  - in hospitals, near priority seating in trains, locations where inflammable gas is present, near automatic doors, or near fire alarms.

### On charging the unit

- Be sure to use the supplied USB Type-C cable.

### Other notes

- If you experience discomfort while using the unit, stop using it immediately.
- If you have any questions or problems concerning this unit that are not covered in this manual, please consult your nearest Sony dealer.

## Specifications

### Headset

#### Power source:

DC 5 V (Using a commercially available USB AC Adaptor)  
Using built-in lithium-ion batteries (Product Operation Power: DC 3.85 V)

#### Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

#### Rated power consumption:

0.83 W (Headset), 3 W (Charging case)

#### Mass:

Approx. 5.1 g × 2 (0.18 oz × 2) (Headset (including fitting supporters))  
Approx. 30.6 g (1.08 oz) (Charging case)

#### Included items:

Wireless Stereo Headset (1)  
USB Type-C® cable (USB-A to USB-C®) (1)  
Charging case (1)  
Documents (1 set)

### Communication specification

#### Communication system:

Bluetooth Specification version 5.3

#### Output:

Bluetooth Specification Power Class 1

#### Frequency band:

2.4 GHz band (2.400 0 GHz - 2.483 5 GHz)

Design and specifications are subject to change without notice.

### System requirements for battery charge using USB

#### USB AC adaptor:

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

- Do not use a USB adaptor that exceeds the maximum output of 13 W (5 V, 2.6 A).

## Trademarks

- The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Sony Group Corporation and its subsidiaries is under license.
- USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum.
- All other trademarks and registered trademarks are trademarks or registered trademarks of their respective holders. In this manual, ™ and ® marks are not specified.

## Licenses

- This product contains software that Sony uses under a licensing agreement with the owner of its copyright. We are obligated to announce the contents of the agreement to customers under requirement by the owner of copyright for the software. Please access the following URL and read the contents of the license.  
<https://rd1.sony.net/help/mdr/sl/24/>
- Services offered by third parties may be changed, suspended, or terminated without prior notice. Sony does not bear any responsibility in these sorts of situations.

## Français

### Casque stéréo sans fil

Modèle: YY2964

Le terme « produit » dans ce document désigne l'appareil ou ses accessoires.

N'installez pas le produit dans un espace clos, comme une bibliothèque ou une armoire encastrée.

N'exposez pas les piles (bloc-batterie ou piles installées) à une chaleur excessive, telle que le soleil, un feu ou autre, pendant une longue période. Ne soumettez pas les batteries à des conditions de température extrêmement basses qui pourraient entraîner une surchauffe et un emballage thermique.

Ne démontez pas, n'ouvrez pas et ne détruisez pas les batteries rechargeables.

En cas de fuite d'une batterie rechargeable, ne laissez pas le liquide entrer en contact avec la peau ou les yeux. Si un contact a été établi, lavez la zone touchée avec de grandes quantités d'eau et consultez un médecin.

Les batteries rechargeables doivent être chargées avant d'être utilisées. Reportez-vous toujours aux instructions du fabricant ou au manuel du produit pour obtenir des instructions de chargement pertinentes.

Après de longues périodes de stockage, il peut être nécessaire de charger et de décharger les batteries rechargeables plusieurs fois pour obtenir une performance maximale.

Mettez au rebut correctement.

#### Chargement de ce produit

Placez les casques dans l'étui de recharge.

Utilisez le câble USB Type-C® fourni et un adaptateur CA USB disponible dans le commerce.

Branchez l'adaptateur CA USB à l'étui de recharge à l'aide du câble USB Type-C, puis branchez l'adaptateur CA USB à une prise secteur.

#### MISE AU REBUT DES ACCUMULATEURS RECHARGEABLES

Vous pouvez aider à préserver l'environnement en rapportant les accumulateurs usagés dans un point de collection et recyclage le plus proche de chez vous.

Pour plus d'informations sur le recyclage des accumulateurs, visitez

[www.sony.com/ecotrade](http://www.sony.com/ecotrade)

Avertissement : Ne pas utiliser des accumulateurs rechargeables qui sont endommagés ou qui fuient.

Wireless Stereo Headset  
LinkBuds Open

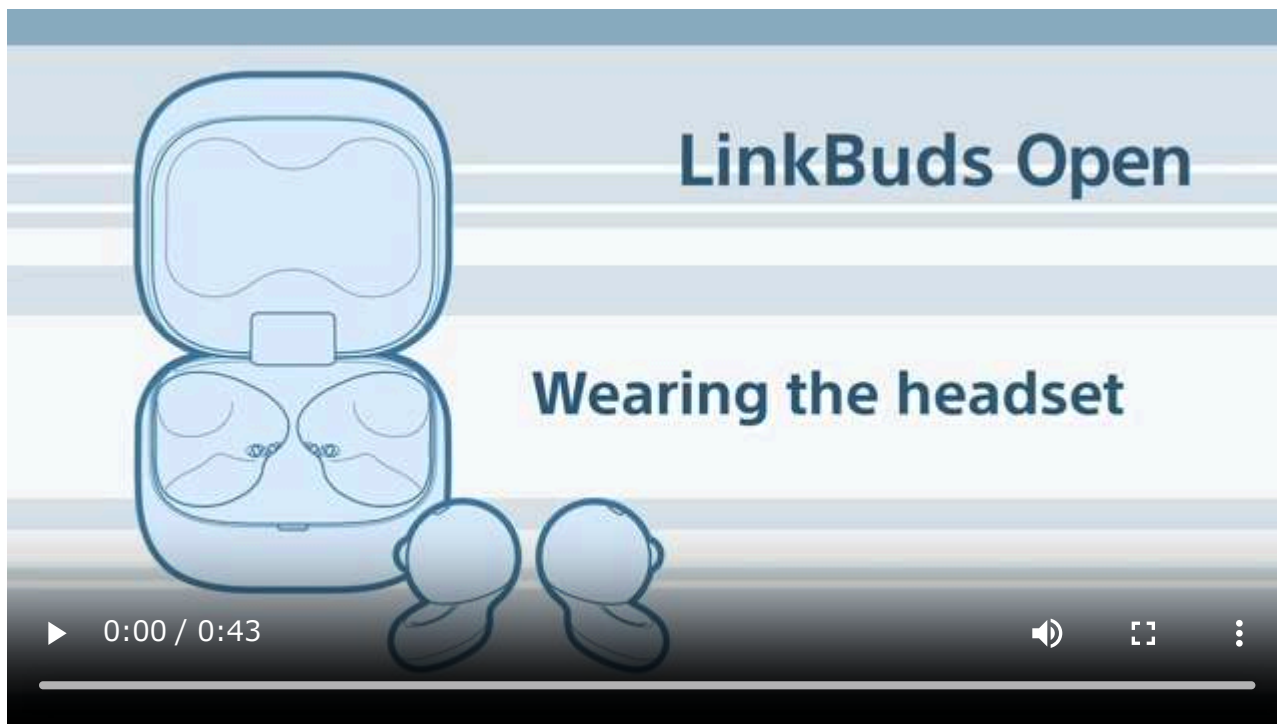


Model: YY2964

## Quick Start Guide

### Find your fit

[Text for video](#)

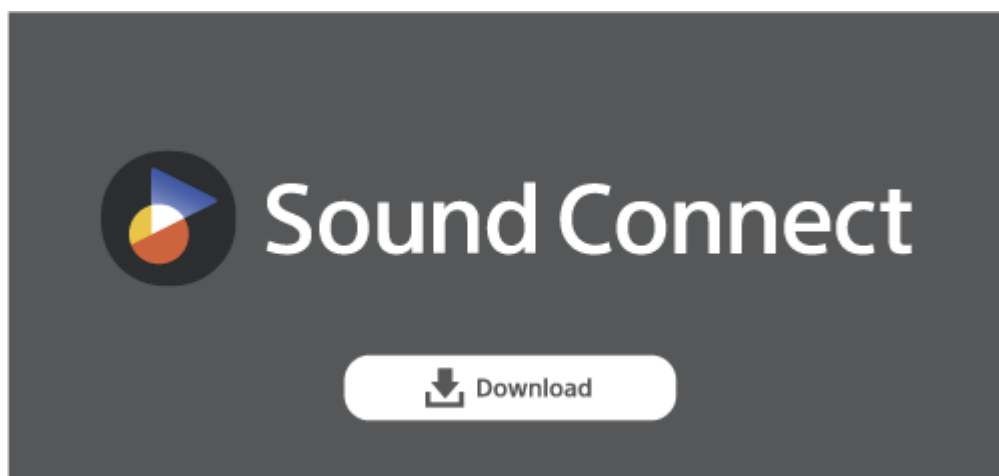


 To prevent burning or malfunction due to getting wet

### Connect to the app for even more fun and convenience

Many useful features are out there in your device.

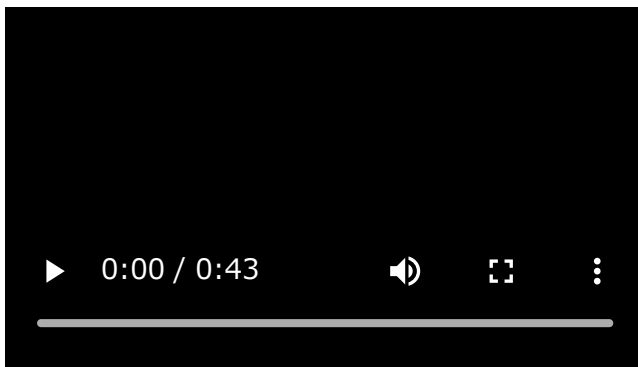
Download the “Sony | Sound Connect” and get the most out of what you have.



### Let's start to use



1 Wearing the headset



## Establishing a BLUETOOTH® connection

The headset is turned on when the headset units are removed from the charging case. Follow the downloaded “Sony | Sound Connect” app instructions.



## Operating the headset

Tap the headset unit or in the area near your ear where the headset is worn (wide area tap).

- ■ (Tap twice) (left/right): To play or pause music
- ■ ■ (Tap 3 times) (left/right): To skip to the beginning of the next track
- ■ ■ ■ ■ ... (Tap 5 or more times) (left): To lower the volume
- ■ ■ ■ ■ ... (Tap 5 or more times) (right): To increase the volume

## Related information

[Establishing a Bluetooth connection manually](#)

[Charging the headset](#)

WF-L910

### Getting started

[What you can do with the Bluetooth function](#)

[About the voice guidance](#)

### Supplied accessories

└ [Included items](#)

### Parts and controls

└ [Location and function of parts](#)

└ [About the indicator](#)

### Wearing the headset

└ [Wearing the headset](#)

└ [Using only one headset unit](#)

### Operating the headset

- [About wide area tap](#)

- [Using Quick Access](#)

## Power/Charging

- [Charging](#)

- [Available operating time](#)

- [Checking the remaining battery charge](#)

- [Turning on the headset](#)

- [Turning off the headset](#)

## Making connections

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

#### Easy setup with app

- [Connecting with the “Sony | Sound Connect” app](#)

#### Android smartphone

- [Pairing and connecting with an Android smartphone](#)

- [Pairing and connecting with an Android smartphone using LE Audio](#)

- [Connecting to a paired Android smartphone](#)

#### iPhone (iOS devices)

- [Pairing and connecting with an iPhone](#)

- [Connecting to a paired iPhone](#)

## Computers

- [Pairing and connecting with a computer \(Windows® 11\).](#)

- [Pairing and connecting with a computer \(Windows 10\).](#)

- [Pairing and connecting with a computer \(Mac\).](#)

- [Connecting to a paired computer \(Windows 11\).](#)

- [Connecting to a paired computer \(Windows 10\).](#)

- [Connecting to a paired computer \(Mac\).](#)

## Other Bluetooth devices

- [Pairing and connecting with a Bluetooth device](#)

- [Connecting to a paired Bluetooth device](#)

## Multipoint connection

- └ [Connecting the headset to 2 devices simultaneously \(multipoint connection\)](#)

## [Switching audio between multiple devices with “audio switch”](#)

## [Disconnecting Bluetooth connection \(after use\)](#)

## Listening to music

### Listening to music via a Bluetooth connection

- └ [Listening to music from a device via a Bluetooth connection](#)
- └ [Controlling the audio device \(Bluetooth connection\)](#)
- └ [About 360 Reality Audio](#)
- └ [Enjoying seamless playback with speakers \(Auto Switch\)](#)

## [Speaking with someone while wearing the headset \(Speak-to-Chat\)](#)

## Sound quality mode

- └ [About the sound quality mode](#)
- └ [Supported codecs](#)
- └ [About the DSEE function](#)

## Making phone calls

### Receiving a call

### Making a call

### Functions for a phone call

### Making a video call on your computer

## Using the voice assist function

### [Using Voice Control](#)

### [Using Google Assistant](#)

### [Using Amazon Alexa](#)

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

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

## Using the apps

### What you can do with the “Sony | Sound Connect” app



[Installing the “Sony | Sound Connect” app](#)

[Accessing support information from the “Sony | Sound Connect” app](#)

[How to keep the software up-to-date \(for comfortable use of the headset\)](#)

What you can do with partner services

[What you can do with partner services](#)

Important information

[Precautions](#)

[The headset falls out of your ears/An earache occurs](#)

[When you have finished using the headset](#)

[Maintenance](#)

[To prevent burning or malfunction due to getting wet](#)

[When the headset units or charging case gets wet](#)

[Licenses](#)

[Trademarks](#)

[Customer support websites](#)

Troubleshooting

[Troubleshooting](#)

[Resetting the headset](#)

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

Specifications

[Specifications](#)

## What you can do with the Bluetooth function

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

### | Listening to music

You can enjoy music wirelessly from a smartphone or music player, etc.



### | Talking on the phone

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



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### Related Topic

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

## About the voice guidance

In the factory settings, when the headset is worn in your ears, you will hear the English voice guidance via the headset. You can use the “Sony | Sound Connect” app to change the language of the voice guidance, turn the voice guidance on/off, and set the voice guidance volume.

- When entering pairing mode automatically by putting the headset units into your ears for the first time after purchase or after initializing the headset (when there is no pairing information on the headset) / When manually entering pairing mode and putting the headset units into your ears: “Pairing”
- When the remaining battery charge of the headset is low: “Low battery”
- When automatically turning off due to low battery of the headset: “Battery is empty”
- When Voice Control is used to check the remaining battery charge: “Battery about XX %” (The “XX” value indicates the approximate remaining charge. Use it as a rough estimate.) / “Battery fully charged”
- When setting the voice guidance volume: “Voice guidance test”
- When Google™ Assistant is not available on the smartphone connected to the headset even when operating the headset unit to which Google Assistant is assigned: “The Google Assistant is not connected”
- When Amazon Alexa is not available on the smartphone connected to the headset even when operating the headset unit to which Amazon Alexa is assigned: “Either your mobile device isn’t connected; or you need to open the Alexa App and try again”
- When operating Voice Assistant while connected in LE Audio: “The Voice Assistant is not available. Please open the Sound Connect and check the Voice Assistant settings.”
- When switching from Classic Audio connection to LE Audio connection using the “Sony | Sound Connect” app: “Multipoint connection has been disabled. Please open the Sound Connect and check the Connect to 2 devices simultaneously settings.”
- When Quick Access is not available because Service Link is turned off: “Launch the Sound Connect to activate the Service Link.”
- When the corresponding app is not launched even if you operate the headset unit to which Quick Access is assigned: “App assigned to the Quick Access is not launched on the mobile device”
- When operating Quick Access while connected in LE Audio: “The Quick Access is not available. Please open the Sound Connect and check the Quick Access settings.”
- When Safe Volume Control starts: “The [Safe volume control] limits the volume.”
- When Power Save Mode is activated: “Power Save Mode”
- When Voice Control does not recognize the command after recognizing the wake word: “Apologies, the command could not be recognized”
- When Voice Control recognizes “Assistant” but the voice assist function does not activate: “The voice assistant on your mobile device is not responding. Please check your settings.”

### Note

- It takes up to about 20 minutes when you change the language of the voice guidance.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will not return to the factory settings.
- If the voice guidance is not heard after changing the voice guidance language or updating the software of the headset, set the headset units into the charging case, and close the charging case lid to turn them off, then remove the headset units from the charging case to turn them on again.

Wireless Stereo Headset  
LinkBuds Open

## Included items

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

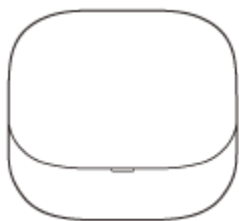
Numbers in ( ) indicate the item amount.

### Wireless Stereo Headset (1)

### USB Type-C® cable (USB-A to USB-C®) (1)



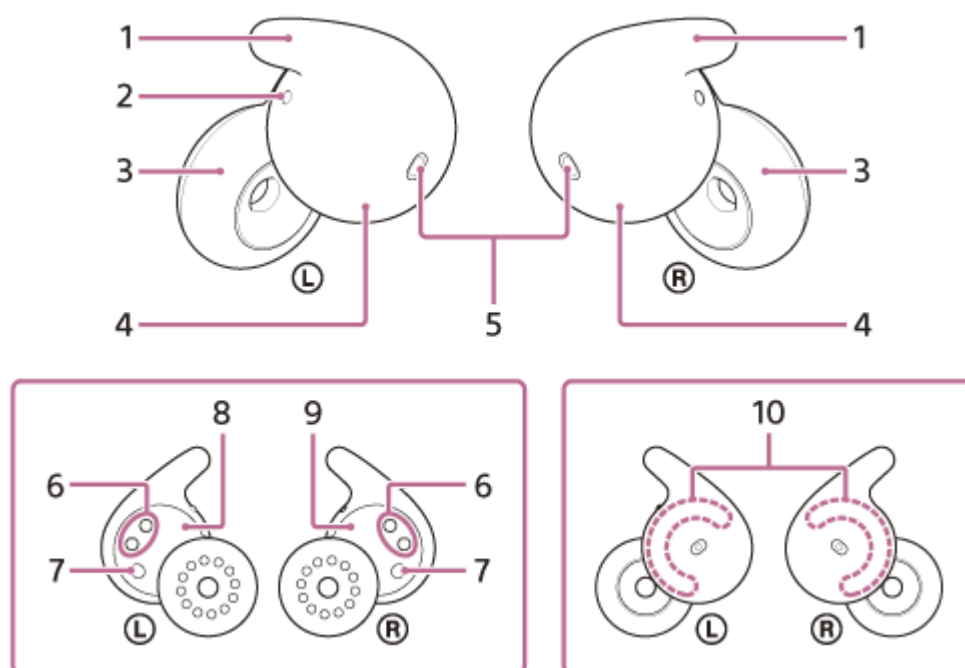
### Charging case (1)



### Documents (1 set)

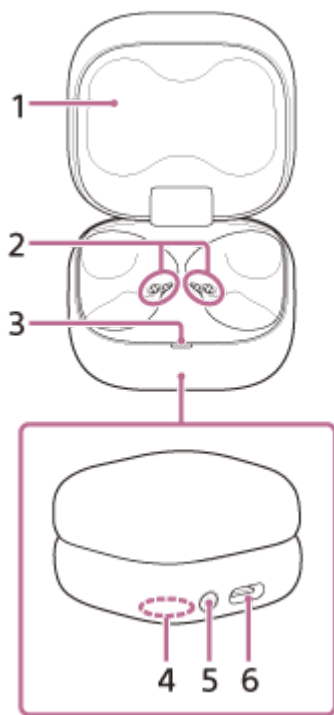
## Location and function of parts

### Headset



1. Fitting supporters (left, right)
2. Tactile dot  
There is a tactile dot on the left headset unit.
3. Driver unit parts (left, right)
4. Housing parts (left, right)
5. Microphones (left, right)
6. Charging ports (left, right)
7. IR sensors (left, right)
8. (left) mark
9. (right) mark
10. Built-in antennas (left, right)

### Charging case



1. Lid

2. Charging ports (left, right)

3. Indicator (green/orange/blue)

Indicates the remaining battery life of the headset units and charging case, the charging status, or the status of the pairing mode.

4. Serial number

Located on the bottom of the charging case.

5. Pairing/reset/initialize button

Used when entering pairing mode, resetting or initializing the headset.

6. USB Type-C port

Using the supplied USB Type-C cable, connect the charging case to a computer or to an AC outlet via a commercially available USB AC adaptor to simultaneously charge both the headset and the charging case.

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### Related Topic

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

## About the indicator

You can check various statuses of the headset/charging case by the indicator on the charging case.

■ : Turns on in green / ■ : Turns on in orange / ■ : Turns on in blue / -: Turns off



### Indication of the remaining battery charge

When both headset units are stored in the charging case: Displays the remaining battery charge of the headset unit with less remaining battery charge between the left and right headset units.



When either the left or right headset unit is stored in the charging case: Displays the remaining battery charge of the headset unit stored in the charging case.

When both headset units are removed from the charging case: Displays the remaining battery charge of the charging case.






















When the charging case lid is opened or closed, or when the USB Type-C cable is removed after charging is complete, the indicator lights up as follows depending on the remaining battery charge.

- When the headset units are stored in the charging case and the remaining battery charge of the headset units are 95% or higher / When the headset units are not stored in the charging case and the remaining battery charge of the charging case is 31% or higher  
 - - - - - (lights up in green for about 6 seconds)
- When the headset units are stored in the charging case and the remaining battery charge of the headset units are between 94% and 1% / When the headset units are not stored in the charging case and the remaining battery charge of the charging case is between 30% and 1%  
 - - - - - (lights up in orange for about 6 seconds)
- When the headset units are stored in the charging case and the remaining battery charge of the headset units are at less than 1% / When the headset units are not stored in the charging case and the remaining battery charge of the charging case is at less than 1%  
- - - - - (turns off)










When the headset units are removed from the charging case, or when the headset units are set in the charging case, the indicator lights up as follows depending on the remaining battery charge.

- When the headset units are stored in the charging case and the remaining battery charge of the headset units are 95% or higher / When the headset units are not stored in the charging case and the remaining battery charge of the charging case is 31% or higher  
 - - - - - (lights up in green for about 3 seconds)
- When the headset units are stored in the charging case and the remaining battery charge of the headset units are between 94% and 1% / When the headset units are not stored in the charging case and the remaining battery charge of the charging case is between 30% and 1%  
 - - - - - (lights up in orange for about 3 seconds)
- When the headset units are stored in the charging case and the remaining battery charge of the headset units are at less than 1% / When the headset units are not stored in the charging case and the remaining battery charge of the charging case is at less than 1%  
- - - - - (turns off)














### Charging status

- While charging the headset units / While charging the charging case  
 (lights up in orange)
- When the battery is fully charged when charging starts on the headset units/charging case  
 - - - - (lights up in orange for about 1 minute, and then turns off)
- When the battery becomes fully charged and charging is complete  
- - - - - (turns off)
- During charging, when the charging case lid is opened or closed / When the headset units are set in or removed from the charging case  
 - - - - -  (lights up in orange while charging. turns off for about 0.5 seconds, and then lights up in orange again)
- Abnormal charging temperature  
 -  - - - -  -  - - - -  -  - - - - (repeatedly flashes twice in orange with an interval of about 1 second)
- When an error occurs while charging and charging cannot be performed / When the headset is placed in the charging case with the left and right sides reversed  
 - -  - -  - -  - -  - - (repeatedly flashes slowly in orange with an interval of about 0.5 seconds)
- Abnormal combination of left and right headset units  
 -  -  - - - -  -  -  - - - - (repeatedly flashes 3 times in orange with an interval of about 1.3 seconds)

## Bluetooth connection status

- Pairing mode  
  - - - - -   - - - - - (repeatedly flashes twice in blue)
- Connection process completed  
     ... (flashes 10 times in blue)  
Indicates when one or both headset units are stored in the charging case.

## Other

- When the charging case lid is opened while the software is updating automatically  
 -  - - - -  -  - - - -  -  - - - - (repeatedly flashes in orange and blue with an interval of about 0.6 seconds)
- Reset start preparation / Initialization start preparation  
 - - -  - - -  - - - (repeatedly flashes in orange for up to about 5 seconds with an interval of about 0.7 seconds about 15 seconds after you first press the reset/initialize button on the back of the charging case)  
For details, see [“Resetting the headset”](#) or [“Initializing the headset to restore factory settings”](#).
- Initialization completed  
 -  -  -  (flashes 4 times in green with an interval of about 0.3 seconds)  
For details, see [“Initializing the headset to restore factory settings”](#).

### Hint

- When the headset is worn, you can check various statuses of the headset by the notification sound or voice guidance.

## Related Topic

- [Charging](#)
- [Checking the remaining battery charge](#)
- [What you can do with the “Sony | Sound Connect” app](#)
- [How to keep the software up-to-date \(for comfortable use of the headset\)](#)



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

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## Wearing the headset

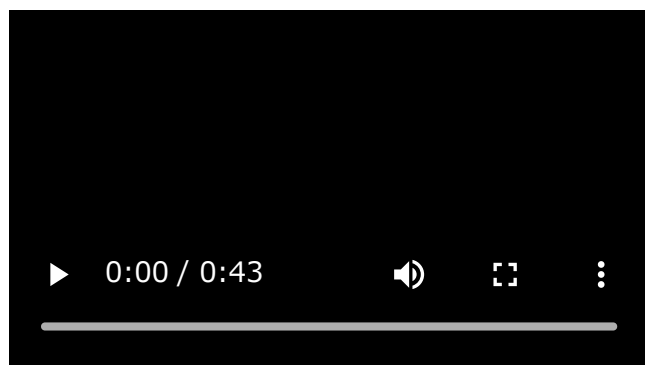
The headset is worn in the ear supported by three parts: the fitting supporter (A), the driver unit part (B), and the housing part (C).





### About the instruction manual video



Watch the video to find out how to put the headset into your ears.

[Text for video](#)

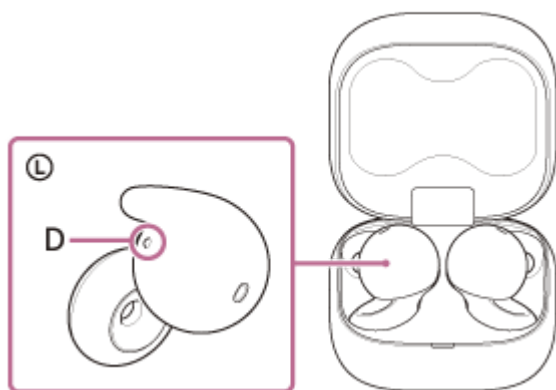


#### 1 Check the (left) and (right) marks on the headset.

When the charging case is opened, the  (left) headset unit is on the left side and the  (right) headset unit is on the right side.

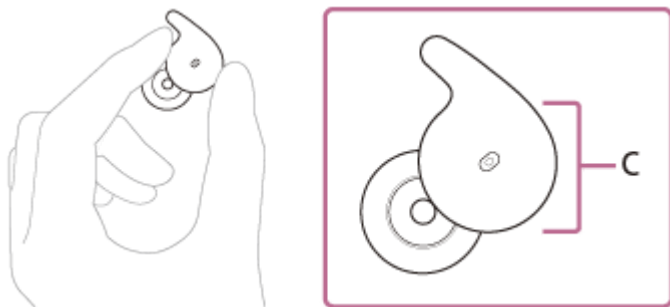
When the headset is removed from the charging case, the one with the  (left) mark is for the left ear and the one with the  (right) mark is for the right ear. There is a tactile dot (D) on the left headset unit.

When opening the charging case lid, be careful not to touch the headset with your finger. The headset may unintentionally fall out of the charging case.

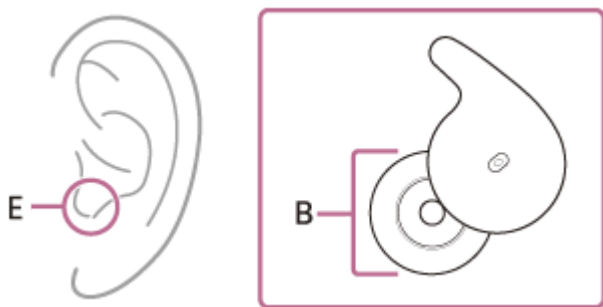


#### 2 Hold the headset unit firmly with your fingers.

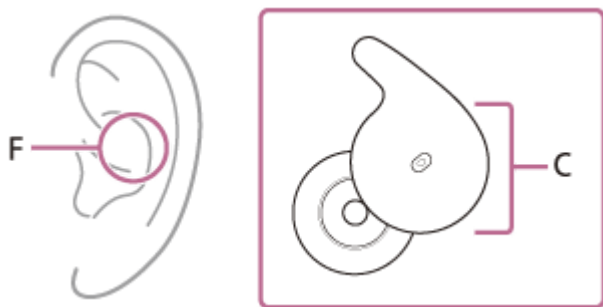
Use your thumb and index finger to hold the housing part of the headset unit (C).



- 3** Insert the driver unit part of the headset unit (B) so that it covers the lower part of your ear opening (E).



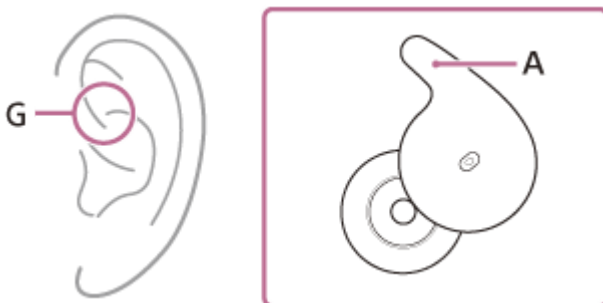
- 4** Push the housing part of the headset unit (C) into your ear groove (F).



By twisting the headset unit when putting it on, the housing part can be fit into your ear more easily.



- 5** Fit the fitting supporter (A) into the top of your ear groove (G).



Make sure the fitting supporter is fitted firmly into the top of your ear groove.

If the fitting supporter does not fit properly into the top of your ear groove, the headset unit may fall off your ear.



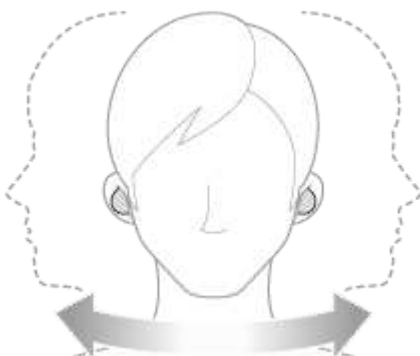
#### Hint

- The fitting supporter can be slid into your ear more easily if you gently pull the top of your ear upward while twisting the headset into place.



- Check that you are wearing the headset units properly in the following way.
  - Record how the headset units are worn in your ears using the video function of your smartphone or other devices.
  - Check the wearing condition with the “Sony | Sound Connect” app.

#### 6 Shake your head lightly and check that the headset unit does not come off or move in your ear.



Please also refer to the following link.

[The headset falls out of your ears/An earache occurs](#)

**For the proper sound quality, volume, call sound quality, etc. to be effective**

If the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain the correct sound qualities, volume, or call performance.

If any of this is the case, see steps 3 to 5 and check that you are wearing the headset properly in your ears.

## When attaching and removing the headset

In the factory settings, the built-in sensors detect when the headset is inserted in or removed from your ears to pause or resume music playback and control the detection of tap operations and voice guidance.

### When the headset is worn

- You can tap the headset or in the area near your ear to play music, make and receive calls, etc.
- You will hear a notification or voice guidance corresponding to the operation and status.

### When the headset is removed

- When you listen to music while wearing both headset units in your ears, the headset will pause music playback if one or both headset units are removed. When the headset is worn again, the headset resumes music playback.
- When the headset units are not worn for about 15 minutes after being removed from the charging case, the headset turns off automatically to save battery. Turn the headset on by putting the headset into your ears.
- In order to prevent the headset from reacting incorrectly, music playback, making and receiving calls as well as other operations cannot be performed by tapping the headset removed from your ears.

#### Hint

- You can also play music, make and receive calls, etc. when only one headset unit is worn in your ear.
- You can use the “Sony | Sound Connect” app to change the settings that automatically pause and resume the music playback, or automatically turn off the headset.
- If the fitting supporter comes off, refer to the URL below and reattach it.  
<https://rd1.sony.net/help/mdr/2800/acc/>

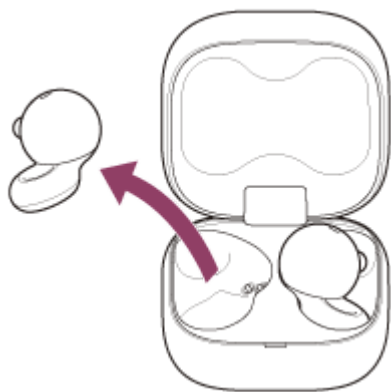
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### Related Topic

- [Using only one headset unit](#)
- [What you can do with the “Sony | Sound Connect” app](#)
- [The headset falls out of your ears/An earache occurs](#)

## Using only one headset unit

You can remove one headset unit from the charging case and use the headset unit by itself.  
In this case, only the headset unit that has been removed from the charging case will turn on.



### When you put on the other headset unit

The connection is automatically established between the left and right headset units, and you will hear the music or other audio on both headset units.

### Assigning functions to the left and right headset units

Depending on the headset unit you are wearing, some functions may not be available in the factory settings. In this case, you can change the function assignments to the left and right units of the headset using the “Sony | Sound Connect” app.

#### Hint

- Even if you are using only one headset unit, you can play music with the unit you are wearing.
- When you play music or other stereo audio while wearing only one headset unit, you will hear monaural sound with the left and right channels mixed (only during Classic Audio connection).
- You can also talk hands-free even when you are wearing only one headset unit. When you receive an incoming call, answer the call using the headset unit you are wearing. If you put the other headset unit into the other ear while you are talking with only one headset unit, you can talk with both headset units.
- Google Assistant can be assigned to either the left or right headset unit. When Google Assistant is assigned to the headset and you are using only one headset unit, use the headset unit with Google Assistant assigned.
- Amazon Alexa can be assigned to either the left or right headset unit. When Amazon Alexa is assigned to the headset and you are using only one headset unit, use the headset unit with Amazon Alexa assigned.

#### Related Topic

- [Controlling the audio device \(Bluetooth connection\)](#)
- [Functions for a phone call](#)
- [What you can do with the “Sony | Sound Connect” app](#)

## About wide area tap

Wide area tap is a function that detects vibration around the ears with the acceleration sensors that are built into the headset and determines the tap operations.

By tapping not only the headset unit but also the areas around the ears where the headset is worn, you can perform various operations such as music playback or phone calls.

The range in which the headset can detect tap operations is from around the tragus to the lower side and sideburn.



When tapping, use your index finger to perform a harder tap within the tap detection area.



## Some available operations

	Left	Right
Tap twice	To play or pause music	To play or pause music
Tap 3 times	To receive or end a call To skip to the beginning of the next track	To receive or end a call To skip to the beginning of the next track
Tap 5 or more times	To lower the volume	To increase the volume

## About the instruction manual video

Watch the video to find out how to use wide area tap (audio explanation is not available).

[https://rd1.sony.net/help/mdr/mov0074/h\\_zz/](https://rd1.sony.net/help/mdr/mov0074/h_zz/)

### Hint

- In addition to tapping around your ear, tap operations are detected when you tap the headset unit.
- If the tap operations cannot be easily detected, tap harder at a position closer to your ear.
- When tapping the headset or the area near your ear 2 or 3 times, tap it quickly with an interval of about 0.2 seconds between taps.

- You can change the function assignments to the left and right headset units using the “Sony | Sound Connect” app.

### Note

- When the headset is not worn in your ears, tap operations cannot be detected.
- The headset may not work properly due to coughing or when attaching/detaching accessories around the ears. When the headset is not working properly, turn the wide area tap off using the “Sony | Sound Connect” app.

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### Related Topic

- [What you can do with the “Sony | Sound Connect” app](#)

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## Using Quick Access

Quick Access is a feature that allows you to play content in the corresponding app by simply tapping the headset or the area near your ear.

- 1 Put the headset units into your ears and connect the headset to the smartphone via Bluetooth connection.**
- 2 Open the “Sony | Sound Connect” app and set the function of either the left or right headset unit as Quick Access.**

You can change the function assignments to the left and right units of the headset using the “Sony | Sound Connect” app.
- 3 Assign the services you want to link to Quick Access with the “Sony | Sound Connect” app.**

You can assign the different services to double-tap and triple-tap.
- 4 Launch the app of the service assigned for Quick Access.**
- 5 Tap the headset or the area near your ear to which you assigned the feature quickly (with an interval of about 0.2 seconds between taps) to use Quick Access.**

Double-tap or triple-tap to run the corresponding service assigned in the previous steps.

### Hint

- To use Quick Access, you need to install the corresponding smartphone app and connect to the Internet. Some apps will require you to sign in.
- For details on the latest specifications of Quick Access, refer to the “Sony | Sound Connect” app.
- You can also assign the same service to double-tap and triple-tap of Quick Access.
- If the corresponding app is not launched even when operating the headset unit to which Quick Access is assigned, the voice guidance “App assigned to the Quick Access is not launched on the mobile device” is heard from both headset units (or from the headset unit you are wearing).

### Note

- The services that can be assigned to Quick Access differ depending on the countries and regions.

### Related Topic

- [What you can do with the “Sony | Sound Connect” app](#)
- [What you can do with partner services](#)

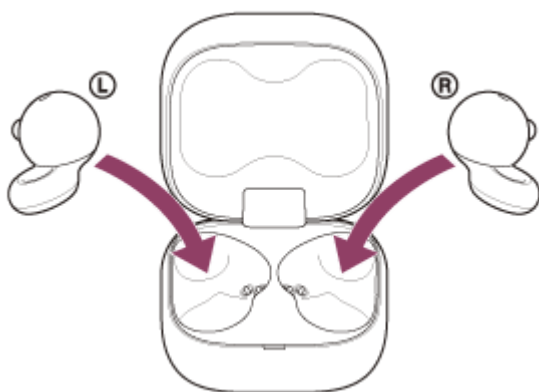


## Charging

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

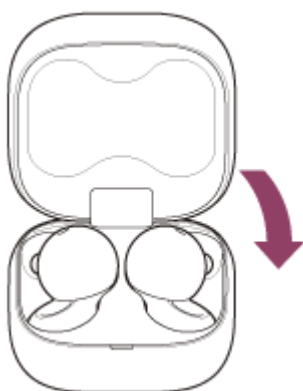
### 1 Set the headset units into the charging case.

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



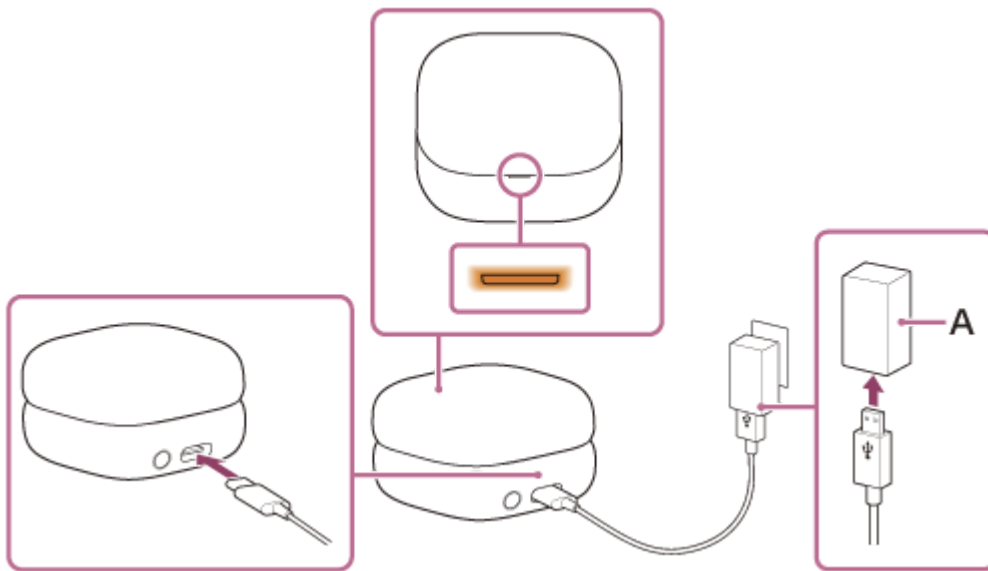
When the rechargeable battery of the charging case still has power, the indicator (orange or green) on the charging case lights up for about 3 seconds.

The charging starts on the headset. Make sure the fitting supporter is properly seated inside the charging case before closing the charging case lid.



### 2 Connect the charging case to an AC outlet.

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



Charging starts on the headset and charging case. The indicator (orange) on the charging case lights up. After charging is complete, the indicator on the charging case turns off. Remove the USB Type-C cable.

## About the charging time

The required time for fully charging the headset and the charging case is about 2.5 hours<sup>\*</sup>.

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

## Charging the headset when you are outside

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

The required time for fully charging the left and right headset units is about 1.5 hours.

## System requirements for battery charge using USB

### ● USB AC adaptor

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

### ● Personal computer

Personal computer with a standard USB port

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

### Hint

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

### Note

- Be sure to use the supplied USB Type-C cable. Otherwise, charging may not be successful.
- Charging may not be successful depending on the type of USB AC adaptor.
- The left or right headset unit works as the main headset unit, so it consumes the rechargeable battery faster than the other unit. There is a difference in charging time between the left and right headset units, but this is not a malfunction. The left or the right headset unit can be the "main headset unit" depending on the usage environment.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging once again.

- If the indicator (orange) on the charging case lights up for about 3 seconds and then turns off when the left and right headset units are removed from the charging case, the remaining battery charge of the charging case is low. Charge the charging case.
- If the indicator on the charging case does not turn on even when the left and right headset units are removed from the charging case, the battery charge of the charging case is empty. Charge the charging case.
- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after charging and discharging several times. If you store the headset for a long time, charge the battery once every 6 months to avoid over-discharge.
- If the headset is not used for a long time, it may take longer to charge the battery.
- Be sure to close the charging case lid to prevent the battery of the charging case from being consumed.
- If there is a problem with the rechargeable battery of the headset or the charging case and something unusual is detected during charging, the indicator (orange) on the charging case flashes.  
It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.  
If the problem persists, consult your nearest Sony dealer.
- If the headset is not used for a long time, the indicator (orange) on the charging case may not immediately light up when charging. Wait a moment until the indicator (orange) lights up.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.
- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.
- When connecting the charging case to a computer, use only the supplied USB Type-C cable, and be sure to directly connect them. Charging will not be properly completed when the charging case is connected through a USB hub.
- The headset and the charging case may become warm during charging or for a while after charging. However, this is not a malfunction.

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## Related Topic

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

## Available operating time

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

### Bluetooth connection

**Music playback time (AAC):** Max. 8 hours

**Music playback time (SBC):** Max. 8 hours

**Music playback time (LC3):** Max. 8 hours

- About 1 hour of music playback is possible after 3 minutes charging.
- If you make the following settings on the “Sony | Sound Connect” app, the available operating time of the battery becomes shorter than the ones described above.
  - Equalizer
  - DSEE™
  - Speak-to-Chat
  - Function to launch the voice assist function by your voice
  - Service Link
  - Adaptive Volume Control

If you run the above settings at the same time, the available operating time of the battery becomes even shorter.

### Communication time

**Communication time:** Max. 4.5 hours

**Standby time:** Max. 13 hours

#### Hint

- By using the “Sony | Sound Connect” app, you can check which codec is used for a connection.

#### Note

- Usage hours may be different from the time described above depending on the settings for the headset functions and usage conditions.
- The left or right headset unit works as the main headset unit, so it consumes the rechargeable battery faster than the other unit. There is a difference in remaining battery charge between the left and right headset units, but this is not a malfunction. The left or the right headset unit can be the “main headset unit” depending on the usage environment.

### Related Topic

- [Supported codecs](#)
- [About the DSEE function](#)
- [Speaking with someone while wearing the headset \(Speak-to-Chat\)](#)
- [What you can do with the “Sony | Sound Connect” app](#)

## Checking the remaining battery charge

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

### When you are using an iPhone or iPod touch (iOS 13 or later)

When the headset is connected to an iPhone or iPod touch via an HFP (Hands-free Profile) Bluetooth connection, you can check the remaining battery charge of the headset on an iPhone or iPod touch. For more details, refer to the operating instructions supplied with the iPhone or iPod touch.

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

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

When the headset is connected to an Android smartphone via an HFP Bluetooth connection, you can check the remaining battery charge of the headset on the smartphone. For more details, refer to the operating instructions supplied with the Android smartphone.

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

## Checking the remaining battery charge of the charging case

- If the indicator (orange) on the charging case lights up when both headset units are removed from the charging case, or when the charging case lid is opened or closed with no headset units stored, the remaining battery charge of the charging case is between 30% and 1%. The charging case cannot sufficiently charge the headset with this remaining level of battery charge.
- If the indicator on the charging case does not light up when both headset units are removed from the charging case, or when the charging case lid is opened or closed with no headset units stored, the remaining battery charge of the charging case is at less than 1%. The headset cannot be charged with the charging case in this case.

## Notification with voice guidance

When the remaining battery becomes low, a warning beep sounds when you put the headset into your ears or while using the headset, and the voice guidance says, "Low battery", so charge the headset as soon as possible.

When the battery becomes completely empty, a warning beep sounds, the voice guidance says, "Battery is empty", and the headset automatically turns off.

### Hint

- The remaining battery charge of the headset may be different on the left and right sides depending on how you use them. When checking the remaining battery charge on an iPhone/iPod touch or Android smartphone while using both headset units, the remaining battery charge of the headset unit with less remaining battery charge between the left and right headset units is displayed. When using only one headset unit, the remaining battery charge of the headset unit you are using is displayed.
- You can also check the remaining battery charge of the headset unit and the charging case with the "Sony | Sound Connect" app. Android smartphones and iPhone/iPod touch both support this app.

### Note

- If the headset and smartphone are not connected with HFP, the remaining battery charge will not be correctly displayed.
- If you connect the headset to an iPhone/iPod touch or Android smartphone with "Media audio" (A2DP) only in a multipoint connection, the remaining battery charge will not be displayed correctly.

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

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## Related Topic

- [What you can do with the “Sony | Sound Connect” app](#)
- [About the indicator](#)

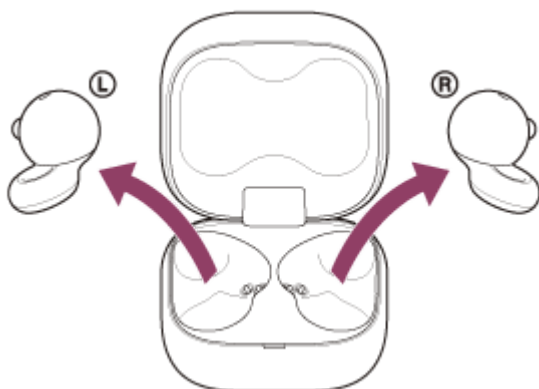
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## Turning on the headset

### When the headset is stored in the charging case

- 1 Remove the headset units from the charging case.



The headset turns on automatically.

When you remove only one headset unit from the charging case, only the removed unit turns on.

### When the headset is not stored in the charging case

When the headset is not being worn in your ears for about 15 minutes after being removed from the charging case, the headset turns off automatically. In this case, turn the headset on by putting the headset into your ears. The headset units will also turn on when they are set in the charging case and then removed from the charging case.

You can use the “Sony | Sound Connect” app to change the setting of the headset so that it will not be turned off automatically.

### When the headset is turned on

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

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

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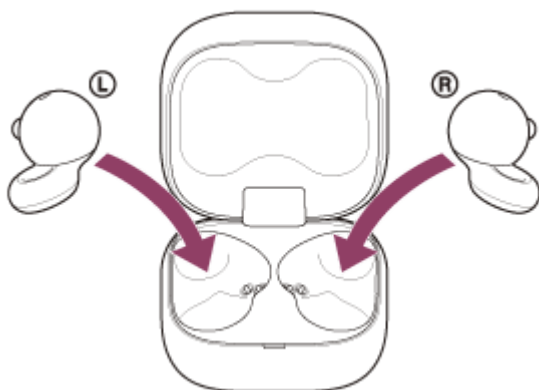
#### Related Topic

- [Using only one headset unit](#)
- [Turning off the headset](#)
- [What you can do with the “Sony | Sound Connect” app](#)

## Turning off the headset

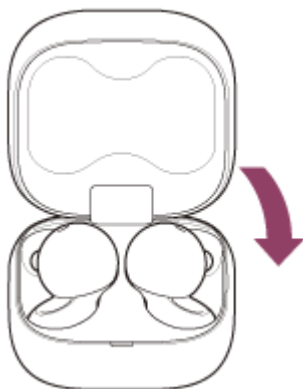
### 1 Set the headset units into the charging case.

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



When the rechargeable battery of the charging case still has power, the indicator (orange or green) on the charging case lights up for about 3 seconds.

The charging starts on the headset. Close the charging case lid.



The headset turns off.

### When the headset is left removed

When the headset is not being worn in your ears for about 15 minutes after being removed from the charging case, the headset turns off automatically.

To turn off the power before the headset turns off automatically, set the headset units into the charging case, and close the charging case lid.

You can use the “Sony | Sound Connect” app to change the setting of the headset so that it will not be turned off automatically.

#### Hint

- You can also turn off the headset with the “Sony | Sound Connect” app.

### Note

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

---

### Related Topic

- [Charging](#)
- [Turning on the headset](#)
- [What you can do with the “Sony | Sound Connect” app](#)

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## How to make a wireless connection to Bluetooth devices

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

### Pairing

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

Pair the headset with the device manually.

### Connecting to a paired device

Once a device is paired, it is not necessary to pair it again. Connect to devices already paired with the headset using the methods necessary for each device.

#### Hint

- When using the LE Audio function, you need to change the settings of the headset and pair the paired Android smartphone again. For details, see "[Pairing and connecting with an Android smartphone using LE Audio](#)".

### Related Topic

- [Pairing and connecting with an Android smartphone](#)
- [Pairing and connecting with an Android smartphone using LE Audio](#)
- [Pairing and connecting with an iPhone](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Pairing and connecting with a computer \(Windows 10\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Pairing and connecting with a Bluetooth device](#)
- [Connecting to a paired Android smartphone](#)
- [Connecting to a paired iPhone](#)
- [Connecting to a paired computer \(Windows 11\)](#)
- [Connecting to a paired computer \(Windows 10\)](#)
- [Connecting to a paired computer \(Mac\)](#)
- [Connecting to a paired Bluetooth device](#)

## Connecting with the “Sony | Sound Connect” app

Launch the “Sony | Sound Connect” app on your Android smartphone/iPhone to connect the headset to a smartphone or iPhone.



### Hint

- To pair a second or subsequent device, the headset can be entered into pairing mode on the “Sony | Sound Connect” app.

### Note

- The connection with some smartphones and iPhone devices may become unstable when connecting using the “Sony | Sound Connect” app. In that case, follow the procedures in “[Connecting to a paired Android smartphone](#)”, or “[Connecting to a paired iPhone](#)” to connect to the headset.

### Related Topic

- [Pairing and connecting with an Android smartphone](#)
- [Pairing and connecting with an iPhone](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Pairing and connecting with a computer \(Windows 10\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Connecting to a paired Android smartphone](#)
- [Connecting to a paired iPhone](#)
- [What you can do with the “Sony | Sound Connect” app](#)
- [Installing the “Sony | Sound Connect” app](#)

## Pairing and connecting with an Android smartphone

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

Before starting the operation, make sure of the following:

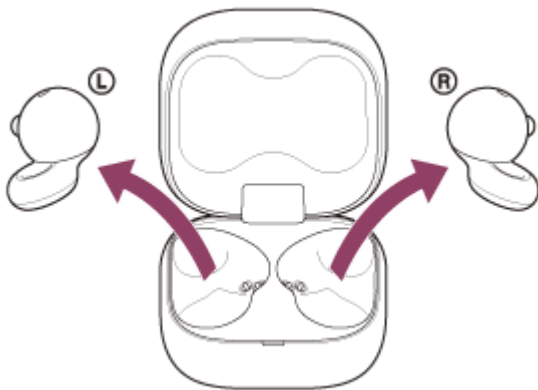
- The Android smartphone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the Android smartphone is in hand.

### 1 Check the status of the headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset) : Proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices) : Proceed to step 3.

### 2 (If you selected “when there is no pairing information on the headset” in step 1) Remove both headset units from the charging case.



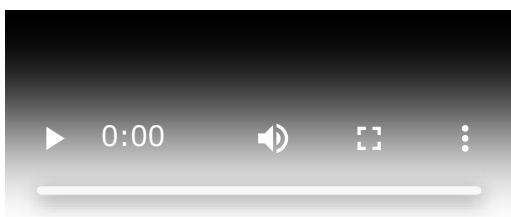
The headset turns on automatically.

The headset enters pairing mode automatically.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

Proceed to step 4.

### 3 (If you selected “the headset has pairing information for other devices” in step 1) Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.



#### Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode. You can remove the headset from the charging case after entering pairing mode.

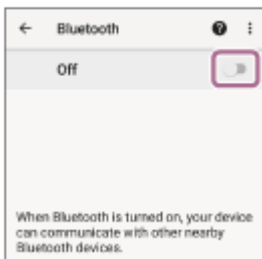
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

**4** Unlock the screen of the Android smartphone if it is locked.

**5** On your Android smartphone screen, select [Settings] - [Device connection] - [Bluetooth].



**6** Touch the switch to turn on the Bluetooth function.



## 7 Touch [LinkBuds Open].



If Passkey\* input is required, input “0000”.

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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

If [LinkBuds Open] does not appear on your Android smartphone screen, try again from step 5.

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

## About the instruction manual video

Watch the video for how to perform pairing for the first time (audio explanation is not available).

[https://rd1.sony.net/help/mdr/mov0070/h\\_zz/](https://rd1.sony.net/help/mdr/mov0070/h_zz/)

### Hint

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

### Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or 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.
  - When a 9th device is paired  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the connected Bluetooth device
  - When the headset is initialized  
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.



## Related Topic

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

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## Pairing and connecting with an Android smartphone using LE Audio

LE Audio is a sound communication standard for Bluetooth technology.  
Both the Android smartphone and the headset must support LE Audio.

### Devices supporting LE Audio

For the latest information on the compatible devices, refer to the support website.

### About LE Audio

- LE Audio supports the “LC3” codec. When connection is established using LE Audio, you can enjoy sound from an Android smartphone with less sound delay.
- When connected using LE Audio, some of the headset functions cannot be used. For details, see [“What you can do with the “Sony | Sound Connect” app”](#).

#### 1 Install the “Sony | Sound Connect” app on the Android smartphone, and connect the headset via Bluetooth connection.

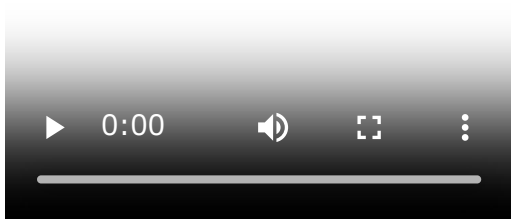
For details on how to connect via Bluetooth connection, see [“Connecting with the “Sony | Sound Connect” app”](#) or [“Pairing and connecting with an Android smartphone”](#).

#### 2 Launch the “Sony | Sound Connect” app and select [LE Audio connection setting for headphones] - [LE Audio Priority].

#### 3 On the Android smartphone, select [Settings] - [Device connection] - [Bluetooth].

#### 4 Select [Paired devices] - [LinkBuds Open] and delete the pairing information (history of the Classic Audio connection).

#### 5 Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.



#### Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode. You can remove the headset from the charging case after entering pairing mode.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

**6 On the Android smartphone, select [Settings] - [Device connection] to open the Bluetooth settings screen.**

**7 Select [Pair new device].**

**8 Select [Available devices] - [LinkBuds Open].**

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

**9 Touch  (settings) displayed next to the connected [LinkBuds Open].**

**10 Check that [LE Audio] is turned on.**

If it is turned off, touch the switch to turn on [LE Audio].

**11 On the “Sony | Sound Connect” app screen, check that [LE Audio] is displayed under the headset name.**

**To finish LE Audio**

Reconnect the headset with the Android smartphone using Classic Audio.

Launch the “Sony | Sound Connect” app and select [LE Audio connection setting for headphones] - [Classic Audio only (conventional connection method)].

**Hint**

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

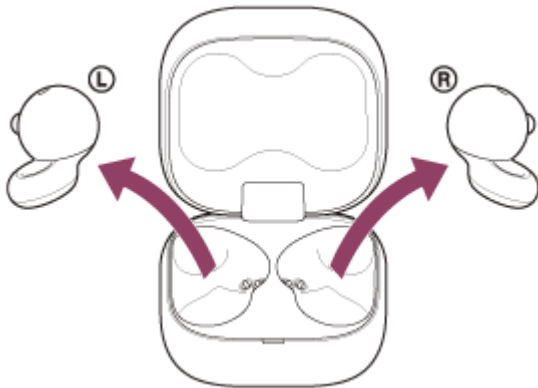
**Related Topic**

- [What you can do with the “Sony | Sound Connect” app](#)
- [Connecting with the “Sony | Sound Connect” app](#)
- [Pairing and connecting with an Android smartphone](#)
- [Customer support websites](#)
- [Initializing the headset to restore factory settings](#)

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## Connecting to a paired Android smartphone

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



The headset turns on automatically.

- 3 **Put the headset units into your ears.**

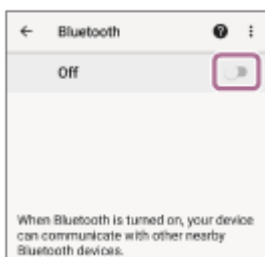
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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

- 4 **On your Android smartphone screen, select [Settings] - [Device connection] - [Bluetooth].**



- 5 **Touch the switch to turn on the Bluetooth function.**



- 6 **Touch [LinkBuds Open].**



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

### Hint

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

### Note

- When connecting, [LinkBuds Open], [LE\_LinkBuds Open], or both may be displayed on the connecting device. When both or [LinkBuds Open] is displayed, select [LinkBuds Open]; when [LE\_LinkBuds Open] is displayed, select [LE\_LinkBuds Open].
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.  
If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your Android smartphone to the headset, delete the headset pairing information on your Android smartphone and perform pairing again. As for the operations on your Android smartphone, refer to the operating instructions supplied with the Android smartphone.

### Related Topic

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

## Pairing and connecting with an iPhone

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

Before starting the operation, make sure of the following:

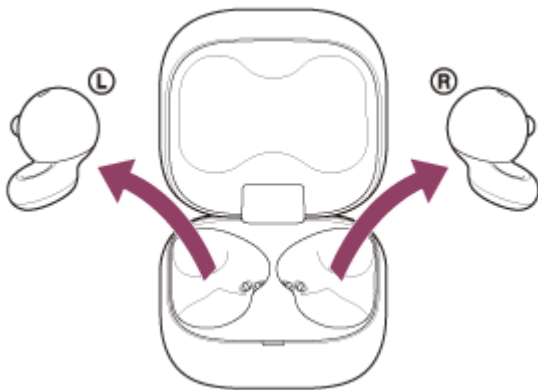
- The iPhone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the iPhone is in hand.

### 1 Check the status of the headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset) : Proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices) : Proceed to step 3.

### 2 (If you selected “when there is no pairing information on the headset” in step 1) Remove both headset units from the charging case.



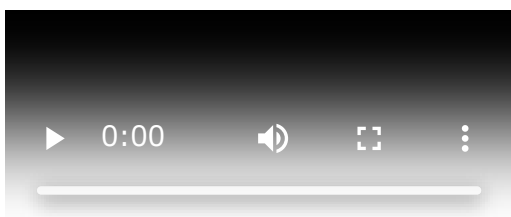
The headset turns on automatically.

The headset enters pairing mode automatically.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

Proceed to step 4.

### 3 (If you selected “the headset has pairing information for other devices” in step 1) Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.



#### Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode. You can remove the headset from the charging case after entering pairing mode.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

- 4 **Unlock the screen of the iPhone if it is locked.**
- 5 **On your iPhone screen, go to [Settings] and touch [Bluetooth].**



- 6 **Touch the switch to turn on the Bluetooth function.**





## 7 Touch [LinkBuds Open].



If Passkey\* input is required, input "0000".

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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

If [LinkBuds Open] does not appear on the display of the iPhone, try again from step 5.

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

## About the instruction manual video

Watch the video for how to perform pairing for the first time (audio explanation is not available).

[https://rd1.sony.net/help/mdr/mov0070/h\\_zz/](https://rd1.sony.net/help/mdr/mov0070/h_zz/)

### Hint

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

### Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or 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.
  - When a 9th device is paired  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the connected Bluetooth device
  - When the headset is initialized  
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

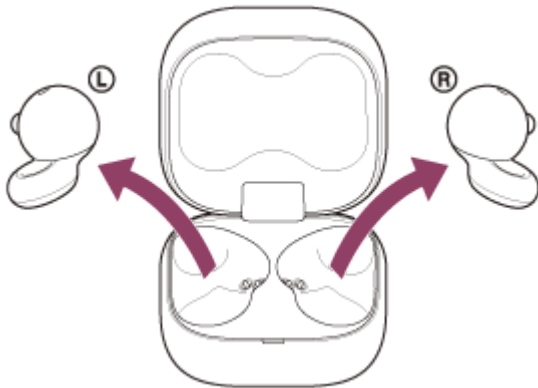
## Related Topic

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

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## Connecting to a paired iPhone

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



The headset turns on automatically.

- 3 **Put the headset units into your ears.**

When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing. Check the connection status on the iPhone. If it is not connected, proceed to step 4.

- 4 **On your iPhone screen, go to [Settings] and touch [Bluetooth].**



- 5 **Touch the switch to turn on the Bluetooth function.**



- 6 **Touch [LinkBuds Open].**



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

### Hint

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

### Note

- When connecting, [LinkBuds Open], [LE\_LinkBuds Open], or both may be displayed on the connecting device. When both or [LinkBuds Open] is displayed, select [LinkBuds Open]; when [LE\_LinkBuds Open] is displayed, select [LE\_LinkBuds Open].
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.  
If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone and perform pairing again. As for the operations on your iPhone, refer to the operating instructions supplied with the iPhone.

### Related Topic

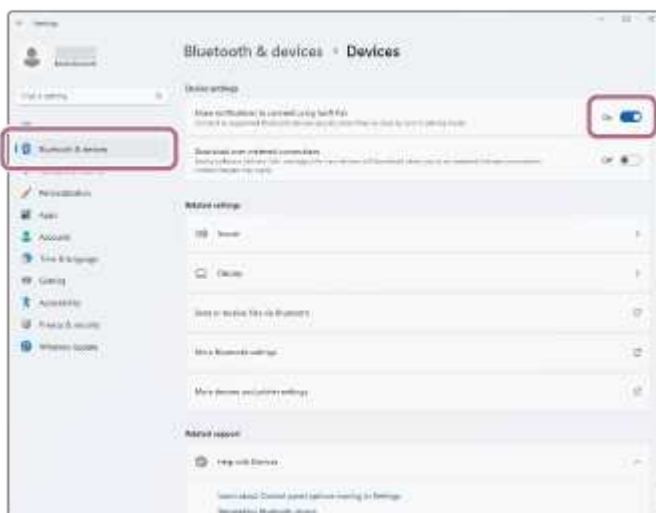
- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an iPhone](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

## Pairing and connecting with a computer (Windows® 11)

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

Before starting the operation, make sure of the following:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- The Swift Pair function can be used to make pairing easier. To use the Swift Pair function, click the [Start] button - [Settings] - [Bluetooth & devices] - [Devices] - [Show notifications to connect using Swift Pair] switch to turn on the Swift Pair function.

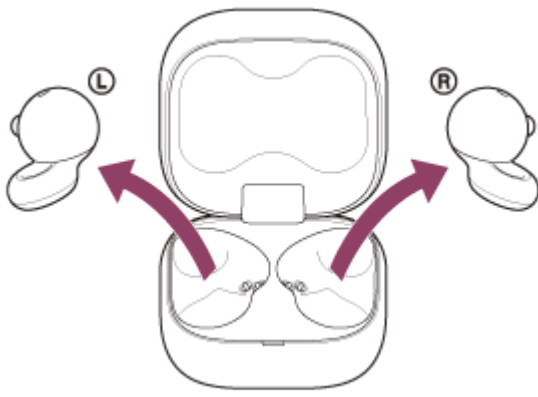


### 1 Check the status of the headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset) Proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices) Proceed to step 3.

### 2 (If you selected “when there is no pairing information on the headset” in step 1) Remove both headset units from the charging case.



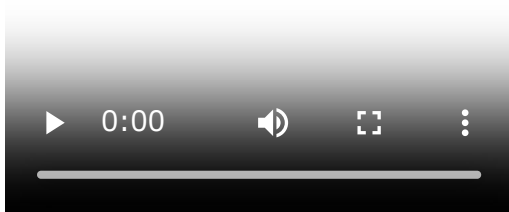
The headset turns on automatically.

The headset enters pairing mode automatically.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

Proceed to step 4.

- 3** (If you selected “the headset has pairing information for other devices” in step 1)  
**Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.**



#### Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode. You can remove the headset from the charging case after entering pairing mode.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

To use the Swift Pair function, proceed to step 5.

To connect without using the Swift Pair function, proceed to step 6.

**5 (If you selected "To use the Swift Pair function" in step 4)  
Select [Connect] from the pop-up menu displayed on your computer screen.**

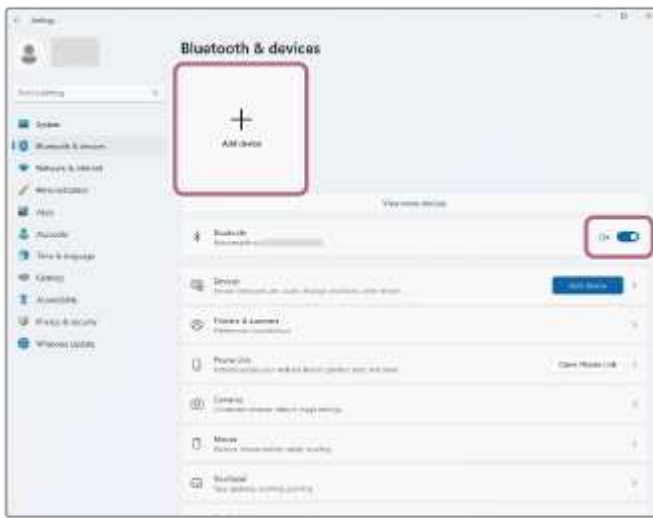


**6 (If you selected "To connect without using the Swift Pair function" in step 4)  
On your computer screen, click the [Start] button, then [Settings].**

**7 Click [Bluetooth & devices].**



**8 Click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add device].**



9 Click [Bluetooth].



10 Click [LinkBuds Open].



If Passkey\* input is required, input “0000”.

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the



notification sound from the headset unit you are wearing.

If they are not connected, see [“Connecting to a paired computer \(Windows 11\)”](#).

If [LinkBuds Open] does not appear on your computer screen, try again from step 6.

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

### Hint

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

### Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or 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.
  - When a 9th device is paired  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the connected Bluetooth device
  - When the headset is initialized  
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.
- When pairing with LE Audio, turn on the LE Audio setting on your computer.

### Related Topic

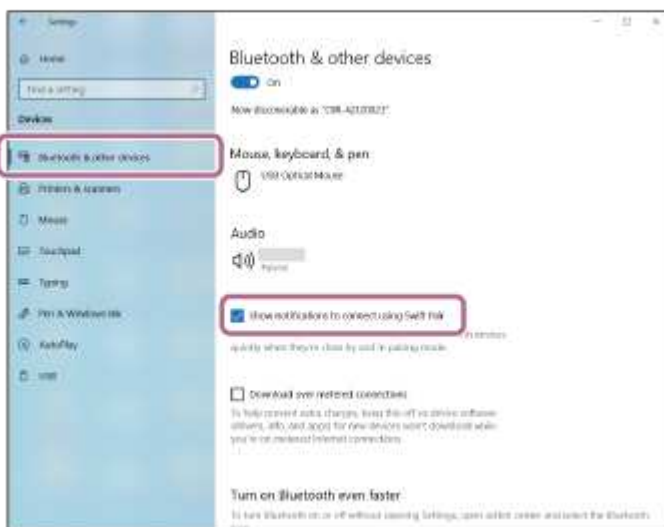
- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Windows 11\)](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

## Pairing and connecting with a computer (Windows 10)

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

Before starting the operation, make sure of the following:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- If your OS version is Windows 10 version 1803 or later, the Swift Pair function can be used to make pairing easier. To use the Swift Pair function, click the [Start] button - [Settings] - [Devices] - [Bluetooth & other devices], and check the [Show notifications to connect using Swift Pair] checkbox.

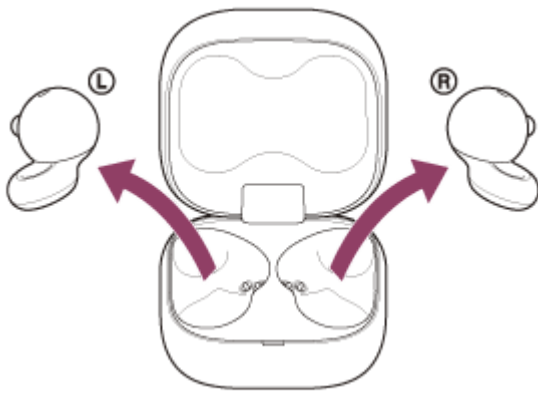


### 1 Check the status of the headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset) : Proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices) : Proceed to step 3.

### 2 (If you selected “when there is no pairing information on the headset” in step 1) Remove both headset units from the charging case.



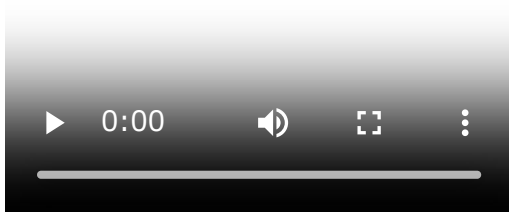
The headset turns on automatically.

The headset enters pairing mode automatically.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

Proceed to step 4.

- 3** (If you selected “the headset has pairing information for other devices” in step 1)  
Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.



#### Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode. You can remove the headset from the charging case after entering pairing mode.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

To use the Swift Pair function, proceed to step 5.

To connect without using the Swift Pair function, proceed to step 6.

**5 (If you selected "To use the Swift Pair function" in step 4)  
Select [Connect] from the pop-up menu displayed on your computer screen.**



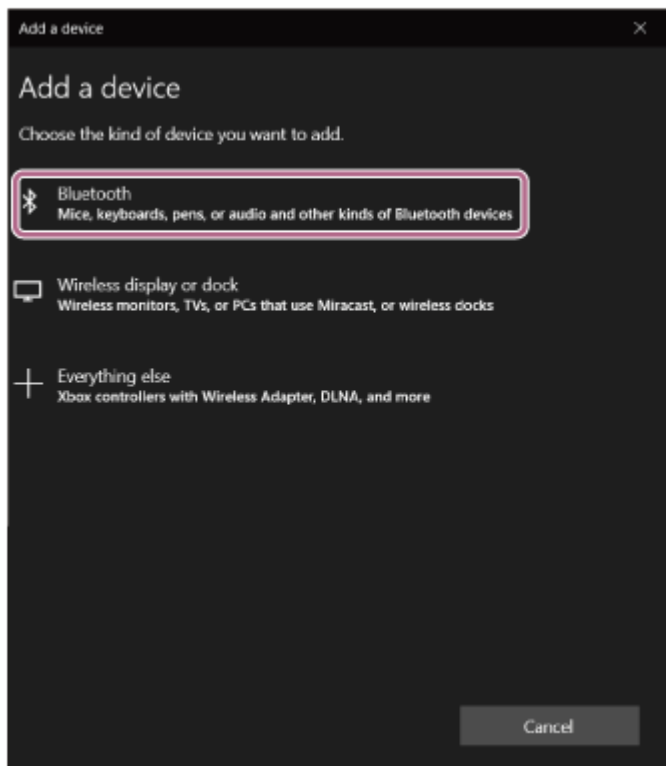
**6 (If you selected "To connect without using the Swift Pair function" in step 4)  
On your computer screen, click the [Start] button, then click [Settings] - [Devices].**



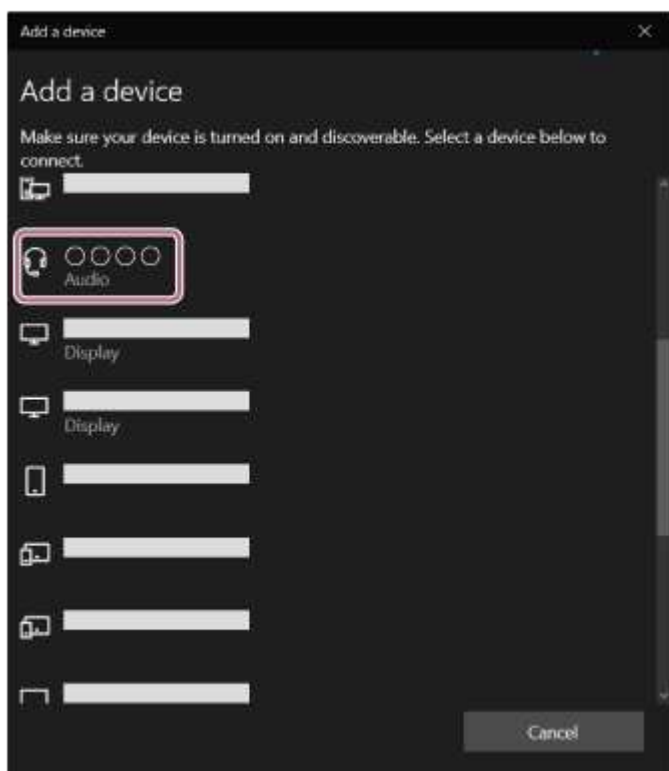
**7 Click the [Bluetooth & other devices] tab, click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add Bluetooth or other device].**



8 Click [Bluetooth].



9 Click [LinkBuds Open].



If Passkey\* input is required, input “0000”.

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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

If [LinkBuds Open] does not appear on your computer screen, try again from step 6.

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

### Hint

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

### Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or 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.
  - When a 9th device is paired
 

The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the connected Bluetooth device
  - When the headset is initialized
 

All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

### Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Windows 10)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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## Pairing and connecting with a computer (Mac)


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

### Compatible OS

macOS (version 12 or later)

Before starting the operation, make sure of the following:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.

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

Computer speaker in the ON mode

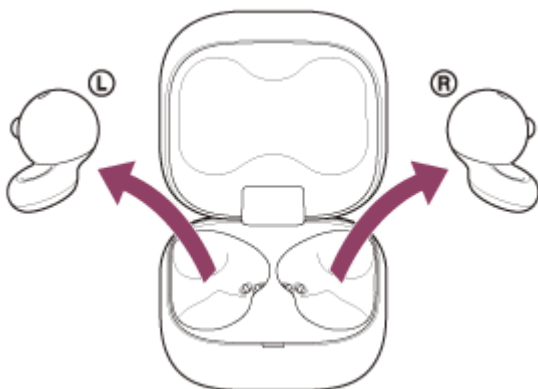


#### 1 Check the status of the headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset) : Proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices) : Proceed to step 3.

#### 2 (If you selected “when there is no pairing information on the headset” in step 1) Remove both headset units from the charging case.



The headset turns on automatically.

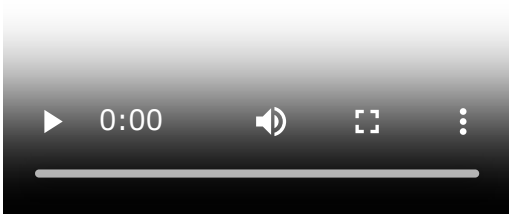
The headset enters pairing mode automatically.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.



Proceed to step 4.

- 3 (If you selected “the headset has pairing information for other devices” in step 1)**  
**Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.**




#### Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode. You can remove the headset from the charging case after entering pairing mode.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

- 4 Wake the computer up if the computer is in standby (sleep) or hibernation mode.**
- 5 Select [  (System Preferences)] - [Bluetooth] from the Dock at the bottom of your computer screen.**



- 6 Select [LinkBuds Open] on the [Bluetooth] screen and click [Connect].



If Passkey\* input is required, input “0000”.

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

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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

If [LinkBuds Open] does not appear on your computer screen, try again from step 5.

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

## Hint

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

## Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or 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.
  - When a 9th device is paired  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the connected Bluetooth device
  - When the headset is initialized  
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected

device and then pair them again.

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

### Related Topic

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

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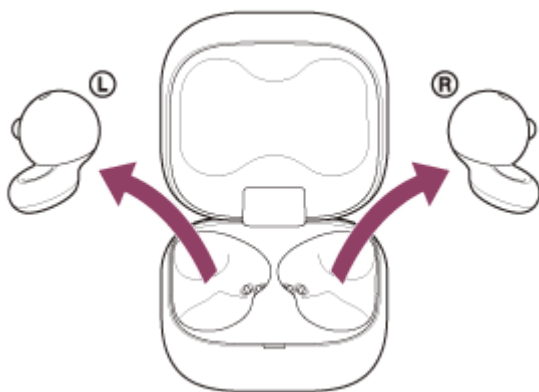
## Connecting to a paired computer (Windows 11)

Before starting the operation, make sure of the following:

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

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

**2 Remove the headset units from the charging case.**

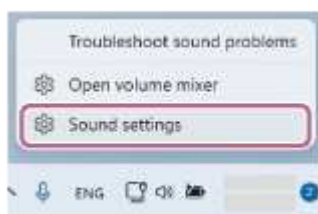


The headset turns on automatically.

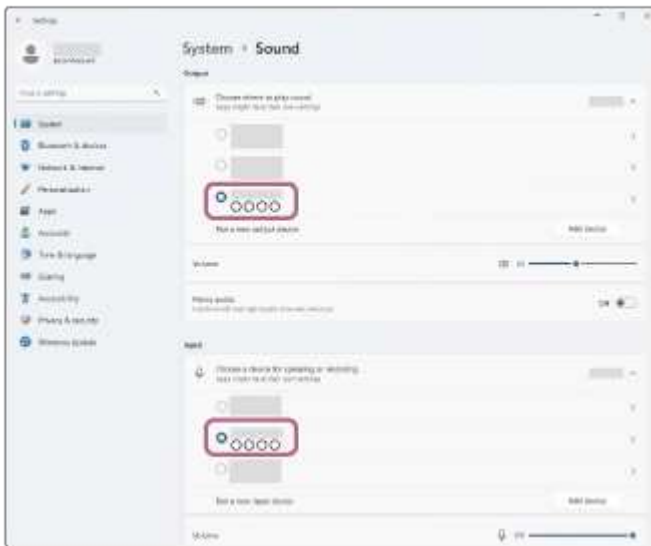
**3 Put the headset units into your ears.**

When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing. Check the connection status on the computer. If it is not connected, proceed to step 4.

**4 On your computer screen, right-click the speaker icon on the toolbar, then select [Sound settings].**

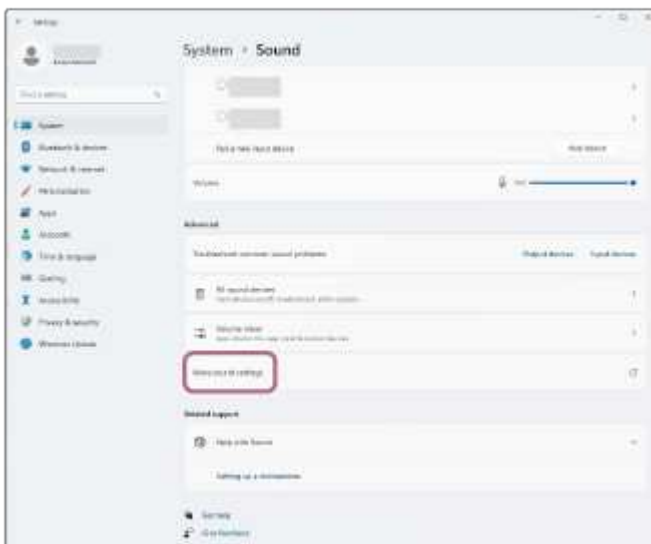


**5 On the [Sound] screen, select [LinkBuds Open] for [Output] and [Input].**

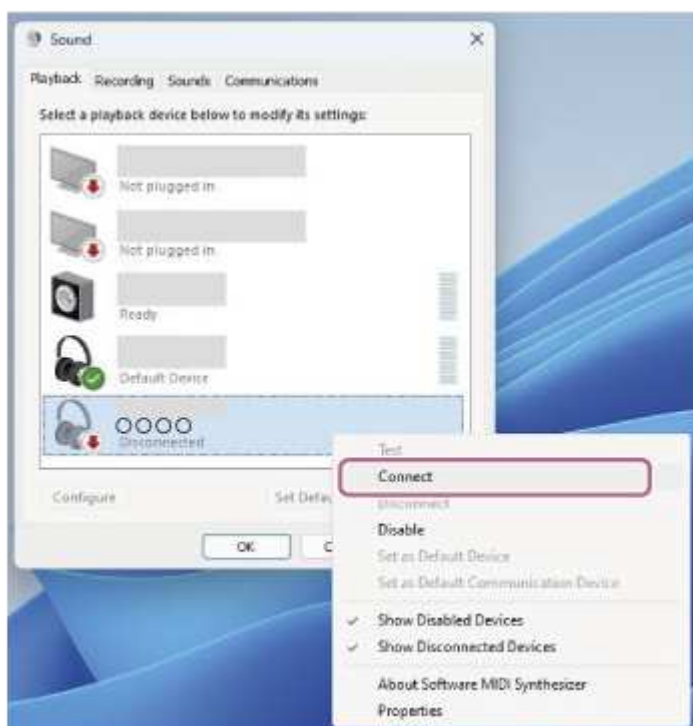


If [LinkBuds Open] is not displayed for [Output] and [Input], proceed to step 6.

**6 Click [More sound settings].**

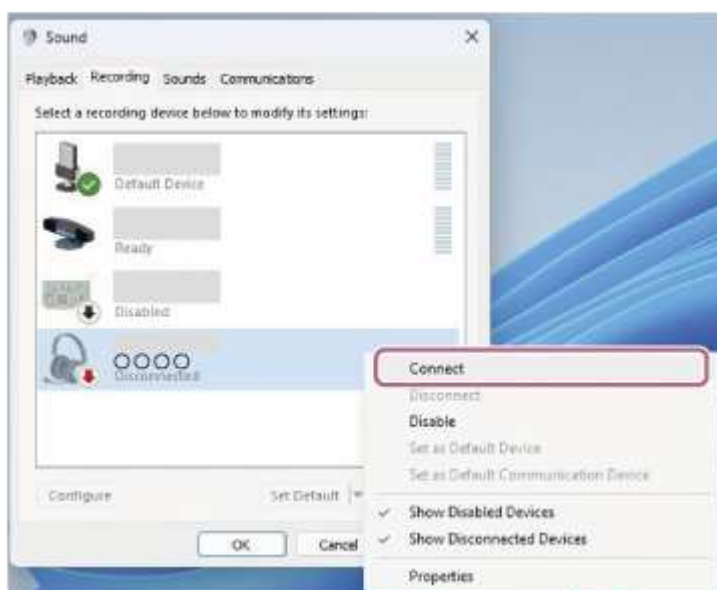


**7 On the [Playback] tab on the [Sound] screen, select [LinkBuds Open], right-click it, and select [Connect] from the displayed menu.**



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

- 8 On the [Recording] tab, select [LinkBuds Open], right-click it, and select [Connect] from the displayed menu.



### Hint

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

### Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.

If this occurs, cancel the Bluetooth connection on the last connected device.

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

### Related Topic

- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Making a video call on your computer](#)

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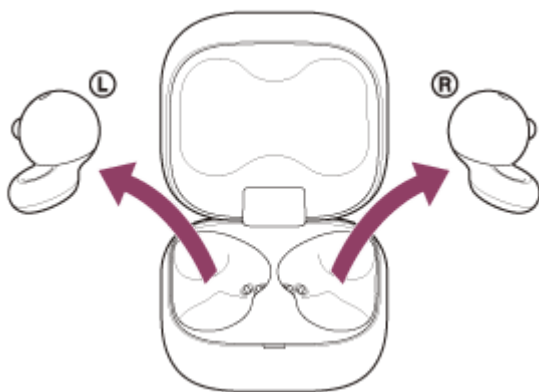
## Connecting to a paired computer (Windows 10)

Before starting the operation, make sure of the following:

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

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

**2 Remove the headset units from the charging case.**

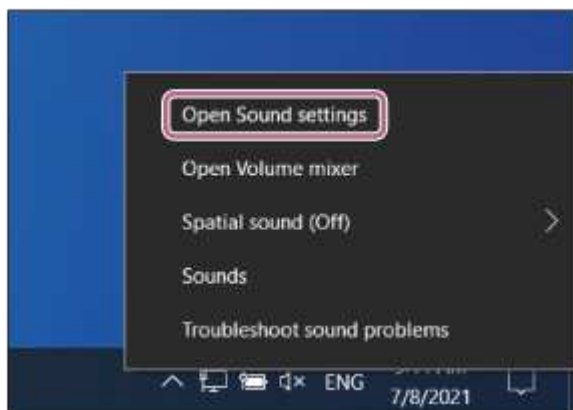


The headset turns on automatically.

**3 Put the headset units into your ears.**

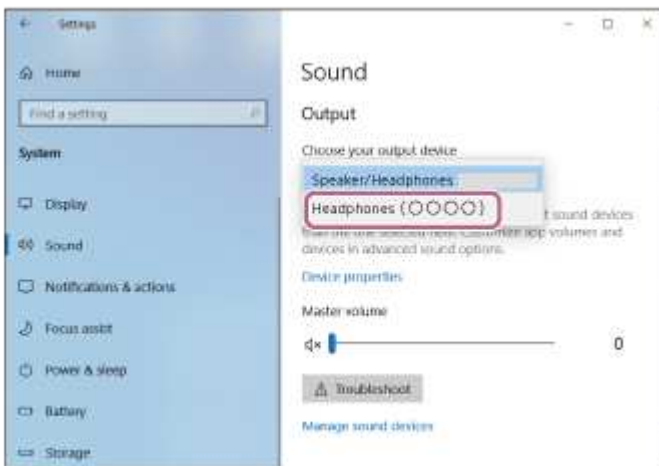
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing. Check the connection status on the computer. If it is not connected, proceed to step 4.

**4 On your computer screen, right-click the speaker icon on the toolbar, then select [Open Sound settings].**



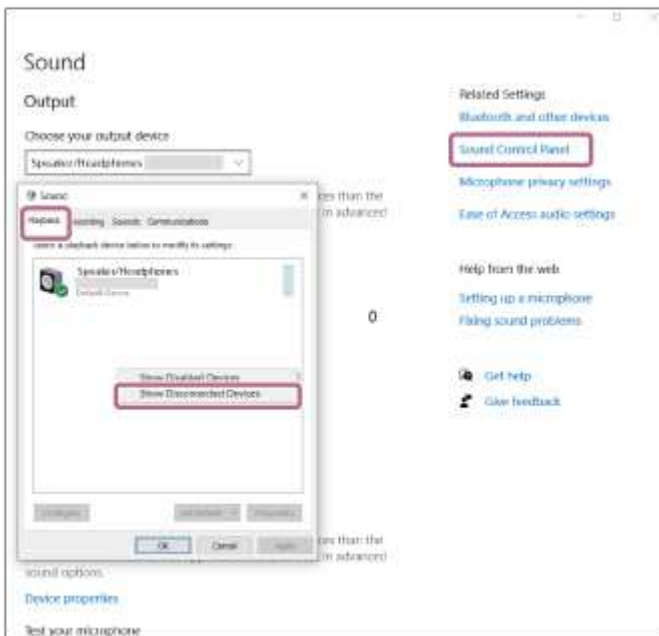
**5 From the [Choose your output device] drop-down menu, select [Headphones (LinkBuds Open Stereo)].**





If [Headphones (LinkBuds Open Stereo)] is not displayed on the drop-down menu, proceed to step 6.

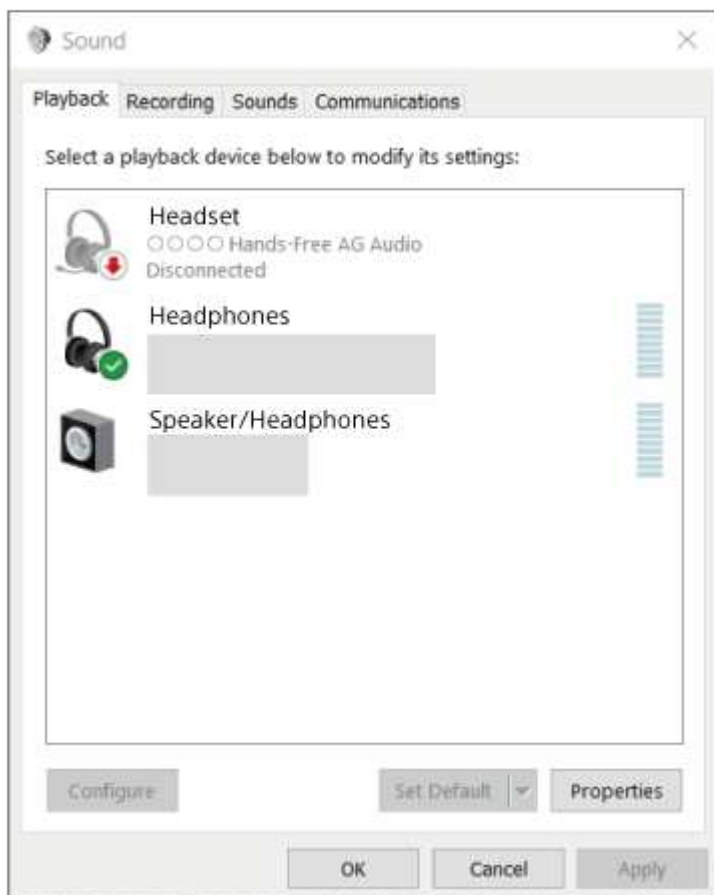
- 6 Click [Sound Control Panel], right-click on the [Playback] tab on the [Sound] screen, and check the [Show Disconnected Devices] checkbox.



- 7 Select [Connect] from the displayed menu.



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.



## Hint

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

## Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.  
If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

## Related Topic

- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows 10\)](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Making a video call on your computer](#)


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## Connecting to a paired computer (Mac)

### Compatible OS

macOS (version 12 or later)

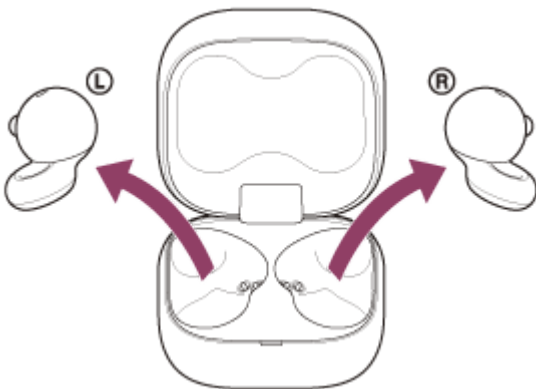
Before starting the operation, make sure of the following:

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

Computer speaker in the ON mode




- 1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.
- 2 Remove the headset units from the charging case.



The headset turns on automatically.

- 3 Put the headset units into your ears.

When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.  
Check the connection status on the computer. If it is not connected, proceed to step 4.

- 4 Select [  (System Preferences)] - [Bluetooth] from the Dock at the bottom of your computer screen.



- 5 Click [LinkBuds Open] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop-up menu.



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

### Hint

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

### Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.  
If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

### Related Topic

- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)

- Pairing and connecting with a computer (Mac)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Making a video call on your computer

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## Pairing and connecting with a Bluetooth device

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

Before starting the operation, make sure of the following:

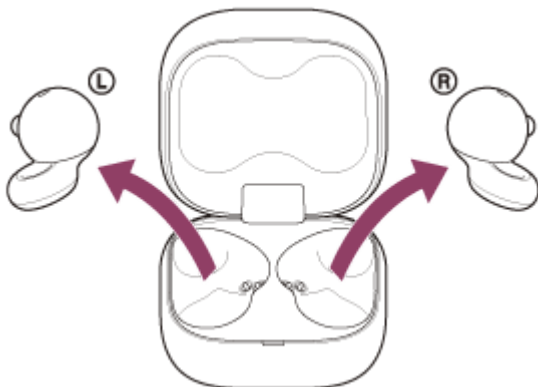
- The Bluetooth device is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the Bluetooth device is in hand.

### 1 Check the status of the headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset) : Proceed to step 2.

When you pair a second or subsequent device (the headset has pairing information for other devices) : Proceed to step 3.

### 2 (If you selected “when there is no pairing information on the headset” in step 1) Remove both headset units from the charging case.



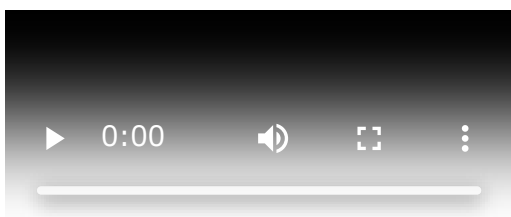
The headset turns on automatically.

The headset enters pairing mode automatically.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

Proceed to step 4.

### 3 (If you selected “the headset has pairing information for other devices” in step 1) Set the headset into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more.



#### Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode. You can remove the headset from the charging case after entering pairing mode.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

[LinkBuds Open] will be displayed on the list of detected devices on the screen of the Bluetooth device.

If [LinkBuds Open] is not displayed, try again from step 2 or step 3.

#### 5 Select [LinkBuds Open] displayed on the screen of the Bluetooth device for pairing.

If Passkey\* input is required, input "0000".

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

#### 6 Make the Bluetooth connection from the Bluetooth device.

The headset and Bluetooth device are connected to each other.

Some devices automatically connect with the headset when pairing is complete.

When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.



When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

If they are not connected, see [“Connecting to a paired Bluetooth device”](#).

### Hint

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

### Note

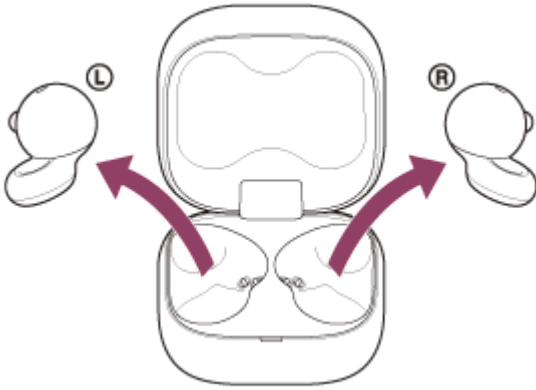
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired  
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the connected Bluetooth device
  - When the headset is initialized  
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

### Related Topic

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

## Connecting to a paired Bluetooth device

- 1 Remove the headset units from the charging case.



The headset turns on automatically.

- 2 Put the headset units into your ears.

When the headset has automatically connected to the last connected device, you will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.

Check the connection status on the Bluetooth device. If it is not connected, proceed to step 3.

- 3 Make the Bluetooth connection from the Bluetooth device.

As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

### Note

- When connecting, [LinkBuds Open], [LE\_LinkBuds Open], or both may be displayed on the connecting device. When both or [LinkBuds Open] is displayed, select [LinkBuds Open]; when [LE\_LinkBuds Open] is displayed, select [LE\_LinkBuds Open].
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.  
If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your Bluetooth device to the headset, delete the headset pairing information on your Bluetooth device and perform pairing again. As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

### Related Topic

- [Wearing the headset](#)
- [Using only one headset unit](#)

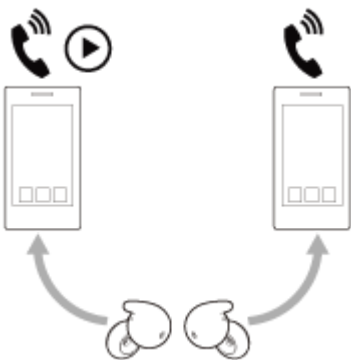
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a Bluetooth device](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

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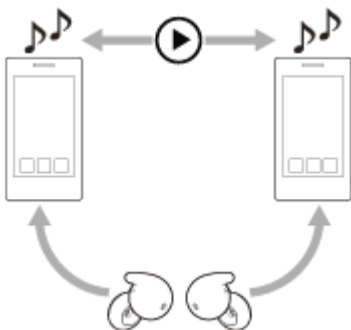
## Connecting the headset to 2 devices simultaneously (multipoint connection)

The headset can be simultaneously connected to 2 devices via Bluetooth connections, allowing you to perform the following.

- Waiting for an incoming call for 2 smartphones  
You can listen to music played on one smartphone with the headset, wait for an incoming call for both smartphones, and talk if an incoming call arrives.



- Switching music playback between 2 devices  
You can switch the music playback from one device to the other without performing a Bluetooth reconnection.



## Connecting the headset to 2 devices via Bluetooth connections simultaneously

- 1 Pair the headset with 2 devices, respectively.
- 2 Operate the first device to establish a Bluetooth connection with the headset.
- 3 Operate the second device to establish a Bluetooth connection with the headset.

When attempting to connect a paired third device to a headset via a Bluetooth connection while 2 devices are already connected via Bluetooth connections, the Bluetooth connection with the device that was last playing music will be maintained, and the Bluetooth connection with the other device will be disconnected. Then a Bluetooth connection between the third device and the headset is established.

## Music playback when the headset is connected to 2 devices via Bluetooth connections

- When playing music by operating the headset, the music is played from the device that played last.

- If you want to play music from the other device, stop playback on the device that is playing the music, and start playback by operating the other device.  
Even if you start playback by operating the second device while playing music on the first device, the music from the first device will continue to be heard via the headset.

### **Talking on the phone when the headset is connected to 2 devices via Bluetooth connections**

- When the headset is connected to 2 smartphones via Bluetooth connections simultaneously, both devices will be in standby mode.
- When an incoming call arrives to the first device, a ring tone is heard via the headset. When an incoming call arrives to the second device while talking on the headset, a ring tone is heard via the second device.  
If you finish the call on the first device, the ring tone from the second device will be heard via the headset.

### **Related Topic**

- [What you can do with the “Sony | Sound Connect” app](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Controlling the audio device \(Bluetooth connection\)](#)
- [Receiving a call](#)
- [Functions for a phone call](#)

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## Switching audio between multiple devices with “audio switch”

The “audio switch” function is a Google feature that switches audio between Android devices.

Headsets that support “audio switch” can connect to multiple devices. When you use your headset on devices with “audio switch” turned on, the audio heard from your headset seamlessly switches between devices. Your device notifies you when the audio has switched devices.

### Compatible smartphones

Android 8.0 or later

For details on “audio switch”, refer to the following URL.

[https://support.google.com/android/?p=switch\\_audio](https://support.google.com/android/?p=switch_audio)

To use this function, you need to connect your headset and device via Google Fast Pair.

For details on Google Fast Pair, refer to the following URL.

<https://support.google.com/android/answer/9417604>

#### Note

- The specifications of “audio switch” are subject to change without notice.

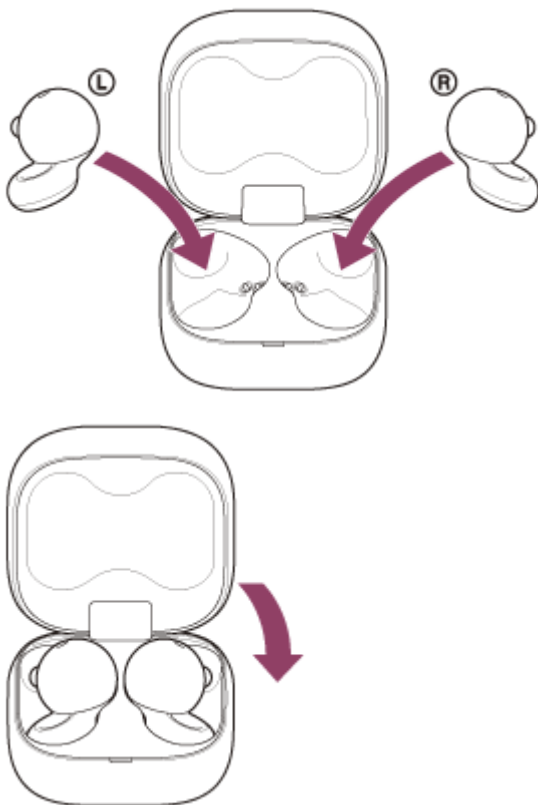
## Disconnecting Bluetooth connection (after use)

### 1 Disconnect the Bluetooth connection by operating the Bluetooth device.

When you are wearing the headset, you will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.

### 2 Set the headset units into the charging case, and close the charging case lid.

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



The headset turns off.

#### Hint

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

#### Related Topic

- [Turning off the headset](#)





## Listening to music from a device via a Bluetooth connection

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

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

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

### 1 Put the headset units into your ears.

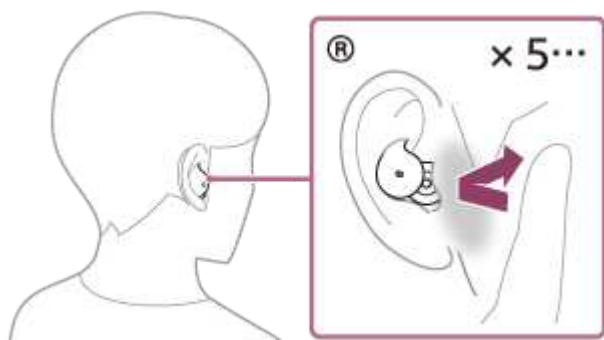
See "[Wearing the headset](#)" for how to wear the headset in your ears.

### 2 Connect the headset to a Bluetooth device.

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

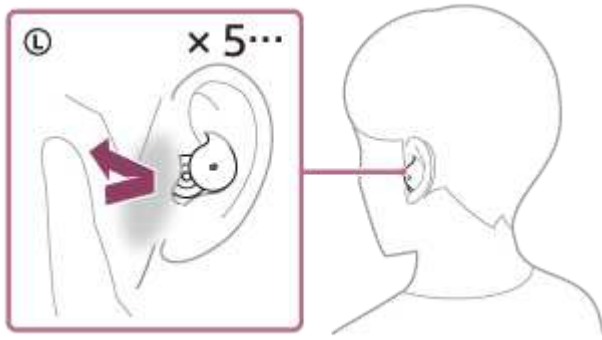
### 4 Tap the left or right unit of the headset or the area near your ear to adjust the volume.

- Increase the volume: Tap the right unit of the headset or the area near your ear 5 or more times quickly (with an interval of about 0.4 seconds or less between taps) during music playback.



As you repeatedly tap the headset or the area near your ear, a notification sound is emitted and the volume increases by 1 step every 0.4 seconds, regardless of the number of times you tap.

- Lower the volume: Tap the left unit of the headset or the area near your ear 5 or more times quickly (with an interval of about 0.4 seconds or less between taps) during music playback.



As you repeatedly tap the headset or the area near your ear, a notification sound is emitted and the volume lowers by 1 step every 0.4 seconds, regardless of the number of times you tap.

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

#### Hint

- In the factory settings, when you are listening to music while wearing both headset units, the headset will pause music playback if one or both headset units are removed. When you put the removed headset unit into your ear again, the headset will resume music playback.
- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.
- Depending on the Bluetooth device, it may be necessary to adjust the volume or set the audio output setting on the device.
- The volume can also be adjusted on the “Sony | Sound Connect” app.  
The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during music playback, the volume of a call does not change.
- You can also listen to music by removing only one headset unit from the charging case and putting it into your ear.  
When you are listening to music with only one headset unit, if you put the other headset unit into the other ear, you can listen to music with both headset units.

#### Note

- You cannot adjust the volume with the headset when no music is playing.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

#### Related Topic

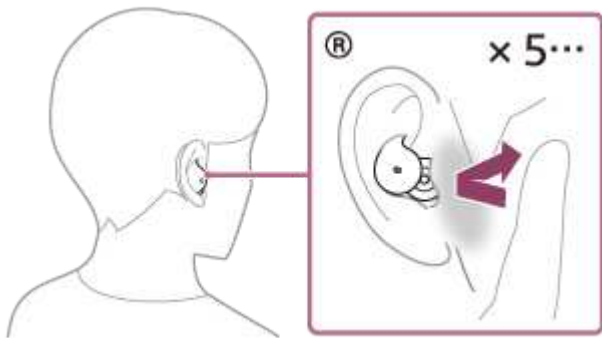
- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Controlling the audio device \(Bluetooth connection\)](#)

## Controlling the audio device (Bluetooth connection)

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

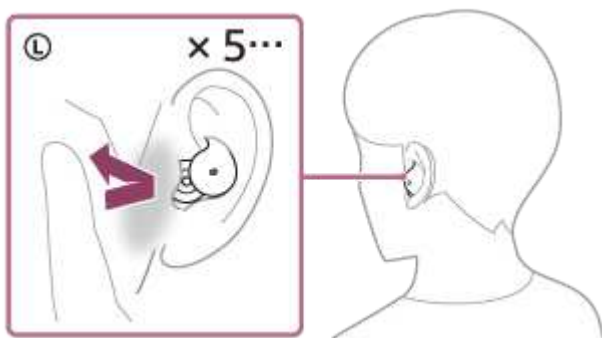
You can use the right headset unit to perform the following operations.

- Increase the volume: Tap the headset or the area near your ear 5 or more times quickly (with an interval of about 0.4 seconds or less between taps) during music playback.  
As you repeatedly tap the headset or the area near your ear, a notification sound is emitted and the volume increases by 1 step every 0.4 seconds, regardless of the number of times you tap.  
When the volume reaches the maximum, an alarm sounds.



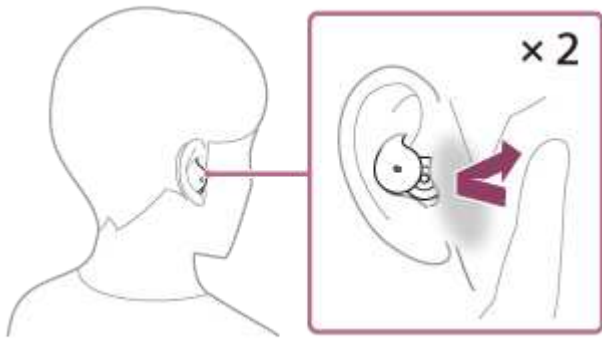
You can use the left headset unit to perform the following operations.

- Lower the volume: Tap the headset or the area near your ear 5 or more times quickly (with an interval of about 0.4 seconds or less between taps) during music playback.  
As you repeatedly tap the headset or the area near your ear, a notification sound is emitted and the volume lowers by 1 step every 0.4 seconds, regardless of the number of times you tap.  
When the volume reaches the minimum, an alarm sounds.

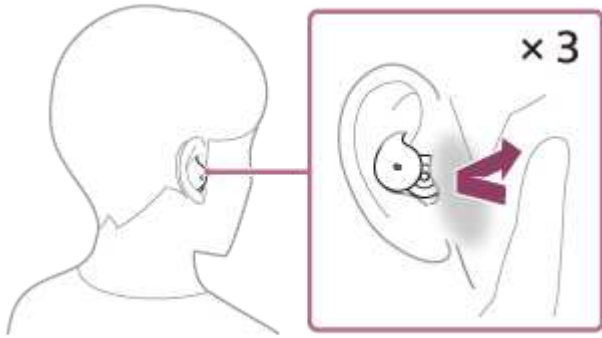


You can use either the left or right headset unit to perform the following operations.

- Play/Pause: Tap the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps).



- Skip to the beginning of the next track: Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps).



#### Note

- You cannot adjust the volume with the headset when no music is playing.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.
- The available operations may vary depending on the connected device, the music software, or app used. In some cases, it may operate differently or may not work even when the operations described above are performed.

## About 360 Reality Audio

### What is 360 Reality Audio?

360 Reality Audio is a new music experience using Sony's 360 three-dimensional audio technology. Positional information is attached to each sound source such as vocals, chorus, and musical instruments, and are placed in a spherical space. Listeners can experience a three-dimensional sound field as if they are immersed in a live performance of the artists.

### Conditions of use

Download and use a music streaming service (charged) app that supports 360 Reality Audio on your smartphone or tablet equipped with iOS or Android. By optimizing the sound field and the acoustic feature of headset with the "Sony | Sound Connect" app, you can enjoy a more realistic sense of reality.

For details on 360 Reality Audio, refer to the following website:  
<https://www.sony.net/360RA/>

#### Note

- Service is not available in certain countries and regions.

### Related Topic

- [What you can do with the "Sony | Sound Connect" app](#)

## Enjoying seamless playback with speakers (Auto Switch)

You can enjoy wireless playback while having the audio output source automatically switched between the Auto Switch compatible headset and the speaker without operating the headset or the speaker.

For details on the Auto Switch compatible devices, refer to the following URL.

[https://www.sony.net/asw\\_comp\\_hp](https://www.sony.net/asw_comp_hp)

Before using Auto Switch, make sure of the following:

- Install the “Sony | Sound Connect” app on your smartphone.
- Update the software of the speaker and headset to the latest version.

### 1 Pair the Auto Switch compatible speaker with your smartphone that has the “Sony | Sound Connect” app installed.

If already paired, connect the speaker to your smartphone.

### 2 Check that the Bluetooth standby function of the speaker is enabled in the “Sony | Sound Connect” app.

### 3 Turn off the speaker.

### 4 Connect the headset to your smartphone and follow the on-screen instructions from Auto Switch to enable the linkage with the speaker.

### 5 Start playing music on your smartphone.

Start playing music on the smartphone on which the “Sony | Sound Connect” app is installed and the Auto Switch settings are specified.

When you place the headset in the charging case and turn it off while music playback from the headset is in progress, the audio output source for music playback is automatically switched to the speaker.

If the audio output source is not switched as expected, try bringing the speaker and the headset closer to each other.

When you put on the headset while music playback from the speaker is in progress, the audio output source for music playback is automatically switched to the headset.

## To adjust the volume

Adjust the volume on the headset or speaker during playback. Even if you change the volume, the volume setting on your headset or speaker that is not playing music will not be affected.

## To disable Auto Switch

Cancel the link for Auto Switch on the “Sony | Sound Connect” app. Initializing the headset or the linked speaker cancels the link as well.

### Hint

- If you do not want to automatically switch the audio output source while the speaker linkage is enabled, pause music playback on the smartphone beforehand.

**Note**

- Auto Switch does not work for the hands-free function of the connected smartphone.

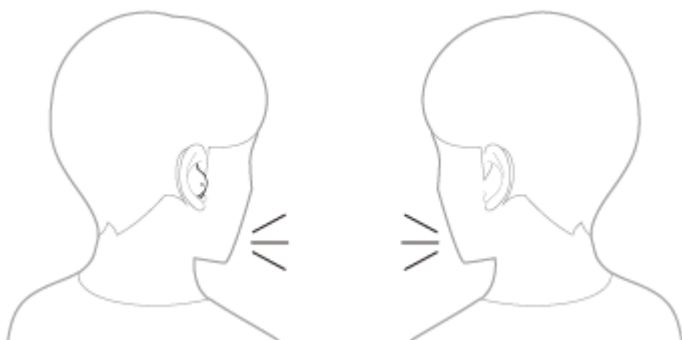
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### Speaking with someone while wearing the headset (Speak-to-Chat)

If Speak-to-Chat is enabled in advance, the Speak-to-Chat mode starts automatically when you talk to someone. The headset pauses or mutes the music being played.

When the headset does not detect the wearer's voice for a certain period of time, the Speak-to-Chat mode ends automatically.

If you want to end the mode before that, tap the left or right headset unit or the area near your ear 2 or 3 times quickly (with an interval of about 0.2 seconds between taps).



#### To enable Speak-to-Chat

To activate the Speak-to-Chat mode, Speak-to-Chat must be enabled in advance.

In the factory settings, Speak-to-Chat is disabled. To enable, change the setting with the “Sony | Sound Connect” app.

#### To disable Speak-to-Chat

To disable, change the setting with the “Sony | Sound Connect” app.

#### About the instruction manual video

Watch the video for how to use Speak-to-Chat (audio explanation is not available).

[https://rd1.sony.net/help/mdr/mov0087/h\\_zz/](https://rd1.sony.net/help/mdr/mov0087/h_zz/)

#### Hint

- The Speak-to-Chat mode also ends in the following instance.
  - When operating the connected device to play music
  - When both headset units are removed while the wearing detection automatic power off function is enabled
- When you use the “Sony | Sound Connect” app, you can change the sensitivity of the automatic audio detection and change the time until the Speak-to-Chat mode ends, in addition to the mode to switch between enabling and disabling. In the factory settings, the time until the mode ends is set to about 15 seconds.

#### Note

- The Speak-to-Chat mode activates when the headset detects the speech of the person wearing the headset, but in rare cases it may activate in response to vibrations caused by devices such as electric toothbrushes, electric massagers, and electric shavers, or by activities such as brushing your teeth, coughing, or humming. In cases where the Speak-to-Chat mode frequently activates by accident, set Speak-to-Chat to “L Sensitivity”.
- Music playback is paused while the Speak-to-Chat mode is active only when connected via Bluetooth connection.
- The connected device or playback application you are using may not support the pausing of music or video content playback when the Speak-to-Chat mode is activated or the resuming of music playback when the Speak-to-Chat mode is deactivated.



- If the sound volume is loud, the headset is not worn properly, or the volume of the spoken voice is low, the speech of the person wearing the headset may not be detected, and the Speak-to-Chat mode may not activate.  
If this is the case, speech detection may be improved by speaking more slowly or in a louder voice, making sure the headset is in the correct position, turning down any music playing, or setting Speak-to-Chat to “H Sensitivity”.

## Related Topic

- [What you can do with the “Sony | Sound Connect” app](#)

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### About the sound quality mode

The following 2 sound quality modes during Bluetooth playback can be selected. You can switch the settings and check the sound quality mode with the “Sony | Sound Connect” app.

**Priority on sound quality:** Prioritizes the sound quality.

**Priority on stable connection:** Prioritizes a stable connection (default).

- When you want to prioritize the sound quality, select “Priority on sound quality”.
- If the connection is unstable, such as when producing only intermittent sound, select “Priority on stable connection”.

#### Note

- The maximum playback time may be shorter in the “Priority on sound quality” mode.
- Depending on the ambient conditions in the area where you are using the headset, intermittent sound may still occur even if “Priority on stable connection” is selected.

## Supported codecs

A codec is an “audio coding algorithm” used when transmitting sound wirelessly via a Bluetooth connection.

The headset supports the following codecs.

When connected in Classic Audio via an A2DP connection (for music playback): SBC, AAC

When connected in LE Audio: LC3

- SBC

This is an abbreviation for Subband Codec.

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

All Bluetooth devices which use Classic Audio support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.

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

- LC3

This is an abbreviation for Low Complexity Communication Codec.

LC3 is a codec for LE Audio and achieves low latency transmission.

When music in either the SBC or AAC codec is transmitted from a device connected in Classic Audio, the headset switches to that codec automatically and plays back the music in the same codec.

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

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

## Related Topic

- [About the sound quality mode](#)

## About the DSEE function

The DSEE function complements the high-range sound, which is often lost from compressed sound sources, in the headset to the equivalent of CD sound quality.

Sound sources compressed by streaming playback, MP3, Bluetooth transmission codec, etc. are played with natural and expansive sound.

The DSEE function can be set up on the “Sony | Sound Connect” app, and is only available when connected to the headset via a Bluetooth connection.

### Related Topic

- [What you can do with the “Sony | Sound Connect” app](#)

## Receiving a call

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

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

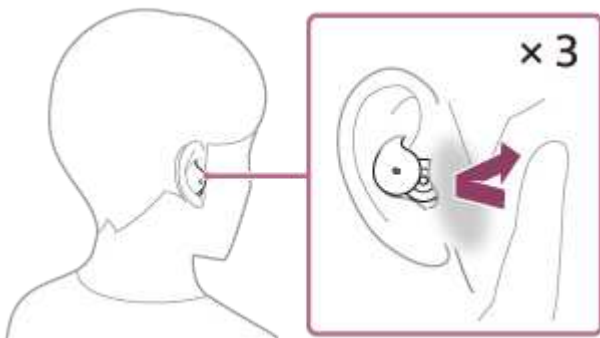
## Ring tone

When you receive an incoming call, a ring tone will be heard from the headset.

You will hear either of following ring tones, depending on your smartphone or mobile phone.

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

- 1 Connect the headset to a smartphone or mobile phone via a Bluetooth connection beforehand.**
- 2 When you hear a ring tone, tap the left or right unit of the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds) and receive the call.**

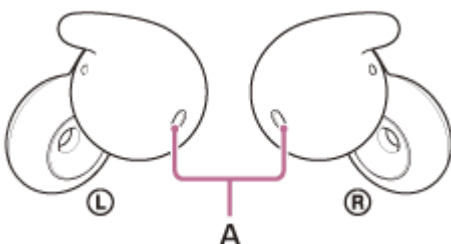


Sound will be heard from the headset.

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

If playback is not paused, operate the headset to pause playback.

You can talk using the microphones (A) on the left and right headset units.



**If no ring tone is heard via the headset**

The headset may not be connected with the smartphone or mobile phone over HFP or HSP. Check the connection status on the smartphone or mobile phone.

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

**4 When you finish talking, tap the left or right unit of the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds) to end the call.**

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

#### Hint

- When receiving a call when using a smartphone or mobile phone, some smartphones or mobile phones may receive a call on the phone instead of the headset. When using HFP connection, transfer the call to the headset by using your smartphone or mobile phone.
- The volume can also be adjusted on the “Sony | Sound Connect” app.  
The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.
- You can also talk hands-free even when you are wearing only one headset unit. When you receive an incoming call, answer the call using the headset unit you are wearing. If you put the other headset unit into the other ear while you are talking with only one headset unit, you can talk with both headset units.

#### Note

- Depending on the connected device or playback application you are using, playback may not pause even when you receive an incoming call while playing back music. When you receive an incoming call while playing back music, playback may not resume automatically even if you finish the call.
- Use a smartphone or mobile phone at least 50 cm (1.6 ft) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sony | Sound Connect” app.
- Depending on the caller’s voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.

#### Related Topic

- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Making a call](#)
- [Functions for a phone call](#)
- [What you can do with the “Sony | Sound Connect” app](#)

## Making a call

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

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

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

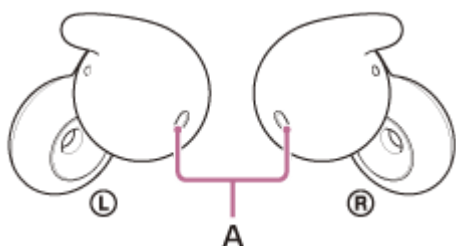
**2 Operate your smartphone or mobile phone to make a call.**

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

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

If playback is not paused, operate the headset to pause playback.

You can talk using the microphones (A) on the left and right headset units.

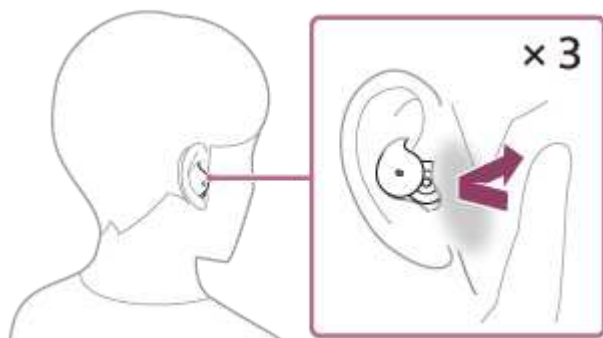


### If no dial tone is heard via the headset

Use your smartphone or mobile phone to transfer the call to the headset.

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

**4 When you finish talking, tap the left or right unit of the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds) to end the call.**



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

## Hint

- The volume can also be adjusted on the “Sony | Sound Connect” app.  
The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.
- You can also talk hands-free even when you are wearing only one headset unit. If you put the other headset unit into the other ear while you are talking with only one headset unit, you can talk with both headset units.

## Note

- Depending on the connected device or playback application you are using, when you make a call during music playback, playback may not resume automatically even after you finish the call.
- Use a smartphone or mobile phone at least 50 cm (1.6 ft) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sony | Sound Connect” app.
- Depending on the caller’s voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.

## Related Topic

- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Functions for a phone call](#)
- [What you can do with the “Sony | Sound Connect” app](#)

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## Functions for a phone call

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

Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

Refer to the operating instructions supplied with the smartphone or mobile phone.

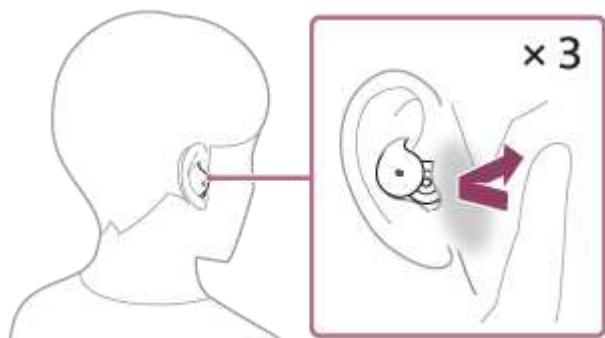
### Supported profile: HFP (Hands-free Profile)

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

When only one headset unit is worn in your ear, operate the headset unit that is worn.

#### Outgoing call

- Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) to cancel an outgoing call.

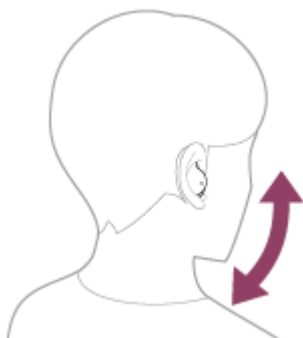


#### Incoming call

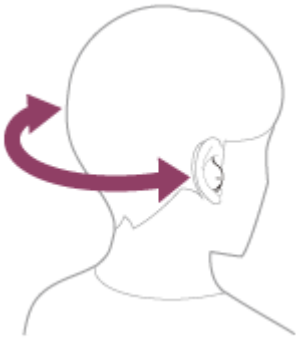
- Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) to answer a call.

When the head gesture setting is enabled on the “Sony | Sound Connect” app, you can perform the following operations while wearing the headset.

- Receive a call: Nod your head.



- Reject a call: Shake your head.



### During call

- Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) to finish a call.

### Supported profile: HSP (Headset Profile)

You can use either the left or right headset unit to perform the following operations.  
When only one headset unit is worn in your ear, operate the headset unit that is worn.

### Outgoing call

- Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) to cancel an outgoing call.

### Incoming call

- Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) to answer a call.

### During call

- Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) to finish a call.

#### Note

- When [Head Gesture] is enabled on the "Sony | Sound Connect" app and you are using only one headset unit, the headset may not work properly.
- When [Head Gesture] is enabled on the "Sony | Sound Connect" app, the functions may not work properly with the head gesture controls depending on the connected device or the application you are using.

### Related Topic

- [Using only one headset unit](#)
- [Receiving a call](#)
- [Making a call](#)

## Making a video call on your computer

When you make a video call on your computer, you can talk wirelessly from your headset.

- 1 **Connect the headset to your computer via a Bluetooth connection.**
- 2 **Launch the video calling application on your computer.**
- 3 **Check the settings<sup>\*</sup> of the video calling application.**
  - When you make a video call on your computer, select calling connections (HFP/HSP) and not music playback connections (A2DP). If you select music playback connections, a video call may not be available.
  - On the speaker settings, select calling connections [Headset (LinkBuds Open Hands-Free)]<sup>\*\*</sup>. ([Headphones (LinkBuds Open Stereo)]<sup>\*\*</sup> is for music playback connections.)
  - On the microphone settings, select calling connections [Headset (LinkBuds Open Hands-Free)]<sup>\*\*</sup>. When the microphone is not set up, the Speak-to-Chat mode activates when the headset detects the speech of the person wearing the headset, and the sound from the headset is muted.
  - Depending on the video calling application you are using, calling connections [Headset (LinkBuds Open Hands-Free)]<sup>\*\*</sup> or music playback connections [Headphones (LinkBuds Open Stereo)]<sup>\*\*</sup> may not be selectable on the speaker or microphone settings, and only [LinkBuds Open] may be displayed. If this is the case, select [LinkBuds Open].
  - As for frequently asked questions and answers, refer to the customer support website.

<sup>\*</sup> Depending on the video calling application you are using, this function may not be available.

<sup>\*\*</sup> Names may vary according to the computer or the video calling application you are using.

### Hint

- When the settings of the video calling application cannot be checked or calling connections [Headset (LinkBuds Open Hands-Free)] cannot be selected, select [Headset (LinkBuds Open Hands-Free)] on the settings of your computer to make connections. See [“Connecting to a paired computer \(Windows 11\)”](#), [“Connecting to a paired computer \(Windows 10\)”](#) or [“Connecting to a paired computer \(Mac\)”](#).

### Note

- While Speak-to-Chat is enabled, if the microphone is not set up correctly, the Speak-to-Chat mode is activated when a voice is detected, and the sound from the headset may be muted.
- Depending on the video calling application you are using, microphone settings may not be available. If this is the case, disable Speak-to-Chat using the “Sony | Sound Connect” app.
- Depending on the computer or application you are using, the headset may not work properly during a video call. This may be improved by restarting the computer.

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)

- [Pairing and connecting with a computer \(Windows 10\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Connecting to a paired computer \(Windows 11\)](#)
- [Connecting to a paired computer \(Windows 10\)](#)
- [Connecting to a paired computer \(Mac\)](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Speaking with someone while wearing the headset \(Speak-to-Chat\)](#)
- [Customer support websites](#)

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## Using Voice Control

There are three languages that can be used: "Japanese", "English", and "Chinese".

### 1 Make the following settings with the “Sony | Sound Connect” app.

- Set [Voice Control / Voice Assistant] to [Operate headphones with Voice Commands]
- Set the language in [Voice Control Language Setting]

### 2 Speak the wake word.

You can use the following words as wake words:

Japanese: ハローヘッドホン

English: Hey, Headphones

Chinese: Hey, 你好

You will hear a notification sound indicating that the wake word has been accepted, and the system will wait for a voice command input for approx. 8 seconds.

### 3 Enter voice commands to operate the headset while waiting for input.

You can check available voice commands on the “Sony | Sound Connect” app.

- You can use the Voice Assistant Function of the connected device by speaking the following words instead of the wake word.

Japanese: アシスタント

English: Assistant

Chinese: 语音助手

## When the command is hard to detect

- Repeat the command clearly in a loud voice.
- If your surroundings are noisy, your voice may not be recognized properly.
- If the headset volume is too loud, your voice may not be recognized properly.
- After you say “アシスタント”, “Assistant” or “语音助手”, it may take about 2 seconds for the Voice Assistant Function to start up.

## Using Google Assistant

By using Google Assistant feature that comes with the smartphone, you can speak to the headset's microphones to operate the smartphone or perform a search.

### Compatible smartphones

Smartphones installed with Android™ 6.0 or later

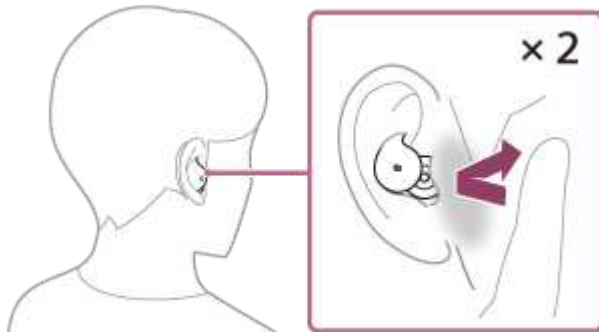
- 1 **Open the “Sony | Sound Connect” app and set the function of either the left or right headset unit as Google Assistant.**

When using Google Assistant for the first time, launch the Google Assistant app and touch [Finish headphones setup] on the Conversation View, and follow the on-screen instructions to complete initial setup for Google Assistant.

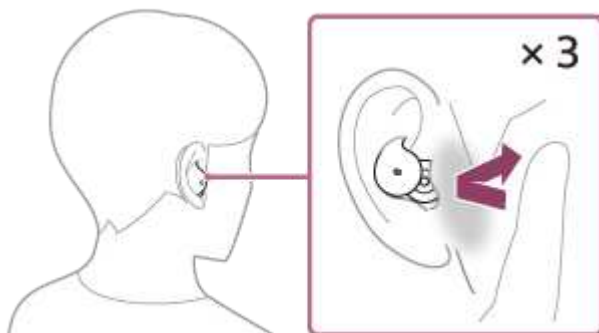
Once the initial setup is complete, the left headset unit (or the right headset unit if only the right headset unit was worn for the initial setup) is automatically configured for Google Assistant.

- 2 **Say “Hey Google” or operate the headset unit to which you assigned Google Assistant to use Google Assistant.**

- Tap the headset or in the area near your ear twice quickly (with an interval of about 0.2 seconds): Inputs a voice command



- Tap the headset or in the area near your ear 3 times quickly (with an interval of about 0.2 seconds): Reads out the notification



For details on Google Assistant, refer to the following website:

<https://assistant.google.com>  
<https://g.co/headphones/help>

## Operating the headset with Google Assistant

By using specific words with the Google Assistant, you can perform operations on the headset such as checking the remaining battery charge.

For details, refer to the following website\*:

<https://support.google.com/assistant/answer/7172842#headphones>

\* It is not the case that the headset is compatible with all the specifications described in the web site.

### Hint

- Check or update the software version of the headset with the “Sony | Sound Connect” app.
- When Google Assistant is not available for reasons such as not being connected to the network, the voice guidance “The Google Assistant is not connected” is heard from both headset units (or from the headset unit you are wearing).
- If you do not see [Finish headphones setup] on the Conversation View of Google Assistant app, delete the pairing information for the headset from the Bluetooth settings of your smartphone and redo the pairing process.

### Note

- Once you perform the initial setup for Google Assistant on your smartphone, which function on the left or right headset unit is set as Google Assistant depends on the settings for the headset functions and usage conditions. If Google Assistant is assigned to either headset unit and the assignment is switched to the other headset unit, the function of the headset unit on the side before the change will return to the factory settings (play/pause music, etc.). You can restore the unit back to its previous functions by changing its settings on the “Sony | Sound Connect” app.
- Google Assistant and Amazon Alexa cannot be assigned to the headset at the same time.
- If either the left or right headset unit is set for Google Assistant and the headset is connected to an iPhone/iPod touch via Bluetooth connection, Google Assistant cannot be used.
- When either the left or right headset unit is set for Google Assistant and the headset is connected to an iPhone/iPod touch via Bluetooth connection, if the function of the headset unit without Google Assistant is changed with the “Sony | Sound Connect” app, the function assignment of the headset unit with Google Assistant is cleared automatically.
- Google Assistant is not available in certain languages, countries, and regions.
- The function to operate the headset with Google Assistant depends on the specifications of Google Assistant.
- The specifications of Google Assistant are subject to change without notice.
- For details on the services provided by other companies such as Google Assistant or Amazon Alexa, consult each service provider directly.  
Sony shall assume no responsibility for any problems such as misunderstandings related to the services provided by other companies.

## Using Amazon Alexa

By using the Amazon Alexa app installed on your smartphone, you can speak to the headset's microphones to operate the smartphone or perform a search.

### Compatible smartphones

- The OS version which supports the latest version of the Amazon Alexa app on Android or iOS
- Installation of the latest Amazon Alexa app is required.

**1 Put the headset units into your ears and connect the headset to the smartphone via Bluetooth connection.**

**2 Launch the Amazon Alexa app.**

When you are using Amazon Alexa for the first time, you will need to login with your Amazon account, and set up your headset to the Amazon Alexa app. For details, see "Registering your headset with the Amazon Alexa app (initial setup of Amazon Alexa)".

If you have set up Amazon Alexa previously, but have configured the left and right units of the headset to a function other than Amazon Alexa, reconfigure the left or right unit of the headset to Amazon Alexa.

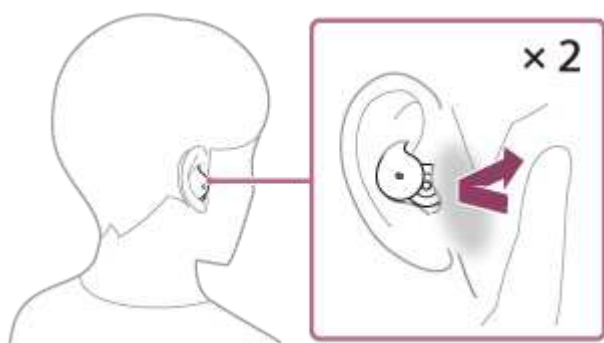
**3 Say the wake word\* ("Alexa") or operate the headset unit to which Amazon Alexa is assigned to use Amazon Alexa.**

- Tap the headset or in the area near your ear twice quickly (with an interval of about 0.2 seconds) to input a voice command.

Example:

"What is the weather"

"Play music\*\*"



- If there is no voice, it will be automatically canceled.

\* To set the wake word, enable [Activate Voice Assistant with your Voice] on the "Sony | Sound Connect" app.

\*\* Need Amazon or Prime Music subscription.

For details on Amazon Alexa and its capability, refer to the following website:

<https://www.amazon.com/b?node=16067214011>

### Registering your headset with the Amazon Alexa app (initial setup of Amazon Alexa)

1. Touch the [More] icon in the lower right corner of the Amazon Alexa app screen, and touch [Add a Device].



2. On the [Which device would you like to set up?] screen, select [Headphones].
3. From [AVAILABLE DEVICES] on the [Select your device] screen, select [LinkBuds Open].  
If you cannot find [LinkBuds Open] in [AVAILABLE DEVICES], the headset is not connected to the smartphone via Bluetooth connection. Connect the headset to the smartphone via Bluetooth connection.
4. On the [Set up Alexa on your LinkBuds Open] screen, touch [CONTINUE].
5. If the [This will override the current voice assistant on this accessory] screen appears, touch [CONTINUE].
6. On the [Setup Complete] screen, touch [DONE].  
Once the initial setup is complete, the function of the left headset unit (or the right headset unit if only the right headset unit was worn for the initial setup) is changed to Amazon Alexa.

#### Hint

- You can use Amazon Alexa when you are wearing only one unit to which Amazon Alexa is assigned on your ear. When Amazon Alexa is assigned to the headset and you are using only one headset unit, use the headset unit with Amazon Alexa assigned. Check the setting of the headset with the “Sony | Sound Connect” app.
- Check or update the software version of the headset with the “Sony | Sound Connect” app.
- When Amazon Alexa is not available for reasons such as not being connected to the network, the voice guidance “Either your mobile device isn’t connected; or you need to open the Alexa App and try again” is heard from both headset units (or from the headset unit you are wearing).

#### Note

- When you set up the headset on the Amazon Alexa app, which function on the left or right headset unit is set as Amazon Alexa depends on the settings for the headset functions and usage conditions. If Amazon Alexa is assigned to either headset unit and the assignment is switched to the other headset unit, the function of the unit on the side before the change will return to the factory settings (play/pause music, etc.). You can restore the unit back to its previous functions by changing its settings on the “Sony | Sound Connect” app.
- Amazon Alexa and Google Assistant cannot be assigned to the headset at the same time.
- Amazon Alexa is not available in certain languages, countries, and regions. Alexa features and functionality may vary by location.
- For details on the services provided by other companies such as Google Assistant or Amazon Alexa, consult each service provider directly.  
Sony shall assume no responsibility for any problems such as misunderstandings related to the services provided by other companies.

## Using the voice assist function (Google app)

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

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

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

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

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

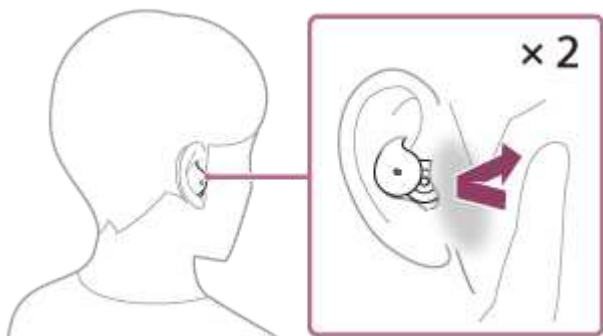
For details on the Google app, refer to the operating instructions or the support website of the Android smartphone, or the Google Play store website.

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

### 2 Put the headset units into your ears and connect the headset to the Android smartphone via a Bluetooth connection.

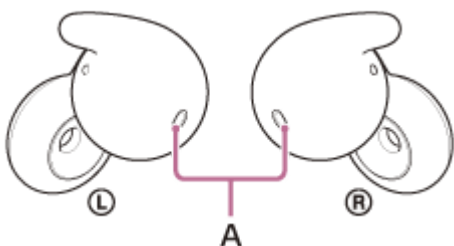
### 3 Open the "Sony | Sound Connect" app and set the function of either the left or right headset unit as [Voice Assist Function].

### 4 When the Android smartphone is in standby or playing music, tap the headset to which you assigned the voice assist function or in the area near your ear twice quickly (with an interval of about 0.2 seconds).



The Google app is activated.

### 5 Talk to Google through the app using the headset's microphone (A).



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

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

**Note**

- The voice assist function (Google app) and Google Assistant cannot be assigned to the headset at the same time.
- The voice assist function (Google app) and Amazon Alexa cannot be assigned to the headset at the same time.
- The Google app cannot be activated when you say "Hey Google" even when the Android smartphone's "Hey Google" setting is on.
- The Google app may not be activated depending on specifications of the smartphone or application version.
- The Google app does not work when connected to a device not compatible with the voice assist function.

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## Using the voice assist function (Siri)

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

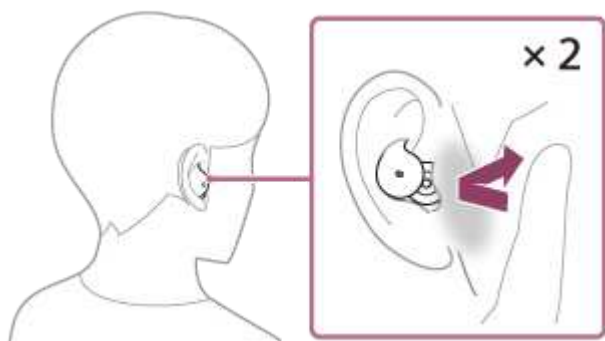
### 1 Turn Siri on.

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

### 2 Put the headset units into your ears and connect the headset to the iPhone via a Bluetooth connection.

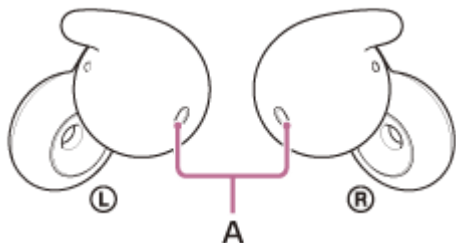
### 3 Open the "Sony | Sound Connect" app and set the function of either the left or right headset unit as [Voice Assist Function].

### 4 When the iPhone is in standby or playing music, tap the headset to which you assigned the voice assist function or in the area near your ear twice quickly (with an interval of about 0.2 seconds).



The Siri is activated.

### 5 Make a request to the Siri through the headset's microphone (A).



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

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

You can also cancel a voice command by tapping the headset to which you assigned the voice assist function or in the area near your ear 3 times quickly (with an interval of about 0.2 seconds).

- The voice assist function (Siri) and Google Assistant cannot be assigned to the headset at the same time.
- The voice assist function (Siri) and Amazon Alexa cannot be assigned to the headset at the same time.
- Siri cannot be activated when you say “Hey Siri” even when the iPhone’s “Hey Siri” setting is on.

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### What you can do with the “Sony | Sound Connect” app

When you connect the smartphone with the “Sony | Sound Connect” app installed and the headset via a Bluetooth connection, you can do the following.

- Update the headset software
- Turn the automatic update on/off
- Switch the voice guidance language
- Set the voice guidance volume
- Turn the notification sound and voice guidance on/off
- Change the function of the left and right units of the headset
- Change the Voice Assistant setting\*
- Turn the wake word of Amazon Alexa on/off\*
- Set the Quick Access function\*
- Turn Service Link on/off\*
- Set the Bluetooth connection mode (sound quality mode)\*
- Turn off the headset
- Set the wearing detection automatic music playback pause/resume function
- Set the wearing detection automatic power off function
- Turn Auto Power Save on/off
- Switch the multipoint connection (Connect the headset to 2 devices simultaneously) on/off setting\*
- Change the device connected in a multipoint connection\*
- LE Audio connection setting for headset
- Initialize the headset
- Check the wearing condition
- Turn wide area tap on/off
- Turn the head gesture detection on/off
- Check the headset software version
- Display the Bluetooth connection status between the left or right headset units and the smartphone
- Display the LE Audio connection status
- Display the Bluetooth connection codec
- Display the DSEE function setting status
- Set the DSEE function
- Display the remaining battery charge of the headset
- Display the remaining battery charge of the charging case
- Display notifications alerting you to charge the headset (when the remaining battery charge of the charging case is low)
- Select the Equalizer/CLEAR BASS setting
- Customize the Equalizer setting
- Enable/disable the automatic audio detection for Speak-to-Chat and set it up
- Turn Adaptive Volume Control on/off
- Play/pause music or skip to the beginning of the previous track (or the current track during playback)/skip to the beginning of the next track
- Adjust the volume during music playback/phone call
- Set the BGM effects
- Easy pairing\*
- Switch the Voice Control language
- Turn safe listening on/off
- Specifying the Auto Play settings
- Seamless playback with speakers (Auto Switch)\*

\* Cannot be used during LE Audio connection.

### Hint

- The operation of the “Sony | Sound Connect” app differs depending on the audio device. The app specifications and screen design may change without prior notice.

### Related Topic

- [Installing the “Sony | Sound Connect” app](#)
- [How to keep the software up-to-date \(for comfortable use of the headset\)](#)
- [About the voice guidance](#)
- [Using Quick Access](#)
- [About wide area tap](#)
- [About the sound quality mode](#)
- [Wearing the headset](#)
- [Supported codecs](#)
- [Checking the remaining battery charge](#)
- [About the DSEE function](#)
- [Speaking with someone while wearing the headset \(Speak-to-Chat\)](#)
- [Connecting the headset to 2 devices simultaneously \(multipoint connection\)](#)
- [About 360 Reality Audio](#)
- [Enjoying seamless playback with speakers \(Auto Switch\)](#)

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## Installing the “Sony | Sound Connect” app

- 1 Download the “Sony | Sound Connect” app from the Google Play store or App Store, and install the app on your smartphone.



- 2 After installing the app, launch the “Sony | Sound Connect” app.

### Related Topic

- [What you can do with the “Sony | Sound Connect” app](#)



## Accessing support information from the “Sony | Sound Connect” app

You can access the latest support information from the “Sony | Sound Connect” app.

- 1 Tap [Help] on the “Sony | Sound Connect” app screen to see the support page.
- 2 Select the desired item.

## How to keep the software up-to-date (for comfortable use of the headset)

Install the latest headset software using the “Sony | Sound Connect” app to enjoy new functions or to resolve a certain number of issues with the headset.

Always use the headset with the latest software installed.

For details on the latest headset software and how to update the software, refer to the information on the support website.

When the update automatically setting is enabled on the “Sony | Sound Connect” app and the following conditions are met, the software update starts automatically at around night time when the headset is not in use.

- The software has already transferred.
- Both headset units are stored in the charging case and the charging case lid is closed.
- The remaining battery charge of the headset units is more than 20%.
- The remaining battery charge of the charging case is more than 10%.

If you open the charging case lid during an automatic update, the indicator (blue and orange) on the charging case will flash. Close the charging case lid during an automatic update. The headset units cannot be used even if they are removed from the charging case and put into your ears.

You can also update the headset software in the following way.

### 1 Remove the headset units from the charging case.

The headset turns on automatically.

### 2 Launch the “Sony | Sound Connect” app on a mobile device such as a smartphone.

### 3 Update the headset software following the on-screen instructions.

#### Note

- When the mobile device used for the update has any other Bluetooth devices connected to it, turn off all the Bluetooth devices until the update is complete.  
Software may not be updated when the mobile device is connected with other devices compatible with Bluetooth Low Energy (such as wearable devices, smart watches, etc.).
- Note the following if the update cannot be completed.
  - Close all the apps installed on the mobile device except the “Sony | Sound Connect” app.
  - Fully charge the headset and the mobile device.
  - Put the headset and the mobile device being used for the update as close to each other as possible before starting the update.
  - Keep wireless LAN devices and other Bluetooth devices away from the headset when updating.
  - Turn off the power saving mode\* of your mobile device before updating the software.  
Depending on the OS version of your mobile device, the update may not be completed under the power saving mode.

\* Names may vary according to the mobile device you are using.

## Related Topic

- [What you can do with the “Sony | Sound Connect” app](#)



## What you can do with partner services

After setting up on the “Sony | Sound Connect” app, you can use the following apps\* linked with the headset.



\* Services that can be linked as of October 2024 are listed.

For details on the latest services and experiences you can have by linking, refer to the “Sony | Sound Connect” app.

- 1 **Launch the “Sony | Sound Connect” app.**
- 2 **Set up each service with the “Sony | Sound Connect” app.**

### Note

- The services that can be linked differ depending on the countries and regions.
- The specifications of the service that can be linked are subject to change without notice.
- The corresponding app needs to be installed.
- For details on Endel, refer to the following URL.  
<https://endel.io/>
- For details on Service Link, refer to the following URL.  
[sony.net/servicelink](https://sony.net/servicelink)

### Related Topic

- [Installing the “Sony | Sound Connect” app](#)

## Precautions

### On Bluetooth communications

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

### Note on temperature rise

- While charging the headset units or charging case, or when using the headset for a long time, the temperature of the headset units or charging case may rise, but this is not a malfunction.

### Note on sound leakage

- When the volume is increased, sound may leak due to the structure of the driver unit part of the headset. Be careful not to raise the volume too much.

### Note on static electricity

- If you use the headset when the air is dry, you may experience discomfort due to static electricity accumulated on your body. This is not a malfunction of the headset. You can reduce the effect by wearing clothes made of natural materials that do not easily generate static electricity.

### Notes on wearing the headset

- After use, remove the headset from your ears slowly.
- The long-term use of the headset may cause symptoms such as itching and irritation in the ears.  
If you experience any of the above symptoms while the headset is in use, stop using it immediately and consult a

doctor or your nearest Sony dealer.

- For long-term use, it is recommended that you remove the headset from your ears on a regular basis.

## **Other notes**

- Do not subject the headset to excessive shock as it is a precision device.
- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- If you experience discomfort while using the headset, stop using it immediately.
- If water or foreign matter enters the headset, it may result in fire or electric shock. If water or foreign matter enters the headset, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
  - When using the headset near a sink or liquid container  
Be careful that the headset does not fall into a sink or container filled with water.
  - When using the headset in the rain or snow, or in humid locations
- Do not drop the headset or expose it to mechanical shock. Doing so may deform or damage the headset, resulting in deterioration of water resistance performance.
- When the charging ports of the headset units or charging case get dirty, wipe them clean with a soft dry cloth.

## **Cleaning the headset**

- Dust and dirt on the exterior of the headset and fitting supporter can be wiped off with pure water type wet wipes. Do not use wet wipes containing alcohol, thinner, benzene, etc. as they may damage the finish on the surface of the headset or cause other damages.

## **Do not use the headset units and charging case near medical devices**

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

## **Keep the headset units and charging case away from magnetic cards**

- The headset units and charging case use magnets. If a magnetic card comes near the headset, the card magnet may be affected or become deactivated.

## The headset falls out of your ears/An earache occurs

### When the headset unit is being worn correctly

The upper part of the fitting supporter is tucked into the ear groove, and the headset unit fits firmly in the ear. The headset unit does not stick out when viewed from the side.



### The headset unit comes off the ear

- If the headset units easily come off your ears, follow the steps below to check that you are wearing the headset units properly.
  - Record how the headset units are worn in your ears using the video function of your smartphone or other devices.
  - Check the wearing condition with the “Sony | Sound Connect” app.
- Make sure that the fitting supporter is properly inserted and fits securely in your ear. If the fitting supporter is not in place correctly and sticks out from your ear, the headset unit can easily come off the ear.



Follow the steps below to put on the headset units.

1. Twist the headset unit and secure the fitting supporter into the top of the ear groove.



2. Shake your head lightly and check that the headset unit does not come off or move in your ear.

### You are experiencing outer ear or ear canal pain

- Put the headset unit into your ear again so that it covers your ear canal.

If the driver unit is inserted too tightly into the lower part of your ear opening, this can cause ear pain.



- Move the housing part into the proper position.

If the driver unit is turned too far to the side and the housing part pushes against your ear, this can cause ear pain.



- The fitting supporter may be pushing against your ear. Gently pull the top of your ear upward while twisting the headset unit into place and secure the fitting supporter into the ear groove.

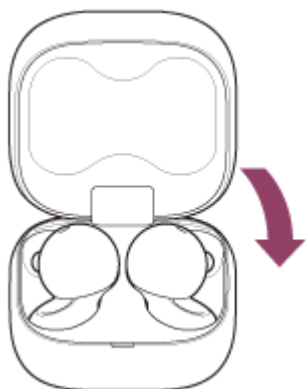
#### Related Topic

- [Wearing the headset](#)



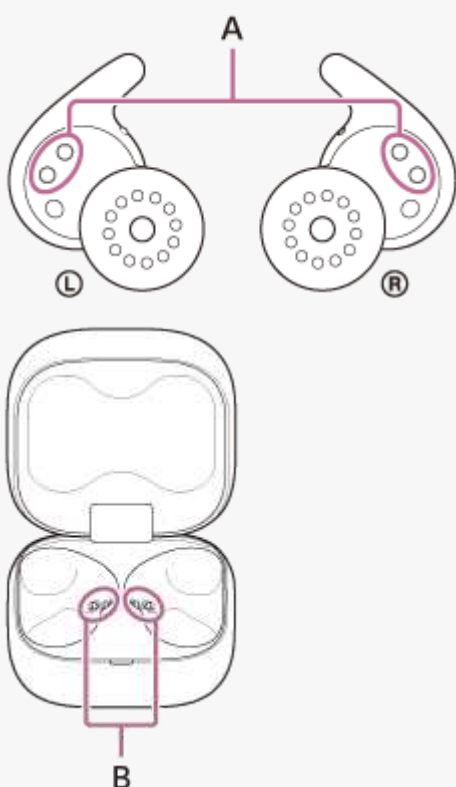
## When you have finished using the headset

When you have finished using the headset, be sure to set the headset units into the charging case. Close the charging case lid.



### Note

- If perspiration or water is left on the charging port, it may impair the ability to charge the headset. Immediately wipe off any perspiration or water on the charging port after use. When the charging ports (A) of the headset units or charging ports (B) of the charging case get dirty, wipe them clean with a soft dry cloth.



- Also see the [“Maintenance”](#), [“To prevent burning or malfunction due to getting wet”](#), and [“When the headset units or charging case gets wet”](#) sections.

- Maintenance
- When the headset units or charging case gets wet

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## Maintenance

Perform regular maintenance by following the procedures below.

### 1 Clean the headset.

#### Cleaning the headset units

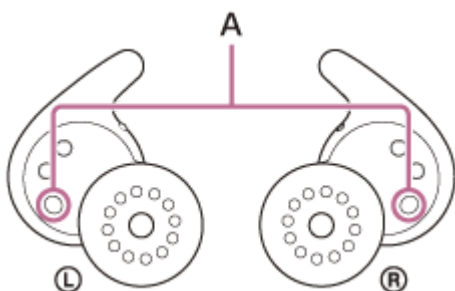
Dust and dirt on the exterior of the headset and fitting supporter can be wiped off with pure water type wet wipes. Do not use wet wipes containing alcohol, thinner, benzene, etc. as they may damage the finish on the surface of the headset or cause other damages.

Use a soft dry cloth to wipe off any water that gets on the headset units.

Do not allow the headset to remain with water droplets attached in a cold environment as the water may freeze.

#### Cleaning the IR sensors

If the IR sensors (A) are dirty, wearing of the headset may not be detected and the headset may not work properly. Wipe off any dirt on the IR sensors (A) with a soft dry cloth, etc.



#### Cleaning the charging ports

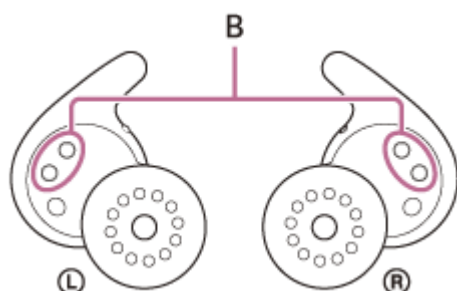
If foreign matter or moisture, such as sweat, etc., is left on the ports (B) of the headset or the ports (C) of the charging case, charging port corrosion may occur and prevent charging.

When you have finished using the headset, make sure to gently clean the charging ports with a soft dry cloth or cotton swab.

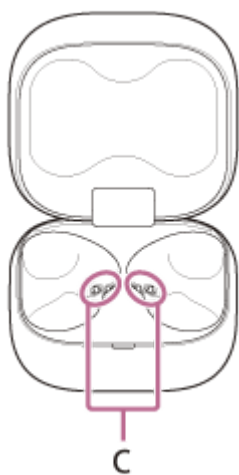
When the headset cannot be charged, it may help to try thoroughly cleaning the charging ports.

#### Charging ports that needs maintenance

- Headset



- Charging case



### Note

- Do not use an air duster, etc. to remove dust, etc.  
Dust and other debris may enter the sound output holes and cause malfunction.

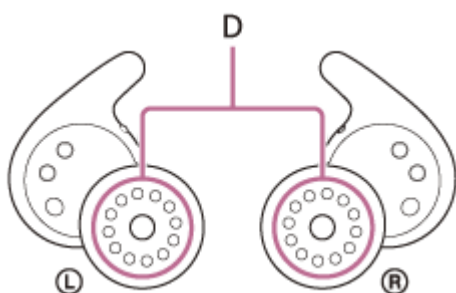
### Cleaning the driver unit part

If foreign material such as earwax becomes attached to the sound output hole, the sound may become muffled or difficult to hear.

In this case, you can wipe off the dirt with pure water type wet wipes.

Remove the dirt so that it does not push into the sound output hole.

Do not use wet wipes containing alcohol, thinner, benzene, etc. as they may cause malfunction or damage.



### Cleaning the holes of the charging case

Clean the holes (E) where the housing parts fit with a cotton swab, etc.



### Drying the headset

After cleaning is complete, leave the headset to dry thoroughly at room temperature.

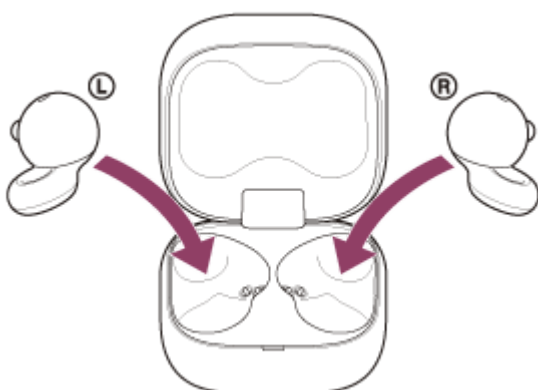


**Note**

- When drying the headset, if the IR sensors touch the table, the headset will be considered worn and the rechargeable battery may continue to be consumed. Place the headset units with the IR sensors facing sideways or upwards.

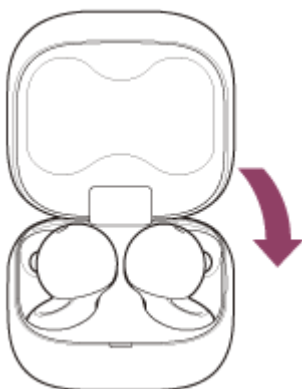
**2 Set the headset in the charging case.**

After maintenance as well as after cleaning and drying the headset, be sure to set the headset units in the charging case.



Be sure to close the charging case lid.

Make sure the fitting supporter is properly seated inside the charging case before closing the charging case lid.



## To prevent burning or malfunction due to getting wet

### Be sure to clean after use

Charging with liquid such as water or sweat or foreign objects such as dust attached to the USB Type-C port of the charging case or charging port of the headset may cause an accident such as burns or serious wounds due to fire, electrocution, heat generation, smoke, or ignition. It may also cause a malfunction.

Avoid the following situations and be careful not to expose the headset units or charging case to moisture or dirt.

If the headset units or charging case gets wet or dirty, see [“When the headset units or charging case gets wet”](#) and clean them as described before use.

- Touching the headset units or charging case without drying wet hands after doing housework in a kitchen or washing your hands in a washroom.



- Putting the headset in the chest pocket of a damp article of clothing.



- Putting the headset in a bag with a cold PET bottle.



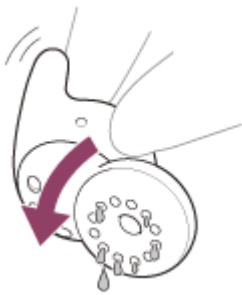
- Spilling a drink while eating or drinking.



## To protect the headset units and charging case from damage

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

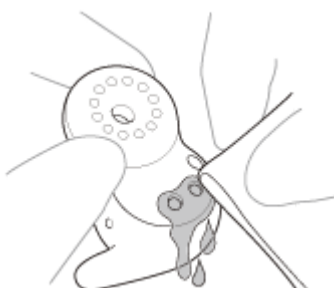
- Do not splash water forcibly into the sound output parts, air holes, or microphone parts of the headset units.
- Do not allow the headset units or charging case to remain wet in a cold environment, as the water may freeze. To prevent malfunction, make sure to wipe off any water after use.
- Do not place the headset in water or use it in a humid place such as a bathroom.
- When the headset units get wet,
  1. Use a soft dry cloth to wipe off any water that gets on the headset units.
  2. Turn the sound output part downward and gently tap it about 10 times on a dry cloth, etc. to remove any water collected inside.

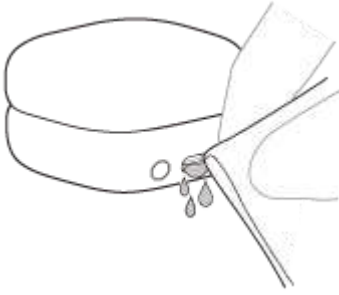


3. Turn the microphone hole downward and gently tap it about 10 times on a dry cloth, etc. to remove any water collected inside.



4. Leave the headset to dry at room temperature.
- If the headset units and charging case are charged while they are wet with sweat, etc., the charging ports will corrode. Before charging, wipe off any moisture with a soft dry cloth and leave to dry at room temperature. Repairs in the case of malfunction due to negligence are not covered by the free warranty.





- Do not wash pants or shirts with the headset units or charging case left in the pockets.



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

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## When the headset units or charging case gets wet

### When the headset gets wet

1. Use a soft dry cloth to wipe off any water that gets on the headset units.
2. Turn the sound output part downward and gently tap it about 10 times on a dry cloth, etc. to remove any water collected inside.



3. Turn the microphone hole downward and gently tap it about 10 times on a dry cloth, etc. to remove any water collected inside.



4. Leave the headset to dry at room temperature.

### On water resistant performance of the headset

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

Unless the headset is used correctly, water may get into the headset and cause fire, electrocution, or malfunctions.

Note the following cautions carefully and use the headset correctly.

IPX4: Protected against water splashing from any direction.

- The inside of the sound output parts and air holes on the headset are not completely watertight.

If any water droplets are left inside the sound output parts or air holes on the headset, the following issues may occur temporarily. However, they are not malfunctions.

- Sounds become difficult to hear.
- Unusual sounds are heard.
- Voices during phone calls become difficult to hear.

### Liquids that the water resistant performance specifications of the headset apply to

Applicable: Fresh water, tap water, perspiration

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

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

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<https://rd1.sony.net/help/mdr/sl/24/>
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## Customer support websites

For customers in the USA, Canada, and Latin America:

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

For customers in European countries:

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

For customers in China:

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

For customers in other countries and regions:

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

## Troubleshooting

If you have any problems, please follow the process below.

1. Set the headset units into the charging case, close the charging case lid once, and then remove the headset units from the charging case.



2. Restart the device being connected such as your computer or smartphone.



3. Access the Sony support site from the menu of the “Sony | Sound Connect” app to search for the cause and solution of the issue, or check the support site below.

<https://www.sony.net/support/WF-L910/>



4. Reset the headset.



5. Initialize the headset.



6. Should any problems persist, consult your nearest Sony dealer.

### Related Topic

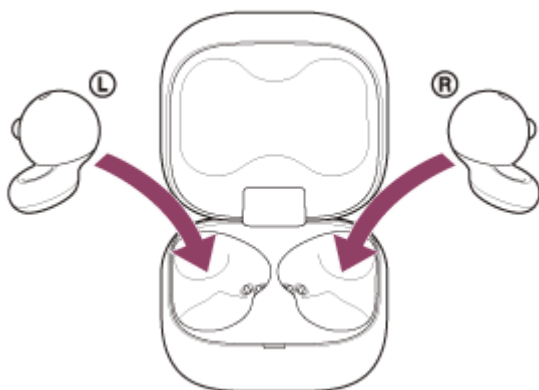
- [Charging](#)
- [Customer support websites](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

## Resetting the headset

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

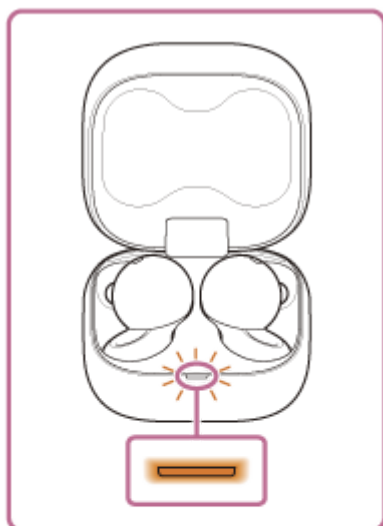
### 1 Set the headset units into the charging case.

Leave the charging case lid open.



### 2 Press and hold the reset button on the back of the charging case for about 20 seconds or more.

After about 15 seconds, the indicator (orange) on the charging case flashes for about 5 seconds.



Then, the indicator on the charging case turns off and the headset will be reset.

### Note

- Do not release your finger from the reset button on the charging case while the indicator (orange) is flashing. If you release your finger, the headset will be initialized.

### 3 Check that the indicator turns off and then release your finger.

The pairing information and other settings are retained.

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

### About the instruction manual video

Watch the video for how to reset (audio explanation is not available).

[https://rd1.sony.net/help/mdr/mov0071/h\\_zz/](https://rd1.sony.net/help/mdr/mov0071/h_zz/)

### Related Topic

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

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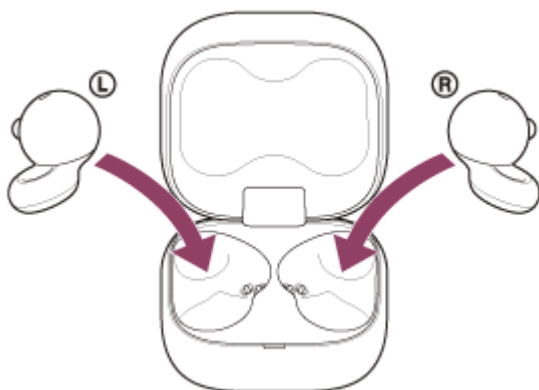


## Initializing the headset to restore factory settings

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

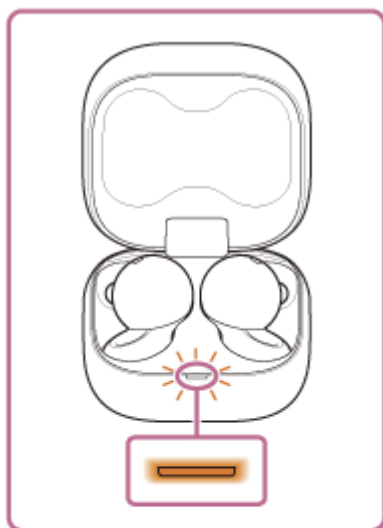
### 1 Set the headset units into the charging case.

Leave the charging case lid open.



### 2 Press and hold the initialize button on the back of the charging case for about 15 seconds or more.

The indicator (blue) on the charging case repeatedly flashes twice in a row, and then the indicator (orange) starts flashing.



**3 Release your finger within 5 seconds after the indicator (orange) on the charging case starts flashing.**

When the initializing is complete, the indicator (green) on the charging case flashes 4 times.



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

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

### About the instruction manual video

Watch the video for how to initialize (audio explanation is not available).

[https://rd1.sony.net/help/mdr/mov0072/h\\_zz/](https://rd1.sony.net/help/mdr/mov0072/h_zz/)

#### Hint

- You can also initialize the headset with the “Sony | Sound Connect” app.

#### Note

- When the remaining battery charge of the charging case is not sufficient, the headset will not start initializing. Charge the charging case.
- If the indicator (green) on the charging case does not flash 4 times after performing step 3, the headset has not been initialized. Try again from step 2.
- If you have updated the software after purchasing the headset, the software is retained updated even if you initialize the headset.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will not return to the factory settings.

## Specifications

### Headset

#### Power source:

DC 5 V (Using a commercially available USB AC Adaptor)  
Using built-in lithium-ion batteries (Product Operation Power: DC 3.85 V)

#### Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

#### Charging time:

Approx. 1.5 hours (Headset)  
Approx. 2.5 hours (Charging case)

#### Note

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

#### Charging temperature:

5 °C to 35 °C (41 °F to 95 °F)

#### Mass:

Approx. 5.1 g × 2 (0.18 oz × 2) (Headset (including fitting supporters))  
Approx. 30.6 g (1.08 oz) (Charging case)

### Communication specification

#### Communication system:

Bluetooth Specification version 5.3

#### Output:

Bluetooth Specification Power Class 1

#### Maximum communication range:

Line of sight approx. 10 m (32.8 ft) <sup>1)</sup>

#### Frequency band:

2.4 GHz band (2.400 0 GHz - 2.483 5 GHz)

#### Compatible Bluetooth profiles <sup>2)</sup>:

A2DP/AVRCP/HFP/HSP  
TMAP/CSIP/MCP/VCP/CCP

#### Supported Codec <sup>3)</sup>:

SBC

AAC  
LC3

### **Transmission range (A2DP):**

20 Hz - 20 000 Hz (Sampling frequency 44.1 kHz)

- 1) The actual range will vary depending on factors such as obstacles between devices, magnetic fields around a microwave oven, static electricity, reception sensitivity, antenna's performance, operating system, software application, etc.
- 2) Bluetooth standard profiles indicate the purpose of Bluetooth communications between devices.
- 3) Codec: Audio signal compression and conversion format

Design and specifications are subject to change without notice.

### **Compatible iPhone/iPod models**

iPhone 15 Pro Max  
iPhone 15 Pro  
iPhone 15 Plus  
iPhone 15  
iPhone 14 Pro Max  
iPhone 14 Pro  
iPhone 14 Plus  
iPhone 14  
iPhone SE (3rd generation)  
iPhone 13 Pro Max  
iPhone 13 Pro  
iPhone 13  
iPhone 13 mini  
iPhone 12 Pro Max  
iPhone 12 Pro  
iPhone 12  
iPhone 12 mini  
iPhone SE (2nd generation)  
iPhone 11 Pro Max  
iPhone 11 Pro  
iPhone 11  
iPhone XS Max  
iPhone XS  
iPhone XR  
iPhone X  
iPhone 8 Plus  
iPhone 8  
iPhone 7 Plus  
iPhone 7  
iPhone SE  
iPhone 6s Plus  
iPhone 6s  
iPod touch (7th generation)  
(As of April 2024)

## Text for video on how to wear the headset

Video text on how to wear the headset.

This page provides a text description of the parts of the LinkBuds Open and guidance on wearing them.

### Part name and shape descriptions

The glossy side of the charging case is the top.

The charging port is on the back of the case.

When the case is opened, the earbud on the right is for the right ear, and the earbud on the left is for the left ear.

Each earbud has 3 parts:

1. A donut-shaped plastic ring with a speaker that emits sound
2. A round silicon bulb
3. A flexible silicon tip that sticks out from the bulb, similar to a horn

The left earbud has a small bump near the base of the silicon tip.

### How to get LinkBuds Open in and out of case

When in the charging case, the donut-shaped plastic ring is in the front, and the silicon tips point back and outwards.

When removing an earbud from the charging case, grasp the round silicon bulb and lift.

When placing the earbuds into the charging case, place the right earbud on right side and the left earbud on left side.

The donut-shaped plastic ring should be closest to you, and the flexible silicon tip points back and outwards.

### Text for video

The title of the video is

“Wearing the LinkBuds Open headset”.

Illustrated only with illustrations.

This text will be explained in the same order as the video.

This is an explanation of how to wear LinkBuds Open.

Remove the earbuds from the charging case.

Hold the earbud by the round silicon bulb with the plastic ring on bottom and the silicon tip pointing up.

Insert the plastic ring into your ear and adjust the earbud until the silicon tip fits comfortably in the groove of your upper ear cartilage.

If the silicon tip is not correctly tucked into your upper ear, the earbud may fall out when you move your head.

The donut-shaped plastic ring fits into your ear canal.

The round silicon bulb faces outwards.

The silicon horn tucks into the grooves of your upper ear so that the earbuds do not fall out when you shake your head.

If the silicon horn is tucked into your earhole, LinkBuds Open is not being worn correctly.

If any part of the earbuds are sticking out from your ears, they are not being worn correctly.

Finally, the Sony logo appears and the video ends.



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Video &amp; Audio

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Or call the Customer Experience Center: 1-800-222-SONY (7669)

To register Your product or for contact information to purchase accessories or parts go to Sony's Website

**For purchases made in CANADA:**

Visit Sony's Website: [www.sony.ca/support](http://www.sony.ca/support)

Or call the Customer Experience Center: 1-877-888-SONY (7669)

To register Your product or for contact information to purchase accessories or parts go to Sony's Website

On-site service for televisions of certain dimensions may be available to a customer living within a 50km radius of an authorized Sony service facility, provided the residence can be accessed by an on-road service vehicle.

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Visitez le site Web Sony : [www.sony.com/support](http://www.sony.com/support)

Ou appelez le centre d'assistance client : 1-800-222-SONY (7668)

Pour enregistrer votre produit ou obtenir des coordonnées pour acheter des accessoires ou des pièces, rendez-vous sur le site Web Sony

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Ou appelez le centre d'assistance client : 1-877-693-SONY (7668)

Pour enregistrer votre produit ou obtenir des coordonnées pour acheter des accessoires ou des pièces, rendez-vous sur le site Web Sony

Un service sur place pour les téléviseurs de certaines dimensions est disponible pour les clients vivant dans un rayon de 50 km d'un local de service Sony autorisé, à condition que le lieu de résidence soit accessible à un véhicule de service.

**Garantie de réparation/remplacement :** Cette Garantie Limitée s'applique à toute réparation, pièce de rechange ou tout produit de remplacement, réparé ou remis en état pendant la période restante de la Garantie Limitée d'origine ou pour une période de quatre-vingt-dix (90) jours, la plus longue date étant celle retenue. Toutes pièces et tout produit remplacés au titre de ladite Garantie Limitée sera la propriété de Sony. Tout produit de remplacement, réparé ou remis en état fourni au titre de ladite Garantie Limitée peut, au gré de Sony, être de couleur et/ou d'aspect différent par rapport au produit d'origine et peut ne pas inclure de garantie d'origine ou une personnalisation similaire.

Sony n'est pas responsable de, et ladite Garantie Limitée ne couvre pas, tout dommage survenu suite à une utilisation du produit ne respectant pas ses utilisations prévues, ou autrement le non-respect du manuel du propriétaire et des consignes de sécurité se rapportant à l'utilisation et à l'installation du produit. Sony ne pourra être tenue responsable des frais liés à la main-d'œuvre ou à l'achat de pièces payés suite à une réparation ou des services offerts par un centre autre que ceux d'origine autorisés par Sony. Ladite Garantie Limitée couvre uniquement les dommages causés au produit par des défauts de matériaux ou de fabrication pendant son utilisation normale par le client. Ladite Garantie Limitée ne couvre pas les produits achetés auprès de sources autres que Sony ou un vendeur autorisé Sony (y compris les ventes au détail non autorisées), ou les dommages causés par : (i) une explosion, incendie et d'autres actes de la nature; (ii) les séismes; (iii) un dommage accidentel (y compris les abus); (iv) les actes de la technologie; (v) un dommage cosmétique; (vi) le contact avec un liquide, à l'exception de la sauter, le sable, la fumée ou des matériaux étrangers; (vii) les dommages, déformations, brûlures, tout fonctionnement incorrect du produit suite à une réparation effectuée avec des pièces ou matériaux n'étant pas vendus ou autorisés par Sony; (viii) les dommages, déformations, brûlures ou tout fonctionnement incorrect du produit suite à des services non offerts ou autorisés par Sony ou un centre autre que ceux d'origine autorisés par Sony; (ix) les virus informatiques ou tout autre contenu de logiciels, les bogues, les vers ou les chevaux de Troie; (x) les dysfonctionnements dus à des périphériques/accessoires; (xi) les modifications apportées à une pièce du produit, incluant notamment ou toute autre modification visant à modifier le comportement du produit ou tout système d'exploitation installé à l'usine; (xii) les consommables comme les batteries; ou (xiii) tout produit dont le numéro de série appliqué à l'usine a été altéré ou retiré du produit. En outre, dans la mesure où ledit produit requiert l'utilisation d'un écran, veuillez noter qu'un écran contient des centaines de milliers de pixels individuels, et les écrans contiennent généralement un petit nombre de pixels qui ne fonctionnent pas correctement. Ladite Garantie Limitée ne couvre pas les défauts de pixels à hauteur de 0,01 % (petits éléments d'image sous forme de points sombres ou mis à l'échelle).

Ladite Garantie Limitée ne couvre pas les produits Sony vendus « EN L'ÉTAT » ou « AVEC DÉFAUTS » ou les consommables (comme les fusibles ou les piles jetables). Sony ne remplacera pas les composants manquants d'un emballage acheté comme « Boîte ouverte » ou « EN L'ÉTAT ». Ladite Garantie Limitée est valide uniquement aux États-Unis et au Canada (selon le cas).

**LIMITATIONS DES DOMMAGES-INTÉRÊTS :** SONY NE PEUT PAS ÊTRE TENU RESPONSABLE DES DOMMAGES ACCESSOIRES OU CONSÉCUTIFS RESULTANT DE L'EXECUTION D'UNE GARANTIE EXPRÉSSE OU IMPLICITE OU D'UNE CONDITION SUR CE PRODUIT. TOUT RECOURS DE SONY NE POURRA PAS EXCÉDER LE PRIX D'ACHAT D'ORIGINE DU PRODUIT VENDU PAR SONY OU UN VENDEUR SONY AUTORISÉ.

**DURÉE DES GARANTIES OU DES CONDITIONS IMPLICITES :** SAUF DANS LA MESURE OÙ CELA EST INTERDIT PAR LA LOI EN VIGUEUR, TOUTE GARANTIE IMPLICITE DE VALEUR MARCHANDE OU D'ADAPTATION À UN USAGE PARTICULIER SUR CE PRODUIT EST LIMITÉE À LA DURÉE DE LADITE GARANTIE LIMITÉE.

Certaines juridictions n'autorisent pas l'exclusion ou la limitation des dommages accessoires ou consécutifs, ou autorisent les limitations de durée d'une garantie implicite, ainsi les limitations ou exclusions ci-dessus peuvent ne pas s'appliquer à vous. Ladite Garantie Limitée vous certifie des droits spécifiques reconnus par la loi et vous pouvez bénéficier d'autres droits qui varient d'une juridiction à une autre.

**Pour les achats effectués aux États-Unis :** Lisez attentivement la clause de résolution d'arbitrage des litiges suivants. Vos droits et les étapes à suivre en cas de litige lié au produit y sont détaillées.

**Que se passe-t-il en cas de litige :** En cas de litige ou de réclamation (litige) au produit, à votre achat ou à l'utilisation du produit, aux causes de ladite Garantie Limitée, ou à un service fourni conformément aux conditions de ladite Garantie Limitée (incluant une réparation ou un remplacement (le Litige)), vous et Sony acceptez que le litige soit résolu exclusivement à travers un arbitrage exécutoire. VOUS COMPRENEZ ET RECONNAÎSSEZ QU'EN ACCEPTANT L'ARBITRAGE VOUS AVEZ LE DROIT D'INTENTER UNE ACTION EN JUSTICE POUR (OU DE PARTICIPER EN TANT QUE PARTIE OU MEMBRE DU RECOURS À) LA RÉSOLUTION DES LITIGES DEVANT UN TRIBUNAL. Vous acceptez également que TOUTE PROCÉDURE DE RÈGLEMENT DES DIFFÉRENDS CONSIDÉRERA UNIQUEMENT VOS REVENDEURS INDIVIDUELLES, ET LES DEUX PARTIES ACCEPTENT QU'UN LITIGE NE SOIT PAS ENTENDU COMME UN RECOURS COLLECTIF OU UN RECOURS DU PROCUREUR GÉNÉRAL. Malgré ces indications ci-dessus, vous avez le droit d'intenter une action en justice de manière individuelle devant la Cour des petites créances ou une Cour similaire à la compétence limitée, dans la mesure où le montant en question n'excède pas 15 000 \$, ou aussi longtemps que la dite Cour soit compétente et que toutes les autres exigences (incluant le montant en litige) soient satisfaites.

**Consignes d'arbitrage :** Pour commencer l'arbitrage, vous ou Sony devez faire une demande d'arbitrage écrite à l'autre partie. L'arbitrage aura lieu devant un seul arbitre. L'arbitrage sera régi en suivant les Procédures administratives des Règles d'arbitrage commercial et les Procédures additionnelles (les « Règles ») de l'association américaine d'arbitrage (« AAA ») pour les différends de consommateur, si elles sont applicables et en vigueur au moment où la réclamation est utilisée. Vous pouvez demander une copie des Règles de l'AAA en contactant l'AAA au (800) 778-7879 ou en visitant le site Web [www.aaa.org](http://www.aaa.org). Les droits de dépôt pour commencer et mener l'arbitrage seront partagés entre vous et Sony, mais vos frais ne devront en aucun cas excéder le montant permis par les règles spécifiques de l'AAA pour les différends de consommateur, après quoi Sony couvrira tous les frais administratifs et dépenses additionnels. Ce paragraphe n'interdit pas à l'arbitre de restituer à la partie ayant obtenu gain de cause les frais et dépenses qu'elle a engagés dans l'arbitrage lorsque les Règles le permettent. Sauf si Sony et vous en convenez autrement, l'arbitrage aura lieu dans le pays et l'État où vous vivez, et la loi fédérale ou d'État applicable régira, à l'exception de l'arbitrage. Cependant, la Loi sur l'arbitrage fédérale U.S.C. § 1, et sec., régit l'arbitrage et non une quelconque loi d'État sur l'arbitrage. La décision de l'arbitre sera obligatoire et définitive, sauf dans le cadre d'un droit d'appel limité conformément à la Loi sur l'arbitrage.

**Consignes d'exclusion :** SI VOUS NE SOUHAITEZ PAS ÊTRE CONTRAINT PAR LA CLAUSE D'ARBITRAGE OBLIGATOIRE, ALORS : (1) Vous devez en informer Sony par écrit dans les 90 jours à compter de la date d'achat du produit (2) Votre notification écrite doit être envoyée par courrier à Sony Electronics Inc., 46535 Via Espino, M2 1105, San Diego CA 92127, à l'attention de : Service juridique; ET (3) Votre notification écrite doit inclure (a) votre NOM (b) votre ADRESSE, (c) la DATE d'achat du produit, et (d) une déclaration écrite stipulant que « VOUS NE SOUHAITEZ PAS RÉSOUDRE LES DIFFÉRENDS AVEC UNE ENTITÉ SONY ELECTRONICS À TRAVERS L'ARBITRAGE ET/OU ÊTRE CONTRAINT PAR LA RENONCIATION À INITIER OU PARTICIPER À UN RECOURS COLLECTIF ».

Déclarez de ne pas adhérer à cette procédure de résolution des différends n'effectuant en aucun cas la couverture de la Garantie Limitée et vous continuerez à bénéficier des avantages de la Garantie Limitée.