Wireless Stereo Headset
LinkBuds

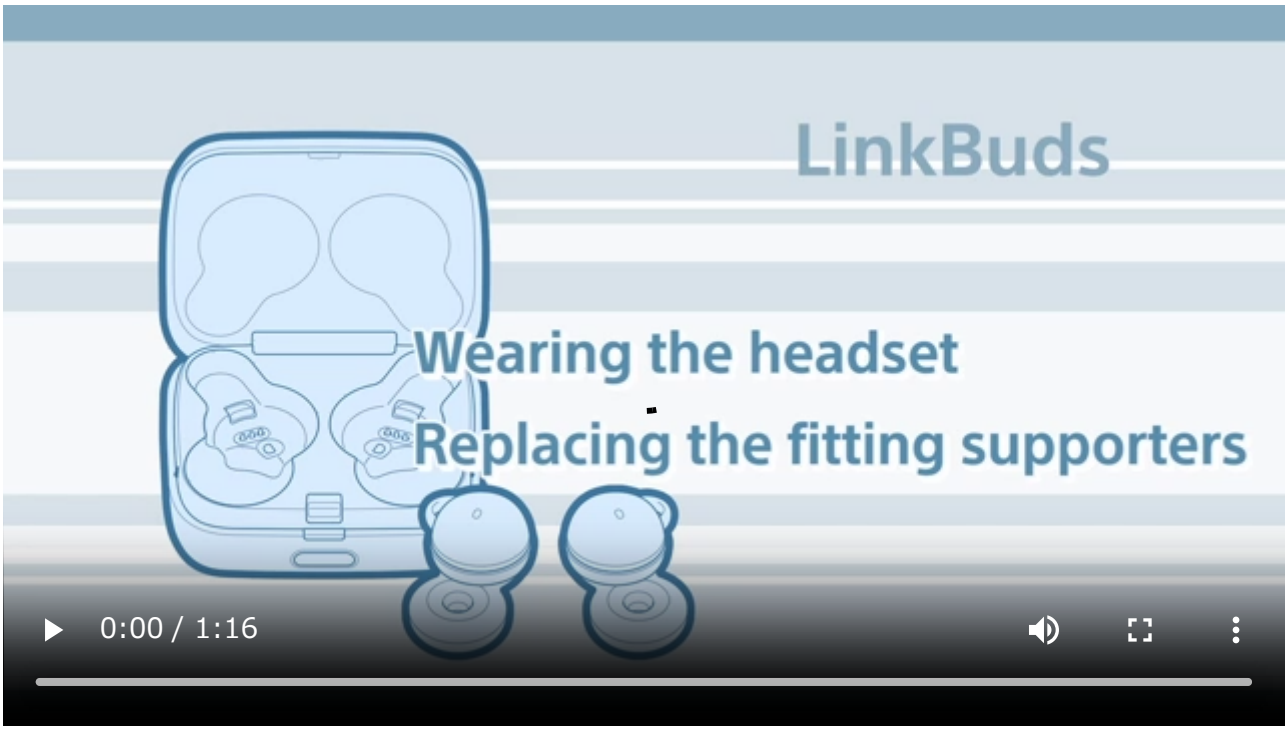


Model: YY2953

Quick Start Guide

Find your fit

Text for video



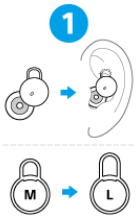
⚠ To prevent burning or malfunction due to getting wet

Download the app, and set up the headset

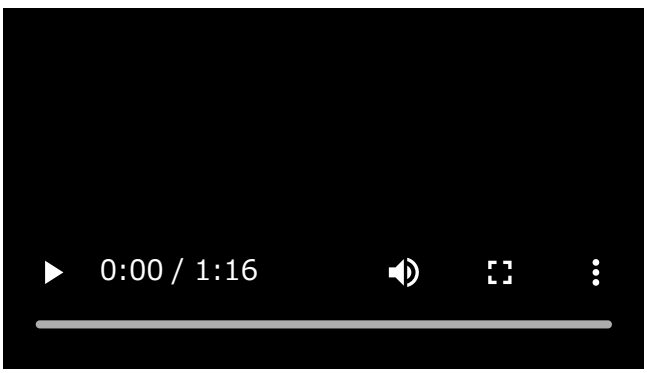
Headphones Connect

Let’s start to use





Wearing the headset

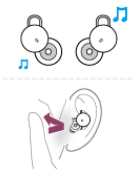




Establishing a BLUETOOTH® connection

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

3 Operating the headset



Tap the headset unit or in the area near your ear where the headset is worn (wide area tap).
●● (left/right): To play or pause music
●●● (left/right): To skip to the beginning of the next track
●●●●●...(left): To lower the volume
●●●●●...(right): To increase the volume

To use all functions and improved performances

Headphones Connect

Update the software of the headset and “Sony | Headphones Connect” app to the latest version. For details, refer to the following:
https://www.sony.net/elesupport/

Related information

Establishing a Bluetooth connection manually
Charging the headset

WF-L900

Getting started

What you can do with the Bluetooth function

About the voice guidance

Supplied accessories

- Checking the package contents
- Replacing the fitting supporters

Parts and controls

- Location and function of parts
- About the indicator

Wearing the headset

- Wearing the headset
- Using only one unit of the headset

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 | Headphones Connect” app

Android smartphone

- Pairing and connecting with an Android smartphone
- 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® 10)
- Pairing and connecting with a computer (Windows 8.1)
- Pairing and connecting with a computer (Mac)
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Windows 8.1)
- 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”

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)
- Disconnecting Bluetooth connection (after use)
- About 360 Reality Audio

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

Disconnecting Bluetooth connection (after use)

Using the voice assist function

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 | Headphones Connect” app

Installing the “Sony | Headphones Connect” app

Accessing support information from the “Sony | Headphones Connect” app

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

Important information

Precautions

When you have finished using the headset

To prevent burning or malfunction due to getting wet

When the headset or charging case gets wet

License notice

Trademarks

Customer support websites

Troubleshooting

What can I do to solve a problem?

Power/Charging

- Unable to turn on the headset.
- Charging cannot be done.
- The available operating time is short, the battery power does not last long, the battery life of the left and right headset units is different.
- Charging time is too long.

Sound

- No sound, no sound from one side
- Low sound level
- Low sound quality
- Sound skips frequently.
- Noise is heard during music playback.

Bluetooth connection

- Pairing cannot be done.
- Unable to make a Bluetooth connection.
- The headset does not operate properly.
- Cannot hear a person during a call/low voice from callers, your voice does not reach the person during a call/your voice is low on the caller's side.

Others

The headset does not operate correctly or wide area tap works unintentionally
An earache occurs
Resetting or initializing the headset
Resetting the headset
Initializing the headset to restore factory settings
Specifications
Specifications

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What you can do with the Bluetooth function

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

Listening to music

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



Talking on the phone

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



Related Topic

- How to make a wireless connection to Bluetooth devices

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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 change the language of the voice guidance and turn on/off the voice guidance using “Sony | Headphones Connect” app. For more details, refer to the “Sony | Headphones Connect” app help guide.
https://rd1.sony.net/help/mdr/hpc/h_zz/

- When pairing the headset for the first time after purchase or after initializing the headset (when there is no pairing information in the headset), when entering pairing mode automatically by removing the headset from the charging case/When pairing the headset manually and removing the headset from the charging case when in pairing mode: “Pairing”
- When automatically turning off due to low battery of the headset: “Battery is empty”
- When the remaining battery charge of the headset is low: “Low battery”
- When the Google™ Assistant is not available during software update: “The Google assistant is not available during update. Please wait a moment until the update completes.”
- When the Google Assistant is not available on the smartphone connected to the headset even when operating the headset unit to which the Google Assistant feature 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 the Amazon Alexa feature is assigned: “Either your mobile device isn’t connected; or you need to open the Alexa App and try again”
- When the corresponding app is not launched even when operating the headset unit to which the Quick Access feature is assigned: “App assigned to the Quick Access is not launched on the mobile device”

Note

- It takes 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 also 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 into the charging case to turn it off, then remove the headset from the charging case to turn it on again.

Related Topic

- Using only one unit of the headset

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Checking the package contents

After opening the package, check that all of the items in the list are included. If any items are missing, contact your dealer.
Numbers in ( ) indicate the item amount.

Wireless Stereo Headset

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



Fitting supporters (XS/S/M/L/XL 2 each)

- M-sized fitting supporters come attached to the left and right units of the headset at the time of purchase.



Charging case (1)



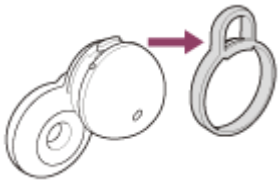
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Replacing the fitting supporters

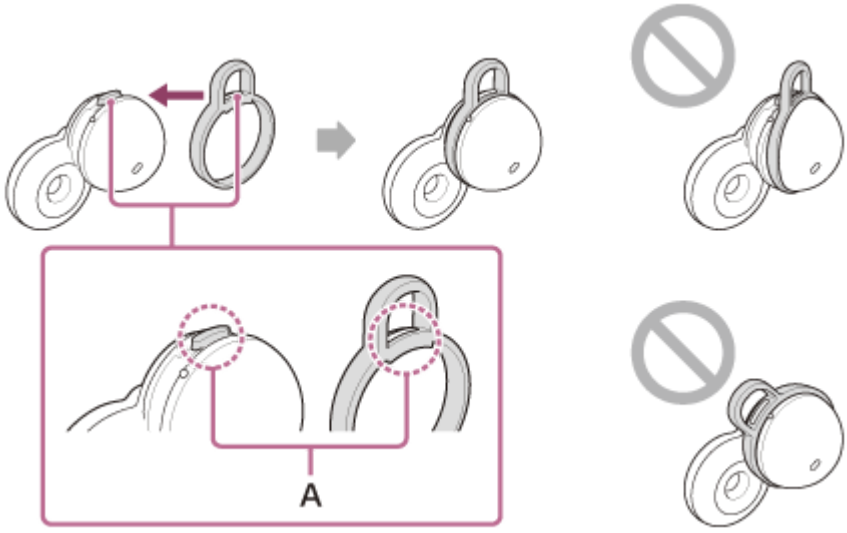
M-sized fitting supporters come attached to the left and right units of the headset at the time of purchase.
If you feel the size of the fitting supporters does not fit your ears, change the fitting supporters to another size that fits your ears better. The size of the left and right fitting supporters may be different.
The fitting supporters are common for both left and right sides.



1 Remove the fitting supporter.



2 Attach the fitting supporter.



A: Align

Align the protruding part of the headset with the hole part of the fitting supporter and firmly insert the fitting supporter all the way. Do not attach the fitting supporter in a loose or skewed manner.
After attaching the fitting supporter, check that there is no floating between the fitting supporter and the headset.

About the instruction manual video

Watch the video to find out how to change the fitting supporters and how to wear the headset in your ears.
https://rd1.sony.net/help/mdr/mov0039/h_zz/

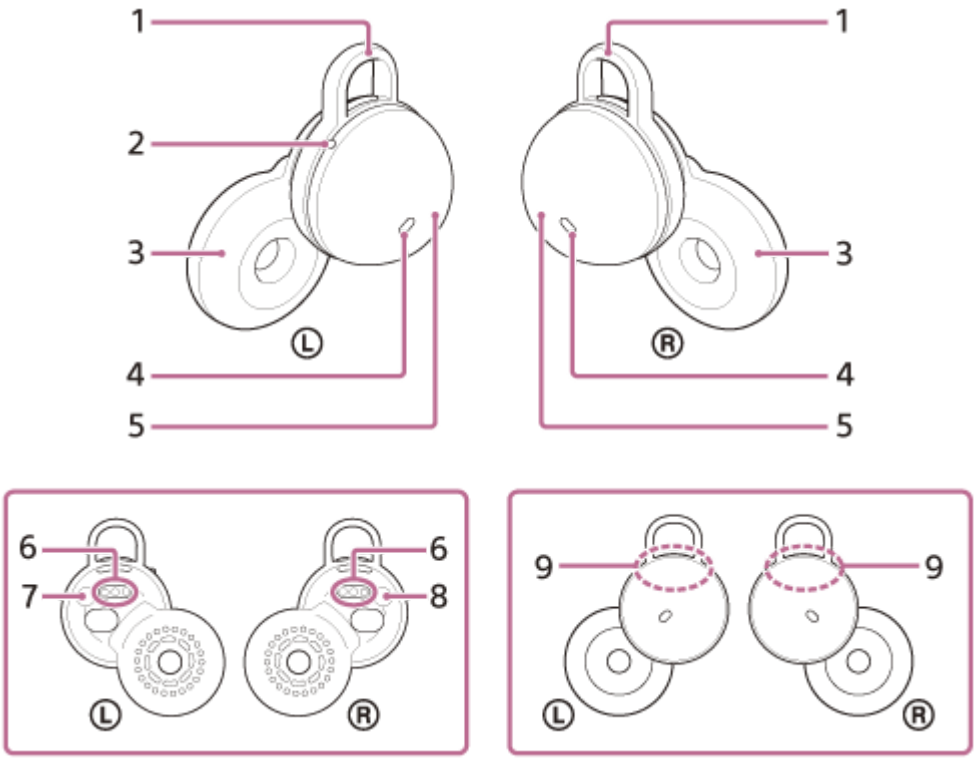
Related Topic

- Wearing the headset

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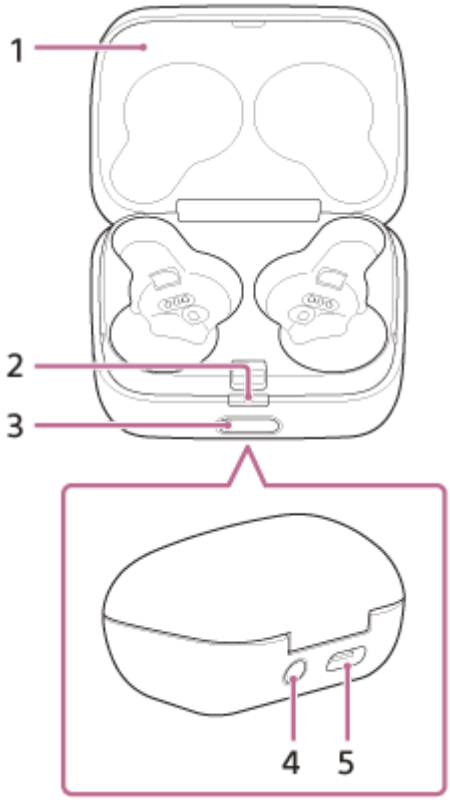
Location and function of parts

Headset



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

Charging case



1. Lid
2. Indicator (green/orange/blue)
   Indicates the power, communication or charging status of the headset.
3. Lid open button
4. Pairing/initialize/reset button
   Used when entering pairing mode, resetting or initializing the headset.
5. 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.

Related Topic

- About the indicator
- Checking the remaining battery charge

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About the indicator

You can check various statuses of the headset/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 units of the headset 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 units of the headset.
When either the left or right unit of the headset is stored in the charging case: Displays the remaining battery charge of the headset unit stored in the charging case.
When both units of the headset are removed from the charging case: Displays the remaining battery charge of the charging case.

When the lid of the charging case 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 is stored in the charging case and the remaining battery charge of the headset is 95% or higher / When the headset is 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 is stored in the charging case and the remaining battery charge of the headset is between 94% and 1% / When the headset is 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 is stored in the charging case and the remaining battery charge of the headset is less than 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is less than 1%
  - - - - - - - (turns off)

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

- When the headset is stored in the charging case and the remaining battery charge of the headset is 95% or higher / When the headset is 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 is stored in the charging case and the remaining battery charge of the headset is between 94% and 1% / When the headset is 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 is stored in the charging case and the remaining battery charge of the headset is less than 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is less than 1%
  - - - - - - - (turns off)

Charging status

- While charging the headset / While charging the charging case
  ■ (lights up in orange)

- When the battery is fully charged when charging starts on the headset/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 lid of the charging case is opened or closed / When the headset is set to or removed from the charging case
   - - - - - - (turns off for about 0.5 seconds, and then lights up in orange)
- Abnormal temperature
  ● - ● - - - - ● - ● - - - - ● - ● - - - - (repeatedly flashes twice in orange)
- Abnormal charging
   - - (repeatedly flashes slowly in orange)
- Abnormal combination of left and right units of the headset
  ● - ● - ● - - - - ● - ● - ● - - - - (repeatedly flashes 3 times in orange)

Bluetooth connection status

- Pairing mode
   - - - - - - - (repeatedly flashes twice slowly in blue)
- Connection process completed
   (repeatedly flashes slowly in blue for about 5 seconds)

Other

- Initialization completed
  ● ● ● ● (flashes 4 times in green)
  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 voice guidance.

Related Topic

- Charging
- Checking the remaining battery charge
- What you can do with the “Sony | Headphones Connect” app
- About the voice guidance
- Initializing the headset to restore factory settings

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Wearing the headset

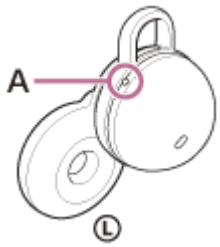
About the instruction manual video

Watch the video to find out how to change the fitting supporters and how to wear the headset in your ears.
Text for video



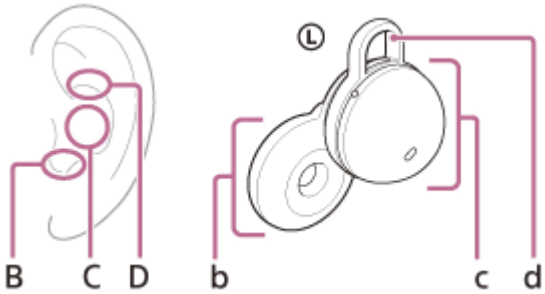
1 Check the Ⓛ (left) and Ⓡ (right) marks on the headset.

Put the headset unit with the Ⓛ (left) mark into your left ear and the headset unit with the Ⓡ (right) mark into your right ear. There is a tactile dot on the left unit of the headset.



A: Tactile dot

2 Check the position relation between the ear and the headset when you put the headset unit into your ear.



B: Position to insert the driver unit part
C: Position to support the housing part
D: Position to hook the fitting supporter
b: Driver unit part
c: Housing part (Insert the side with the charging port into your ear)
d: Fitting supporter

3 **Hold the headset with your fingers.**



4 **Put the headset units into both ears.**

To put the headset unit into your ear, follow the procedures below.

1. Insert the driver unit part (b) into your ear (B).
2. Rotate in the direction of the arrow so that the housing part (c) is at the position of the ear (C).



3. Push the fitting supporter (d) into the ear grooves (D).

5 **Check if the headset is worn properly.**

Touch the fitting supporter (d) with your finger and check that it is in the ear grooves (D).



Shake your head lightly and make sure that the headset is not out of position.

If the headset is out of your ears, you feel uncomfortable when wearing the headset or your ears hurt
M-sized fitting supporters come attached to the left and right units of the headset at the time of purchase. When the headset is worn following the procedures described above and you feel the size of the fitting supporters does not fit your ears, change the fitting supporters to another size to comfortably and snugly fit your left and right ears.

For the proper sound quality, 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 or call performance.
If any of this is the case, see steps 4 and 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, enabling the headset to pause or resume music playback, as well as 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 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 is not worn for about 15 minutes after being removed from the charging case, the headset turns off automatically to save the 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 unit of the headset is worn in your ear.
- By using the “Sony | Headphones Connect” app, you can change the setting of automatically pausing and resuming the music playback, or automatically turning off the headset.

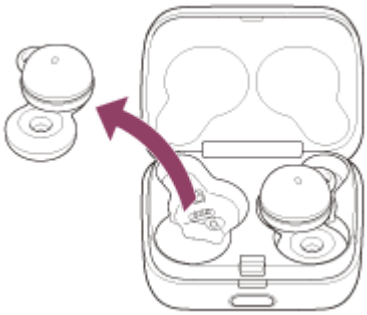
Related Topic

- Replacing the fitting supporters
- Using only one unit of the headset
- What you can do with the “Sony | Headphones Connect” app

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Using only one unit of the headset

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



When you put on the other unit of the headset

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

Assigning functions to the left and right units of the headset

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 | Headphones Connect” app.

Hint

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

Note

- When Service Link is turned on with the “Sony | Headphones Connect” app, use the right unit of the headset. You cannot use only the left unit of the headset.

Related Topic

- Controlling the audio device (Bluetooth connection)
- Functions for a phone call

- What you can do with the “Sony | Headphones Connect” app

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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 forefinger to perform a harder tap within the tap detection area.



Some available operations

	Left	Right
Tap twice	To receive or end a call To play or pause music	To receive or end a call To play or pause music
Tap 3 times	To reject a call or transfer it to a different device To skip to the beginning of the next track	To reject a call or transfer it to a different device 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.
https://rd1.sony.net/help/mdr/mov0040/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 a little harder while adjusting the tap position.

- 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 | Headphones Connect” app.

Note

- When the headset is not worn in your ears, tap operations cannot be detected.
- The headset may not operate correctly when a vibration identical to a tap is detected from coughing or the attachment/detachment of accessories around the ears, etc. When the headset reacts incorrectly, use the “Sony | Headphones Connect” app to turn wide area tap off and switch to headset tap.

Related Topic

- What you can do with the “Sony | Headphones 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 in the area near your ear.

1. **Open the “Sony | Headphones Connect” app and set the function of either the left or right unit of the headset as Quick Access.**

   You can change the function assignments to the left and right units of the headset using the “Sony | Headphones Connect” app.
   For details on the “Sony | Headphones Connect” app, refer to the following URL.
   https://rd1.sony.net/help/mdr/hpc/h_zz/

2. **Operate the headset unit to which you assigned the feature to use Quick Access.**

	Left	Right
Tap twice	Quick Access 1	Quick Access 1
Tap 3 times	Quick Access 2	Quick Access 2

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.
- 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).

Related Topic

- What you can do with the “Sony | Headphones Connect” app

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Charging

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

1 Set the headset into the charging case.

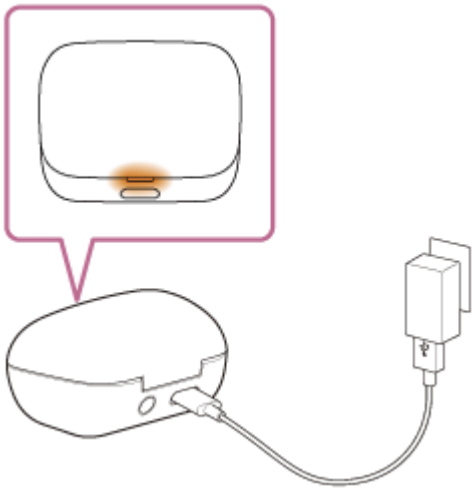
Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, put the right unit of the headset back into the right hole of the charging case, insert the units until they click, and then make sure that the units are locked in the charging case.



Set the headset into the charging case, and when the indicator (orange or green) on the charging case lights up, close the lid of the charging case.

2 Connect the charging case to an AC outlet.

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



Charging starts on the headset and charging case. The indicator (orange) on the charging case lights up.
After charging is complete, the indicator (orange) 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 3 hours (*).

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

Charging the headset when you are outside

A rechargeable battery is built into the charging case. If you charge the charging case in advance, you can use it to charge the headset when you go out without a power supply.
The required time for fully charging the left and right units of the headset 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

- Charging may not start if the headset is not set correctly into the charging case. Insert the headset units until they click and make sure the headset units are locked in the charging case.
- 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.
- Depending on the settings for the headset functions and usage conditions, the speed of energy consumption for the rechargeable battery may vary between the left and right units.
  As a result, the charging time of the rechargeable batteries for the left and right units may differ. However, this is not a malfunction.
- 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.
- When the left and right units of the headset are removed from the charging case, if the indicator (orange) on the charging case lights up for about 3 seconds and then turns off, 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 units of the headset 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 lid of the charging case 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.

Related Topic

- About the indicator
- Checking the remaining battery charge

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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. 5.5 hours
Music playback time (SBC): Max. 5 hours

- About 90 minutes of music playback is possible after 10 minutes charging.
- If you set the following functions, the available operating time of the battery becomes shorter than the ones described above.
  - DSEE™
  - Equalizer
  - 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: Max. 2.5 hours
Standby time: Max. 11 hours

Hint

- By using the “Sony | Headphones 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.
- Depending on the settings for the headset functions and usage conditions, the speed of energy consumption for the rechargeable battery may vary between the left and right headset units. However, this is not a malfunction.

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 | Headphones Connect” app

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Checking the remaining battery charge

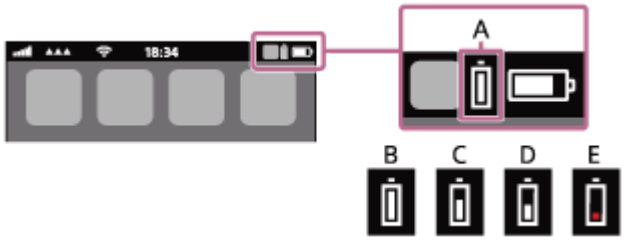
You can check the remaining battery charge of the rechargeable batteries of the headset and the charging case by the following operations.

If the remaining battery charge of the headset becomes low when you put the headset into your ears or while using the headset

If a warning beep sounds and the voice guidance says, “Low battery”, 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.

When you are using an iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch over an HFP (Hands-free Profile) Bluetooth connection, it will show an icon that indicates the remaining battery charge of the headset on the screen of the iPhone or iPod touch.
The display position is an example.



A: Remaining battery charge of the headset
The approximate remaining charge is shown at 10 different levels. B through E are display examples.
B: 100%
C: 70%
D: 50%
E: 10% or lower (requires charging)

The remaining battery charge of the headset is also displayed on the widget of an iPhone or iPod touch running iOS 11 or later. For more details, refer to the operating instructions supplied with the iPhone or iPod touch.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. Use it as a rough estimate.

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

When the headset is connected to an Android smartphone via HFP Bluetooth connection, select [Settings] - [Device connection] - [Bluetooth] to display the remaining battery charge of the headset in 10 different levels such as “100%”, “70%”, “50%” or “10%” in the connected Bluetooth device column.
The operation above is an example. For details, refer to the operating instructions of the Android smartphone.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. Use it as a rough estimate.

Checking the remaining battery charge of the charging case

- When the headset is removed from the charging case, or when the lid of the charging case is opened or closed with no headset units stored, if the indicator (orange) on the charging case lights up, the remaining battery charge of the charging case is about 30% to 1%. The charging case cannot sufficiently charge the headset with this level of remaining battery charge.

- When the headset is removed from the charging case, or when the lid of the charging case is opened or closed with no headset units stored, if the indicator on the charging case does not light up, the remaining battery charge of the charging case is less than 1%. The headset cannot be charged with the charging case in this case.

Hint

- The remaining battery charge of the headset may be different on the left and right sides depending on how you use them.
  When using both units of the headset, the remaining battery charge of the unit with less remaining battery charge between the left and right units is displayed.
  When using only one unit of the headset, the remaining battery charge of the 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 | Headphones 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.

Related Topic

- What you can do with the “Sony | Headphones Connect” app
- About the indicator

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Turning on the headset

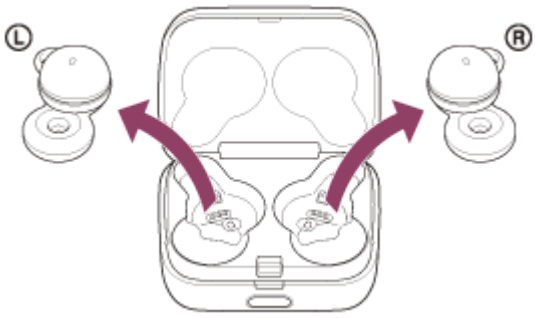
When the headset is set into the charging case

1. **Hold the charging case in your hand and press the lid open button to open the lid.**



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

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



When the headset is not set into the charging case

When the headset is not 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 on the headset into your ears. The headset will also turn on when it is set into the charging case and then removed from the charging case.
By using the “Sony | Headphones Connect” app, you can 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 between the left and right units of the headset is established.
The headset goes into Bluetooth pairing mode when turning on the headset for the first time after purchase or just after initializing the headset.

Related Topic

- Using only one unit of the headset
- Turning off the headset
- What you can do with the “Sony | Headphones Connect” app

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Turning off the headset

1 Set the headset into the charging case.

Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, put the right unit of the headset back into the right hole of the charging case, insert the units until they click, and then make sure that the units are locked in the charging case.
When the headset is set into the charging case, the headset will turn off automatically.
When the remaining battery charge of the charging case is sufficient, the indicator (orange or green) on the charging case lights up and the charging of the headset will start.



When the headset is left removed

When the headset is not 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, place the headset into the charging case.

Hint

- You can also turn off the headset with the “Sony | Headphones 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 | Headphones 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 and 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.

Related Topic

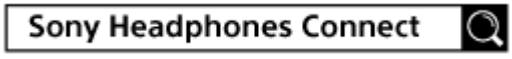
- Pairing and connecting with an Android smartphone
- Pairing and connecting with an iPhone
- Pairing and connecting with a computer (Windows® 10)
- Pairing and connecting with a computer (Windows 8.1)
- Pairing and connecting with a computer (Mac)
- Pairing and connecting with a Bluetooth device
- Connecting to a paired Android smartphone
- Connecting to a paired iPhone
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Windows 8.1)
- Connecting to a paired computer (Mac)
- Connecting to a paired Bluetooth device

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Connecting with the “Sony | Headphones Connect” app

Launch the “Sony | Headphones Connect” app on your Android smartphone/iPhone to connect the headset to a smartphone or iPhone. For more details, refer to the “Sony | Headphones Connect” app help guide.
https://rd1.sony.net/help/mdr/hpc/h_zz/





Hint

- To pair a second or subsequent device, operate the button on the back of the charging case to enter pairing mode.
  For more details, see “Pairing and connecting” corresponding to your device in the Related Topic.

Note

- The connection with some smartphones and iPhone devices may become unstable when connecting using the “Sony | Headphones 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® 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 | Headphones Connect” app
- Installing the “Sony | Headphones Connect” app

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Pairing and connecting with an Android smartphone

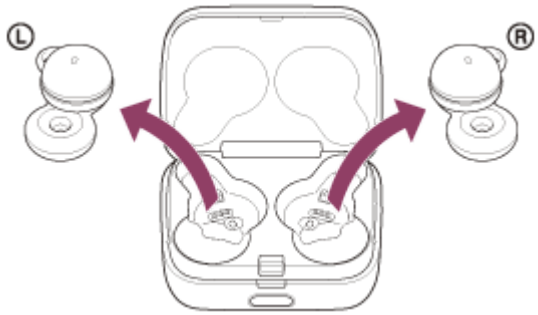
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

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

1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information)

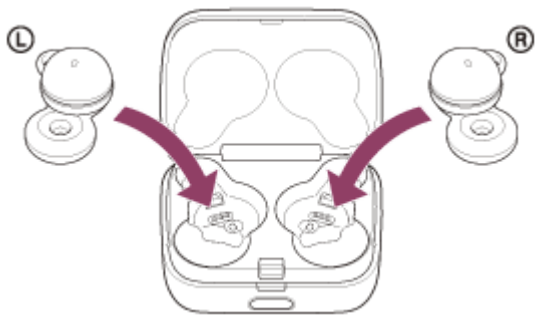
1. Remove both units of the headset from the charging case.



The headset goes into pairing mode automatically when it is removed from the charging case.
When you put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset into the charging case.
   Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, put the right unit of the headset back into the right hole of the charging case, insert the units until they click, and then make sure that the units are locked in the charging case.



2. Close the lid of the charging case.

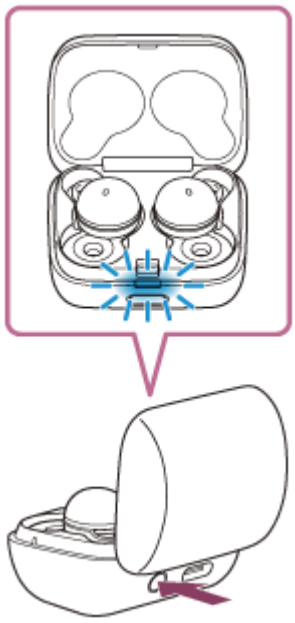


By closing the lid once, the headset units are straightened and locked in place, even if they were not locked in the charging case before.

3. Hold the charging case in your hand and press the lid open button to open the lid.



4. Press and hold the pairing button of the charging case for about 5 seconds.



The indicator (blue) on the charging case repeatedly flashes slowly 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 put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

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

3 Find the headset on the Android smartphone.

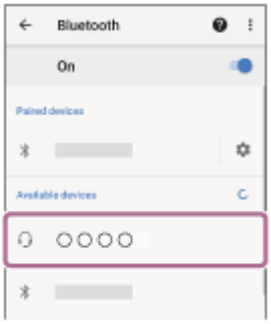
1. Select [Settings] - [Device connection] - [Bluetooth].



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



4 Touch [LinkBuds].



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 slowly for about 5 seconds.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time.
If they are not connected, see “Connecting to a paired Android smartphone”.
If [LinkBuds] does not appear on the Android smartphone screen, try again from the beginning of step 3 .

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

About the instruction manual video

Watch the video to find out how to perform the pairing for the first time.
https://rd1.sony.net/help/mdr/mov0034/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, set the headset into the charging case, and start the operation again from step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.

- When the pairing information for the headset has been deleted from the Bluetooth device.
- When the headset is initialized.
  All of the pairing information is deleted. In this case, delete the pairing information for the headset from the 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

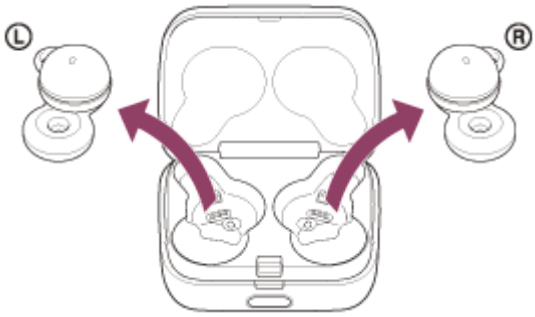
- Wearing the headset
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired Android smartphone
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Connecting to a paired Android smartphone

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

2 Remove the headset from the charging case.



The headset turns on automatically.

3 Put the headset units into both 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 Android smartphone. If it is not connected, proceed to step 4 .

4 Display the devices paired with the Android smartphone.

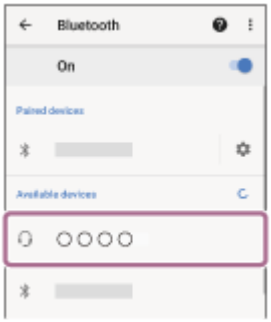
1. Select [Settings] - [Device connection] - [Bluetooth].



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



5 Touch [LinkBuds].



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

Hint

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

Note

- When connecting, [LinkBuds], [LE_LinkBuds], or both may be displayed on the connecting device. When both or [LinkBuds] is displayed, select [LinkBuds]; when [LE_LinkBuds] is displayed, select [LE_LinkBuds].
- 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 smartphone to the headset, delete the headset pairing information on your smartphone and perform the pairing again. As for the operations on your smartphone, refer to the operating instructions supplied with the smartphone.

Related Topic

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

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Pairing and connecting with an iPhone

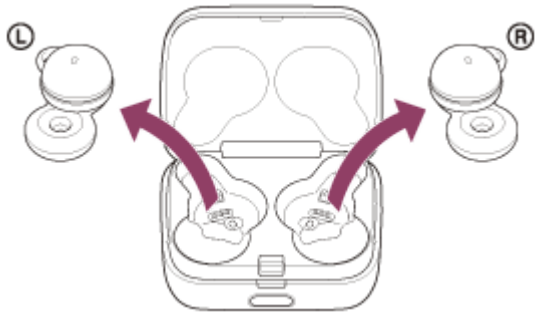
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

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

1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information)

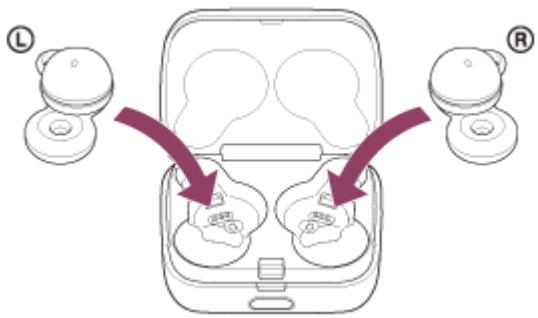
1. Remove both units of the headset from the charging case.



The headset goes into pairing mode automatically when it is removed from the charging case.
When you put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset into the charging case.
   Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, put the right unit of the headset back into the right hole of the charging case, insert the units until they click, and then make sure that the units are locked in the charging case.



2. Close the lid of the charging case.

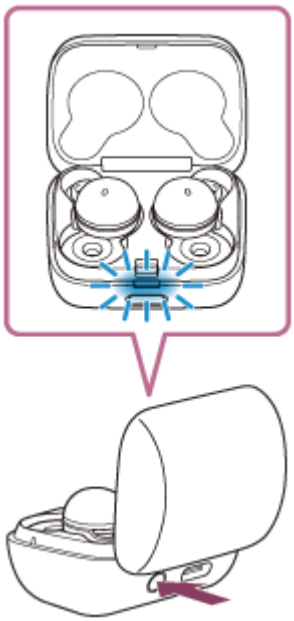


By closing the lid once, the headset units are straightened and locked in place, even if they were not locked in the charging case before.

3. Hold the charging case in your hand and press the lid open button to open the lid.



4. Press and hold the pairing button of the charging case for about 5 seconds.

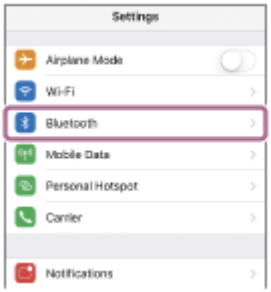


The indicator (blue) on the charging case repeatedly flashes slowly twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode. When you put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

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

3 Find the headset on the iPhone.

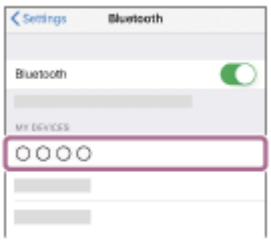
1. Select [Settings].
2. Touch [Bluetooth].



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



4 Touch [LinkBuds].



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 slowly for about 5 seconds.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time.
If they are not connected, see “Connecting to a paired iPhone ”.
If [LinkBuds] does not appear on the display of the iPhone, try again from the beginning of step 3 .

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

About the instruction manual video

Watch the video to find out how to perform the pairing for the first time.
https://rd1.sony.net/help/mdr/mov0034/h_zz/

Hint

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

Note

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

- When the pairing information for the headset has been deleted from the Bluetooth device.
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- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

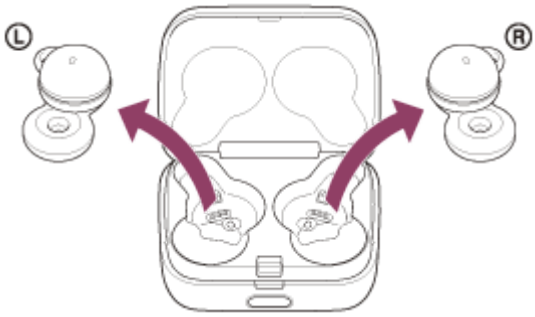
- Wearing the headset
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired iPhone
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- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Connecting to a paired iPhone

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

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



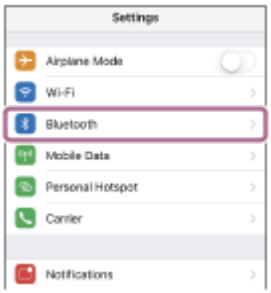
The headset turns on automatically.

3 **Put the headset units into both 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 iPhone. If it is not connected, proceed to step **4** .

4 **Display the devices paired with the iPhone.**

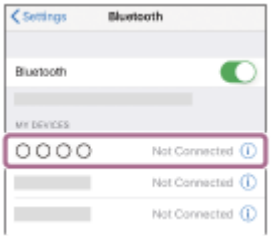
1. Select [Settings].
2. Touch [Bluetooth].



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



5 **Touch [LinkBuds].**



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

Hint

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

Note

- When connecting, [LinkBuds], [LE_LinkBuds], or both may be displayed on the connecting device. When both or [LinkBuds] is displayed, select [LinkBuds]; when [LE_LinkBuds] is displayed, select [LE_LinkBuds].
- 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 the pairing again. As for the operations on your iPhone, refer to the operating instructions supplied with the iPhone.

Related Topic

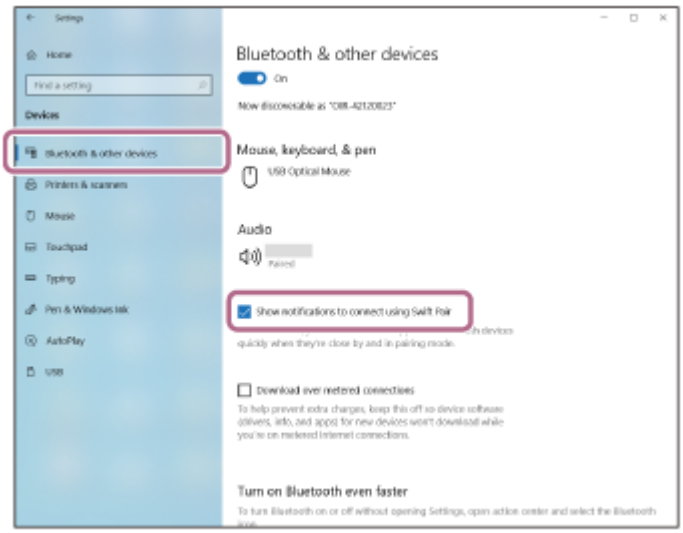
- Wearing the headset
- Using only one unit of the headset
- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with an iPhone
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Pairing and connecting with a computer (Windows® 10)

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

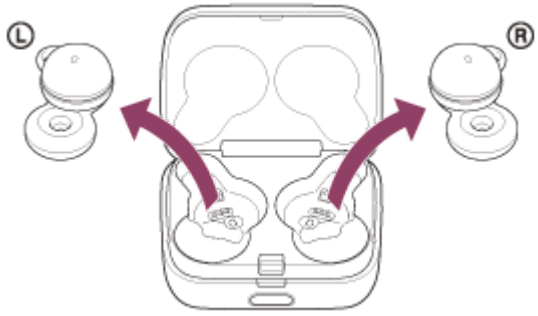
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- If your OS version is Windows 10 version 1803 or later, the Swift Pair function will make pairing easier. To use the Swift Pair function, click the [Start] button - [Settings] - [Devices] - [Bluetooth & other devices], and check [Show notifications to connect using Swift Pair].



1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information)

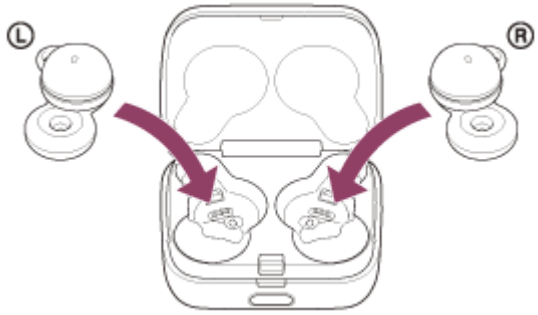
1. Remove both units of the headset from the charging case.



The headset goes into pairing mode automatically when it is removed from the charging case.
When you put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset into the charging case.
   Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, put the right unit of the headset back into the right hole of the charging case, insert the units until they click, and then make sure that the units are locked in the charging case.



2. Close the lid of the charging case.

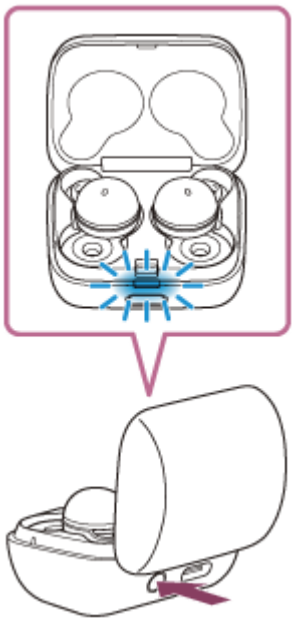


   By closing the lid once, the headset units are straightened and locked in place, even if they were not locked in the charging case before.

3. Hold the charging case in your hand and press the lid open button to open the lid.



4. Press and hold the pairing button of the charging case for about 5 seconds.



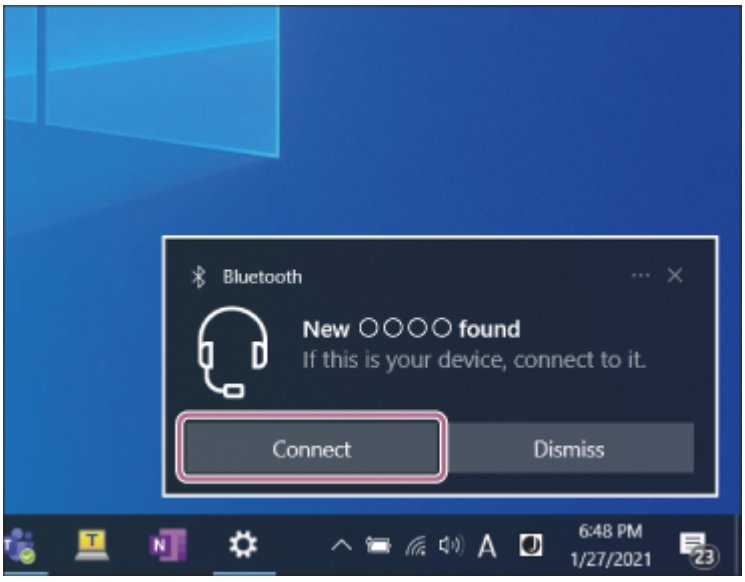
The indicator (blue) on the charging case repeatedly flashes slowly twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode. When you put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing” from both headset units at the same time.

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

3 **Pair the headset using the computer.**

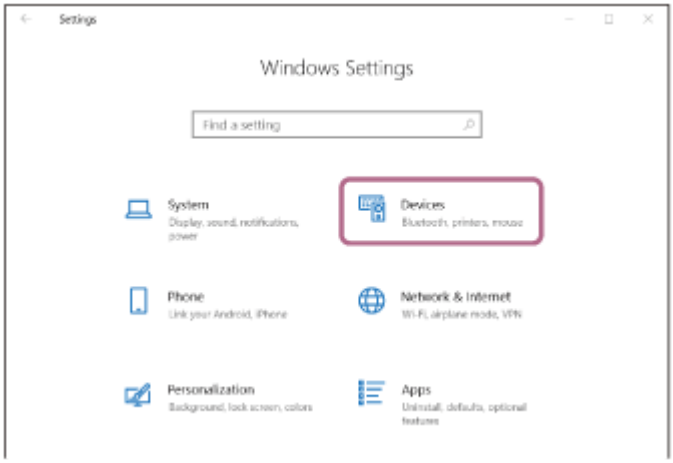
To connect using the Swift Pair function

1. Select [Connect] from the pop up menu displayed on your computer screen.

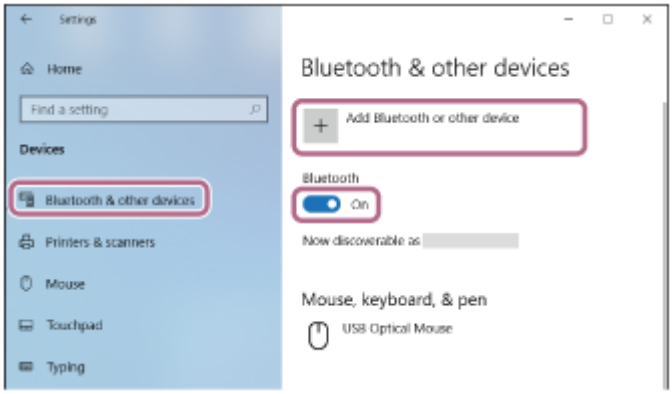


To connect without using the Swift Pair function

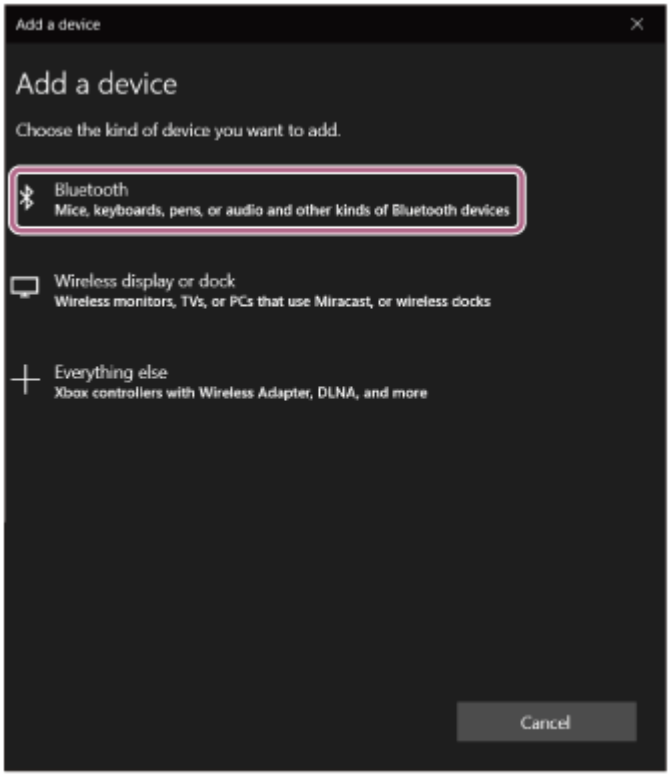
1. Click the [Start] button, then [Settings].
2. Click [Devices].



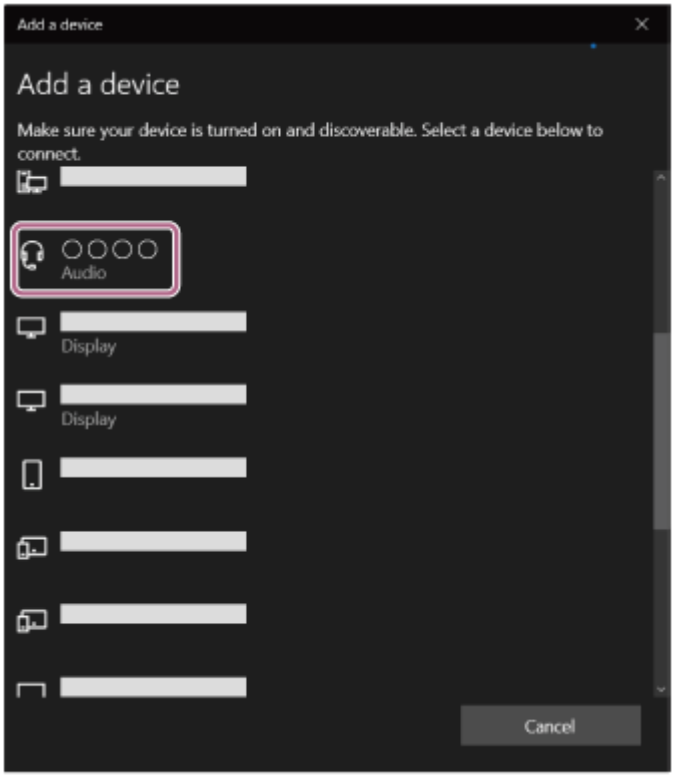
3. Click the [Bluetooth & other devices] tab, click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add Bluetooth or other device].



4. Click [Bluetooth].



5. Click [LinkBuds].



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 slowly for about 5 seconds.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time.
If they are not connected, see “Connecting to a paired computer (Windows 10)”.
If [LinkBuds] does not appear on the computer screen, try again from “To connect without using the Swift Pair function” of step 3 .

* 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, set the headset into the charging case, and start the operation again from step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the 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

- 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 (Windows 8.1)

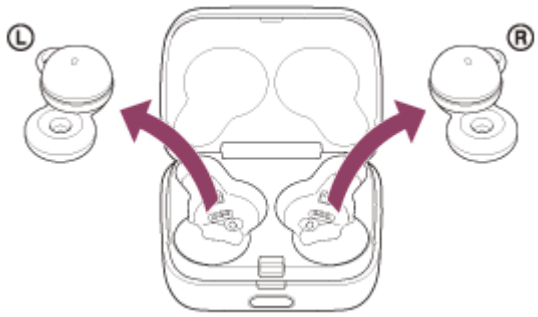
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

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

1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information)

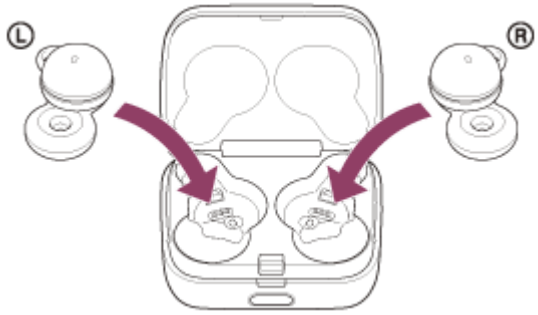
1. Remove both units of the headset from the charging case.



The headset goes into pairing mode automatically when it is removed from the charging case.
When you put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset into the charging case.
   Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, put the right unit of the headset back into the right hole of the charging case, insert the units until they click, and then make sure that the units are locked in the charging case.



2. Close the lid of the charging case.

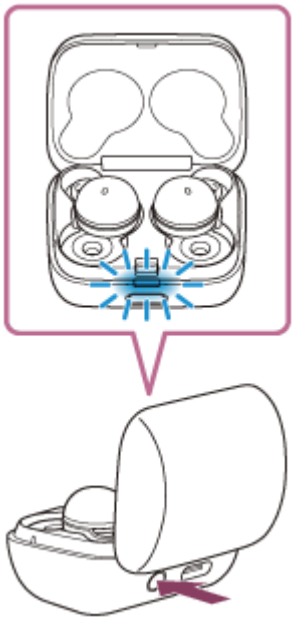


By closing the lid once, the headset units are straightened and locked in place, even if they were not locked in the charging case before.

3. Hold the charging case in your hand and press the lid open button to open the lid.



4. Press and hold the pairing button of the charging case for about 5 seconds.



The indicator (blue) on the charging case repeatedly flashes slowly 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 put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

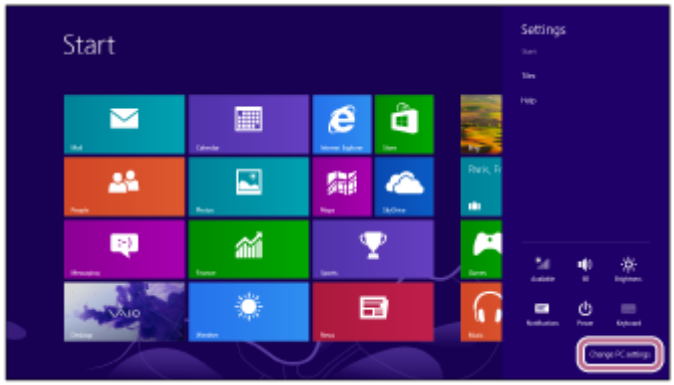
2 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

3 Pair the headset using the computer.

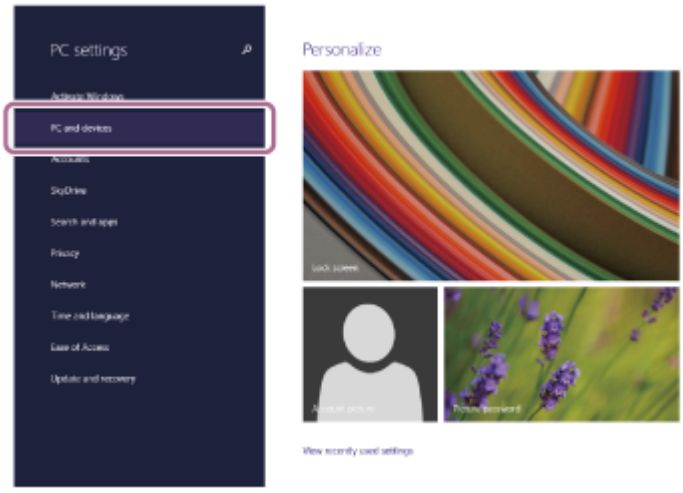
1. Move the mouse pointer to the top-right corner of the screen (when using a touch panel, swipe from the right edge of the screen), then select [Settings] from the Charm Bar.



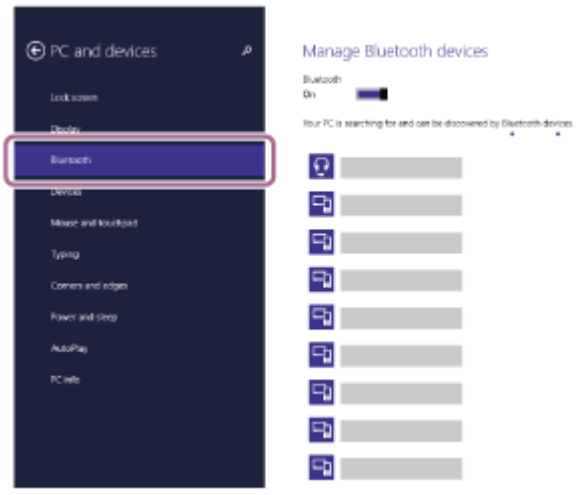
2. Select [Change PC Settings] of the [Settings] charm.



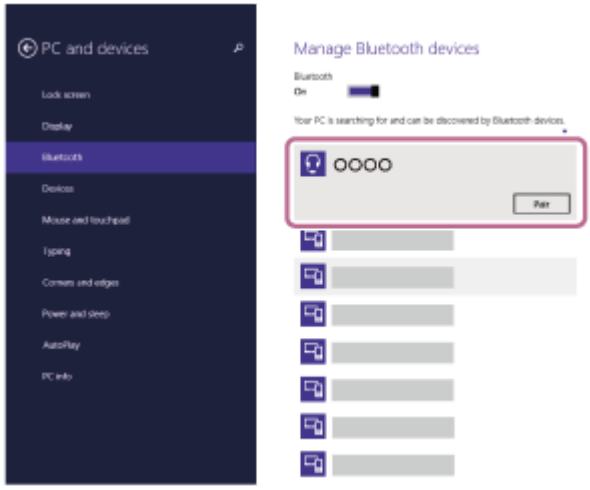
3. Select [PC and devices] of the [PC Settings] screen.



4. Select [Bluetooth].



5. Select [LinkBuds], then select [Pair].



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 slowly for about 5 seconds.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time.
If they are not connected, see “Connecting to a paired computer (Windows 8.1)”.
If [LinkBuds] does not appear on the computer screen, try again from the beginning of step 3 .

* 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, set the headset into the charging case, and start the operation again from step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the 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
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Windows 8.1)
- 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 10.15 or later)
Before starting the operation, make sure of the following:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.
  If the computer speaker is set to the “OFF” mode, no sound is heard from the headset.

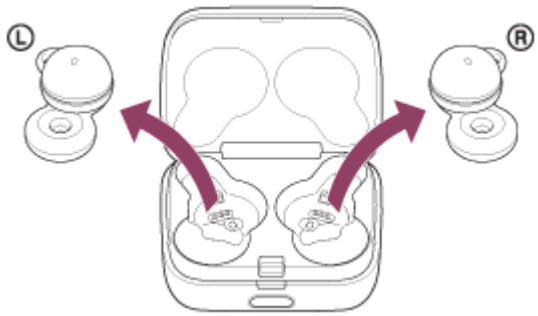
  Computer speaker in the ON mode



1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information)

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

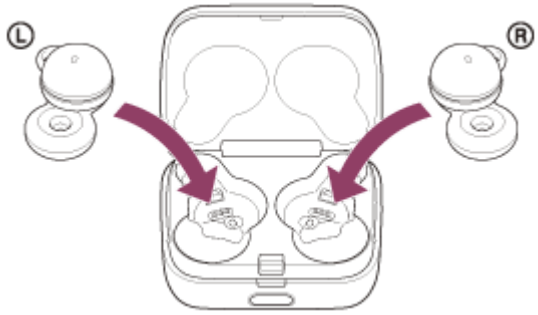


The headset goes into pairing mode automatically when it is removed from the charging case.
When you put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset into the charging case.

Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, put the right unit of the headset back into the right hole of the charging case, insert the units until they click, and then make sure that the units are locked in the charging case.



2. Close the lid of the charging case.

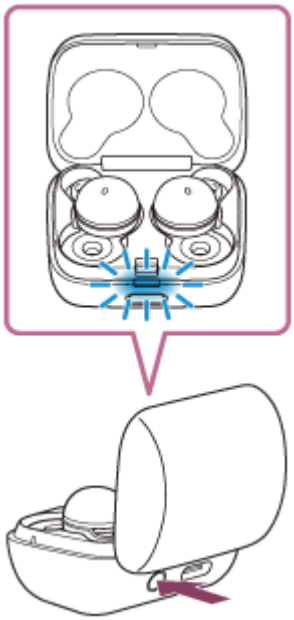


By closing the lid once, the headset units are straightened and locked in place, even if they were not locked in the charging case before.

3. Hold the charging case in your hand and press the lid open button to open the lid.



4. Press and hold the pairing button of the charging case for about 5 seconds.



The indicator (blue) on the charging case repeatedly flashes slowly 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 put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

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

3 Pair the headset using the computer.

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



2. Select [LinkBuds] of the [Bluetooth] screen and click [Connect].



If Passkey (*) input is required, input “0000”.
The headset and computer are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes slowly for about 5 seconds.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time.
If they are not connected, see “Connecting to a paired computer (Mac)”.
If [LinkBuds] does not appear on the computer screen, try again from the beginning of step 3 .

* 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, set the headset into the charging case, and start the operation again from step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the 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
- 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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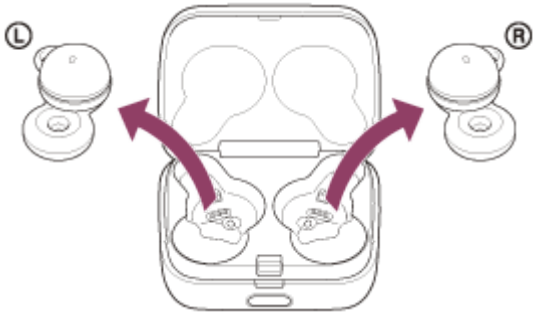
Connecting to a paired computer (Windows 10)

Before starting the operation, make sure of the following:

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

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

2 Remove the headset from the charging case.



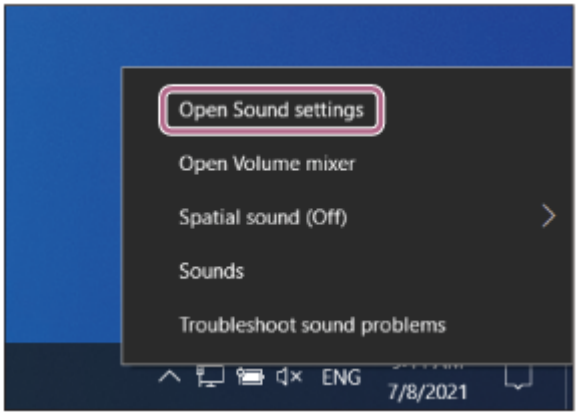
The headset turns on automatically.

3 Put the headset units into both ears.

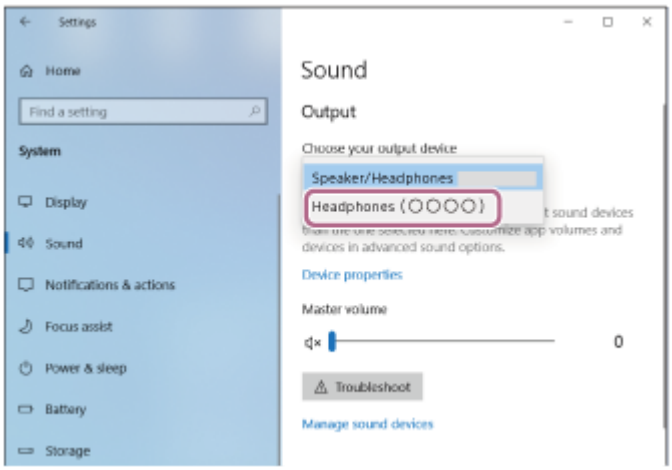
When the headset has automatically connected to the last connected device, you will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.
Check the connection status on the computer. If it is not connected, proceed to step 4 .

4 Select the headset using the computer.

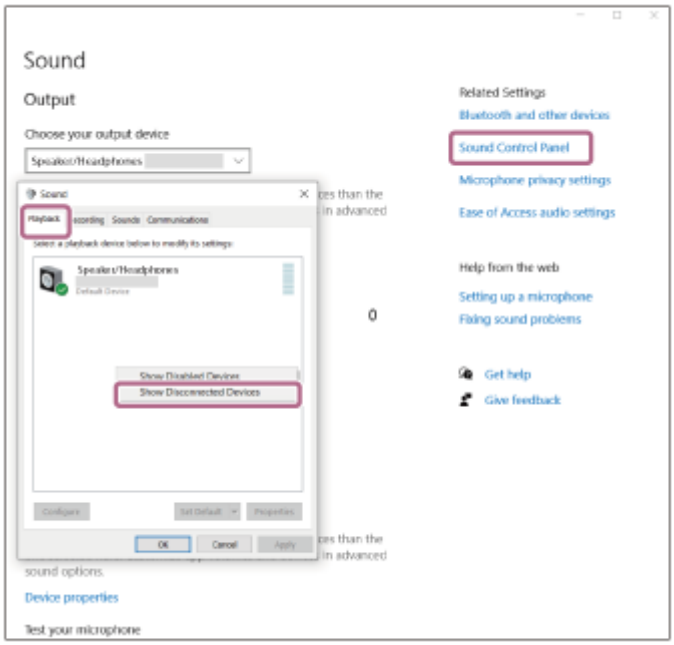
1. Right-click the speaker icon on the toolbar, then select [Open Sound settings].



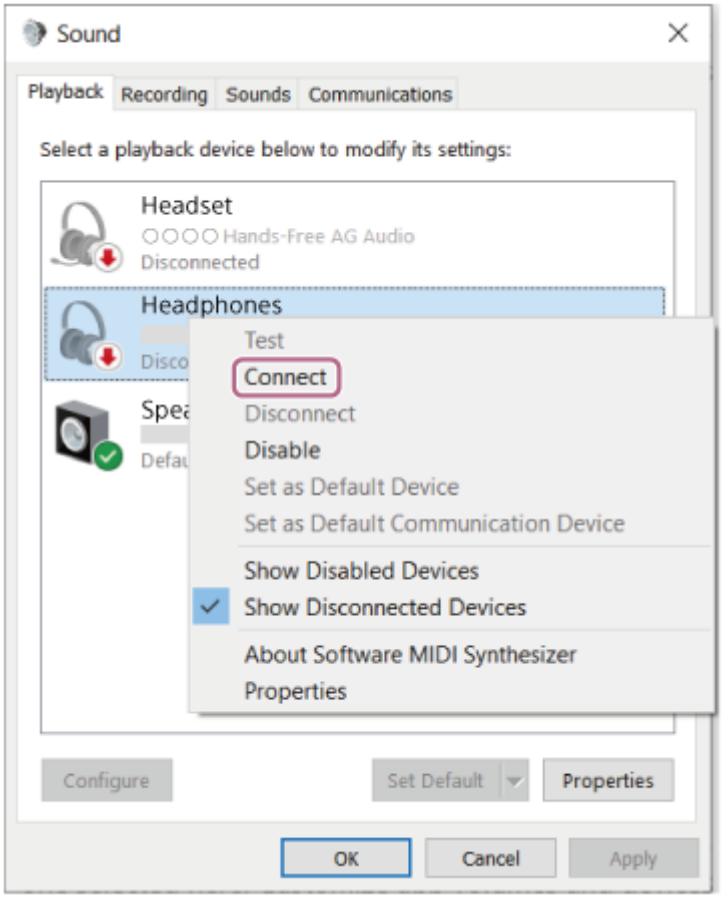
2. From the [Choose your output device] drop-down menu, select [Headphones (LinkBuds Stereo)].



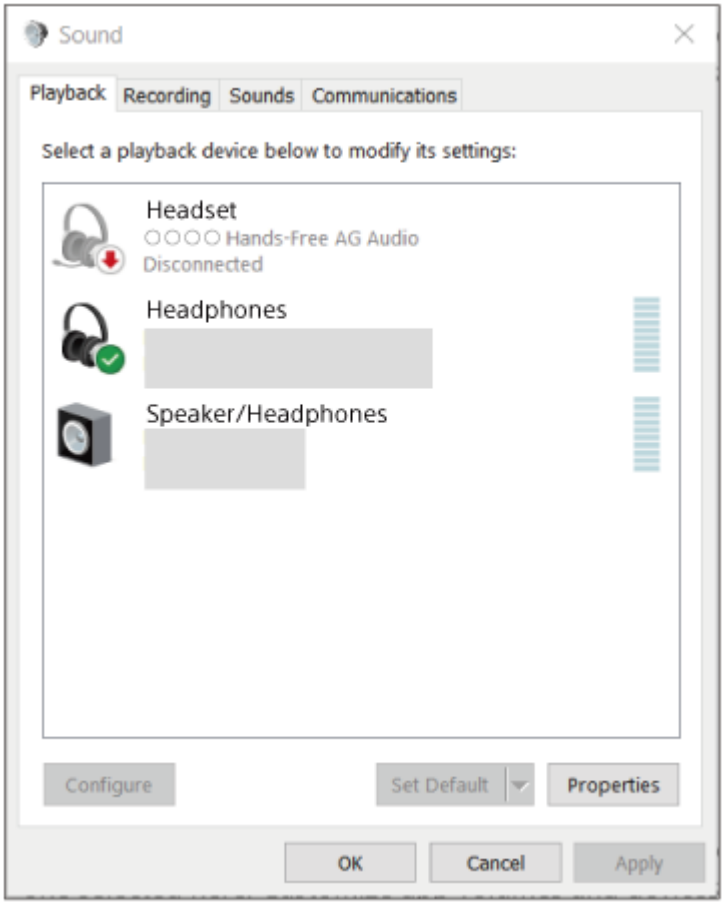
If [Headphones (LinkBuds Stereo)] is not displayed on the drop-down menu, click [Sound Control Panel] and then right-click on the [Playback] tab screen of [Sound] to check [Show Disconnected Devices].



3. Select [Connect] from the displayed menu.



The connection is established. You will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.



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 the 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 unit of the headset
- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows® 10)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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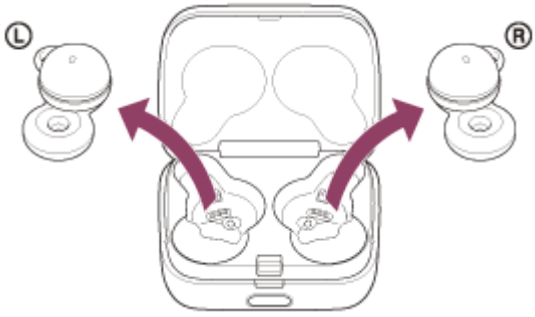
Connecting to a paired computer (Windows 8.1)

Before starting the operation, make sure of the following:

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

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

2 Remove the headset from the charging case.



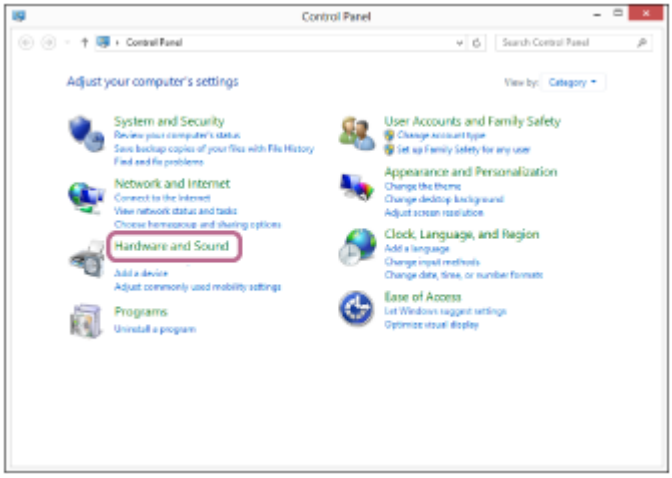
The headset turns on automatically.

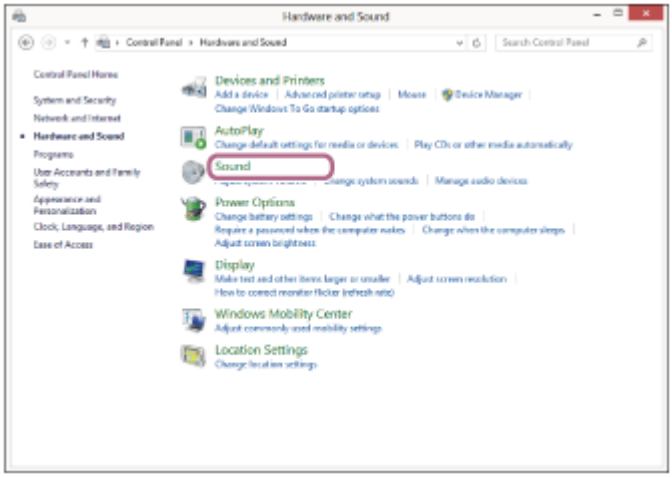
3 Put the headset units into both ears.

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 computer. If it is not connected, proceed to step 4 .

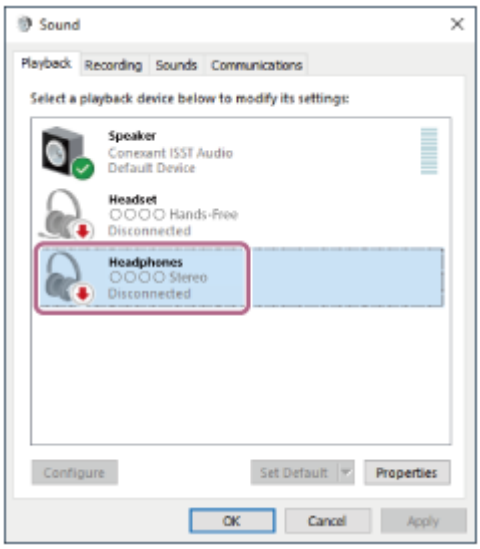
4 Select the headset using the computer.

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

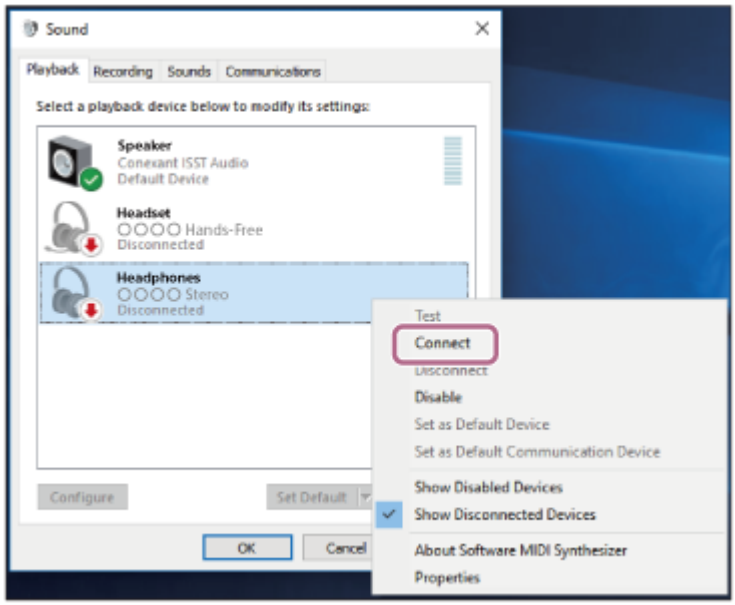




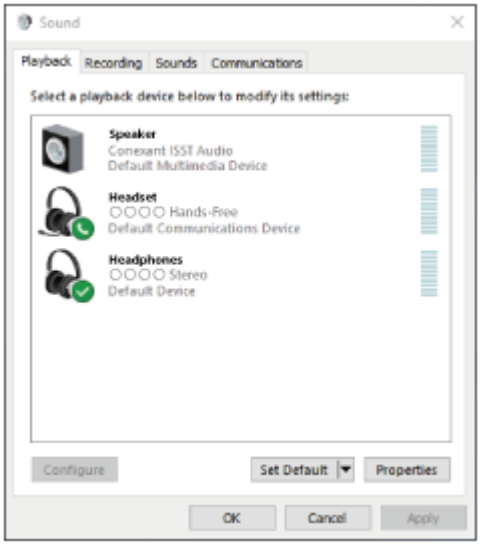
4. Right-click [LinkBuds].
If [LinkBuds] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then check [Show Disconnected Devices].



5. Select [Connect] from the displayed menu.



The connection is established. You will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.



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

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Connecting to a paired computer (Mac)

Compatible OS

macOS (version 10.15 or later)
Before starting the operation, make sure of the following:

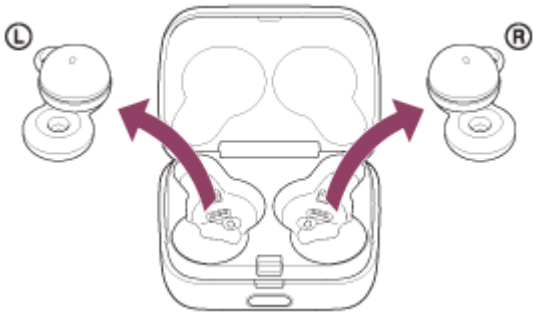
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer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

  Computer speaker in the ON mode



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

2 Remove the headset from the charging case.



The headset turns on automatically.

3 Put the headset units into both ears.

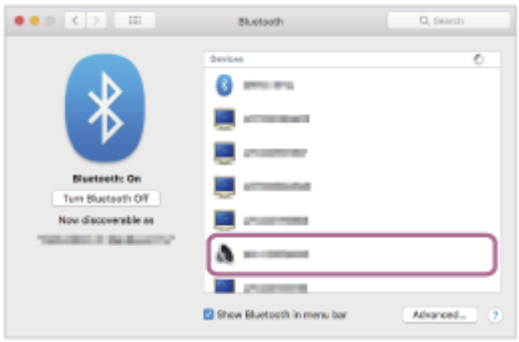
When the headset has automatically connected to the last connected device, you will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.
Check the connection status on the computer. If it is not connected, proceed to step 4 .

4 Select the headset using the computer.

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



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



The connection is established. You will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.

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 the 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 unit of the headset
- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Mac)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Pairing and connecting with a Bluetooth device

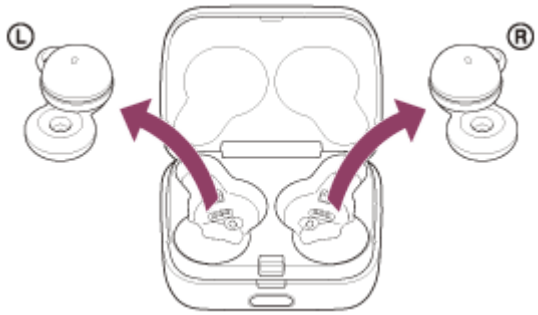
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

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

1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information)

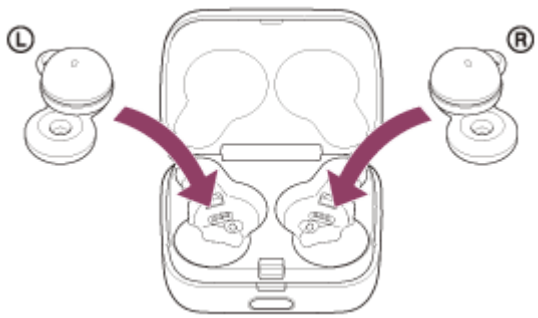
1. Remove both units of the headset from the charging case.



The headset goes into pairing mode automatically when it is removed from the charging case.
When you put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset into the charging case.
   Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, put the right unit of the headset back into the right hole of the charging case, insert the units until they click, and then make sure that the units are locked in the charging case.



2. Close the lid of the charging case.

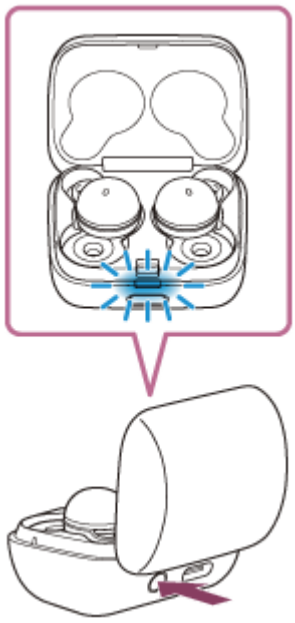


By closing the lid once, the headset units are straightened and locked in place, even if they were not locked in the charging case before.

3. Hold the charging case in your hand and press the lid open button to open the lid.



4. Press and hold the pairing button of the charging case for about 5 seconds.



The indicator (blue) on the charging case repeatedly flashes slowly 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 put the headset units into both ears, you will hear a notification sound and the voice guidance say “Pairing”, from both headset units at the same time.

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

[LinkBuds] will be displayed on the list of detected devices on the screen of the Bluetooth device.
If it is not displayed, repeat from step 1 .

3 Select [LinkBuds] 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”.

4 Make the Bluetooth connection from the Bluetooth device.

Some devices automatically connect with the headset when the pairing is complete.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes slowly for about 5 seconds.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time.
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, set the headset into the charging case, and start the operation again from step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired.
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device.
  - When the headset is initialized.
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the 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.

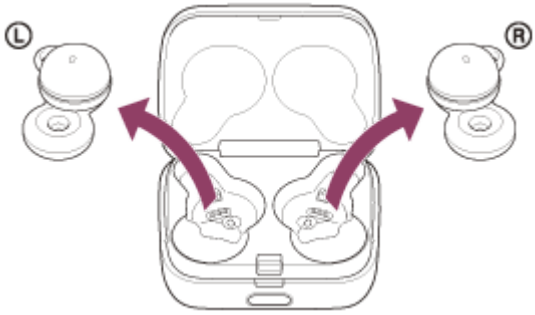
Related Topic

- Wearing the headset
- 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

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Connecting to a paired Bluetooth device

1 Remove the headset from the charging case.



The headset turns on automatically.

2 Put the headset units into both 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 from both headset units (or from the headset unit you are wearing) at the same time.

Hint

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

Note

- When connecting, [LinkBuds], [LE_LinkBuds], or both may be displayed on the connecting device. When both or [LinkBuds] is displayed, select [LinkBuds]; when [LE_LinkBuds] is displayed, select [LE_LinkBuds].
- 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 the pairing again. As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

Related Topic

- Wearing the headset

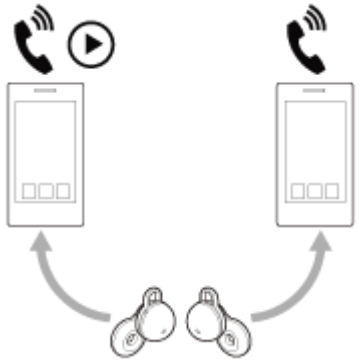
- Using only one unit of the headset
- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a Bluetooth device
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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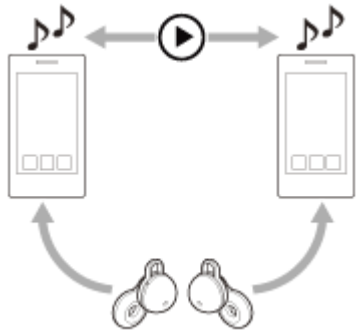
Connecting the headset to 2 devices simultaneously (multipoint connection)

When [Connect to 2 devices simultaneously] is turned on with the “Sony | Headphones Connect” app, the headset can connect to 2 devices via Bluetooth connections simultaneously, allowing you to do 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

Before connecting, make sure that the “Sony | Headphones Connect” app is installed on one of the 2 devices.

1. **Pair the headset with 2 devices, respectively.**
2. **Operate the device on which the “Sony | Headphones Connect” app is installed to establish a Bluetooth connection with the headset.**
3. **Turn on [Connect to 2 devices simultaneously] with the “Sony | Headphones Connect” app.**
4. **Operate the second device to establish a Bluetooth connection with the headset.**

When Bluetooth connections are established between 2 devices and the headset, another paired device can be connected via Bluetooth connection.

If you try to make a Bluetooth connection with the headset by operating the third device, the Bluetooth connection with the last device that played 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. In this state, if you stop playback on the first device, you can listen to music from the second device 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, etc. 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 | Headphones Connect” app
- How to make a wireless connection to Bluetooth devices

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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 the devices with “audio switch” on, the audio heard from your headset will seamlessly switch between devices. Your device notifies you when the audio has switched.

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
To use the “audio switch” 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.

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Listening to music from a device via a Bluetooth connection

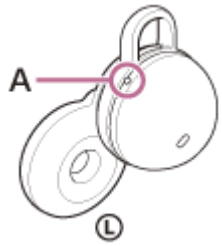
If your Bluetooth device supports the following profiles, you can enjoy listening to music and control the device from your headset via a Bluetooth connection.

- 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.

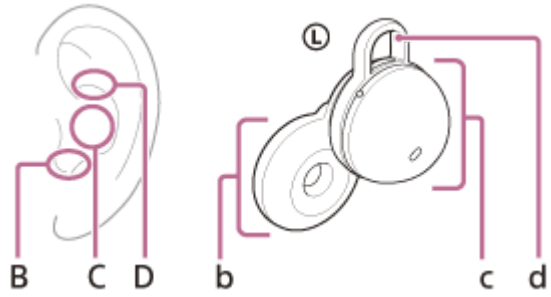
1 Put the headset units into your ears.

1. Check the Ⓛ (left) and Ⓡ (right) marks on the headset.
   Put the headset unit with the Ⓛ (left) mark into your left ear and the headset unit with the Ⓡ (right) mark into your right ear. There is a tactile dot on the left headset unit.



A: Tactile dot

2. Check the position relation between the ear and the headset when you put the headset unit into your ear.



B: Position to insert the driver unit part
C: Position to support the housing part
D: Position to hook the fitting supporter
b: Driver unit part
c: Housing part (Insert the side with the charging port into your ear)
d: Fitting supporter

3. Hold the headset with your fingers.



4. Insert the driver unit part (b) into your ear (B).

5. Rotate in the direction of the arrow so that the housing part (c) is at the position of the ear (C).



6. Push the fitting supporter (d) into the ear grooves (D).

7. Check if the headset is worn properly.
   Touch the fitting supporter (d) with your finger and check that it is in the ear grooves (D).



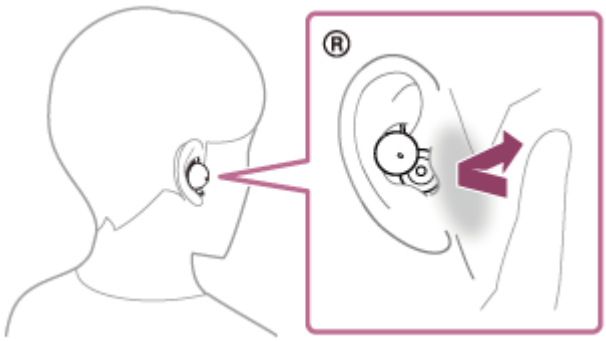
Shake your head lightly and make sure that the headset is not out of position.

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

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

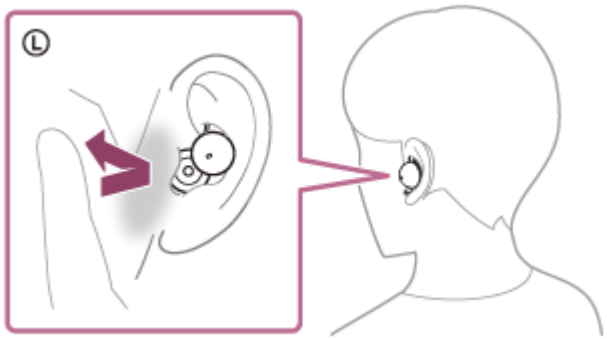
4 **Tap the left or right unit of the headset or the area near your ear to adjust the volume.**

- Increase the volume: Tap the right unit of the headset or the area near your ear quickly 5 or more times (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 quickly 5 or more times (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 | Headphones 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.
- If the function performed when you tap the headset or the area near your ear is changed to [Volume Control] on the “Sony | Headphones Connect” app, you can also adjust the volume with the headset.
- 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 you change the function performed when you tap on the headset or the area near your ear to [Volume Control] or [Not Assigned] on the “Sony | Headphones Connect” app, you will not be able to adjust the volume by tapping the headset or the area near your ear 5 or more times on the side where the function is assigned.
  - If the function performed when you tap the headset or the area near your ear on the right headset unit is changed to [Volume Control] or [Not Assigned]: Tapping the headset or the area near your ear on the right headset unit 5 or more times will not increase the volume.
  - If the function performed when you tap the headset or the area near your ear on the left headset unit is changed to [Volume Control] or [Not Assigned]: Tapping the headset or the area near your ear on the left headset unit 5 or more times will not lower the volume.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

Related Topic

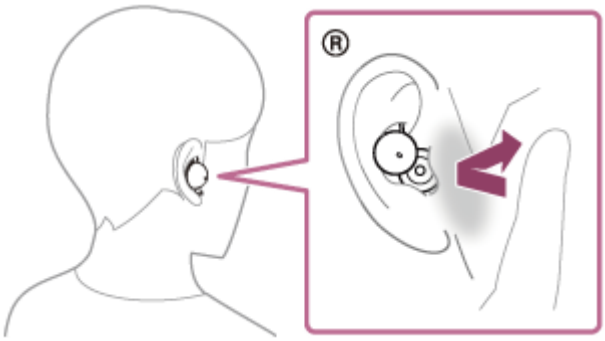
- Wearing the headset
- What you can do with the “Sony | Headphones Connect” app
- Using only one unit of the headset
- How to make a wireless connection to Bluetooth devices
- Controlling the audio device (Bluetooth connection)

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Controlling the audio device (Bluetooth connection)

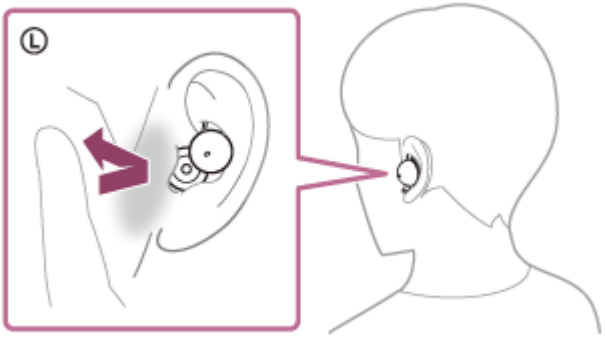
If your Bluetooth device supports the device operating function (compatible profile: AVRCP), the following operations are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.

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



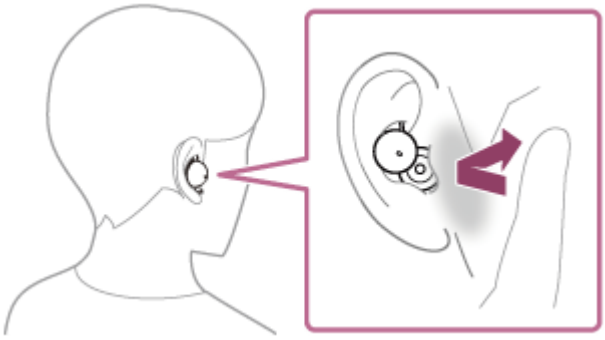
- Increase the volume: Tap the headset or the area near your ear quickly 5 or more times (with an interval of about 0.4 seconds or less between taps) during music playback.
  As you repeatedly tap the headset or the area near your ear, a notification sound is emitted and the volume increases by 1 step 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 quickly 5 or more times (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 you change the function performed when you tap on the headset or the area near your ear to [Volume Control] or [Not Assigned] on the “Sony | Headphones Connect” app, you will not be able to adjust the volume by tapping the headset or the area near your ear 5 or more times on the side where the function is assigned.
  - If the function performed when you tap the headset or the area near your ear on the right headset unit is changed to [Volume Control] or [Not Assigned]: Tapping the headset or the area near your ear on the right headset unit 5 or more times will not increase the volume.
  - If the function performed when you tap the headset or the area near your ear on the left headset unit is changed to [Volume Control] or [Not Assigned]: Tapping the headset or the area near your ear on the left headset unit 5 or more times will not lower the volume.
- 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.

Related Topic

- What you can do with the “Sony | Headphones Connect” app

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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 into the charging case.**

   The headset turns off.

Hint

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

Related Topic

- Turning off the headset

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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 | Headphones 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/

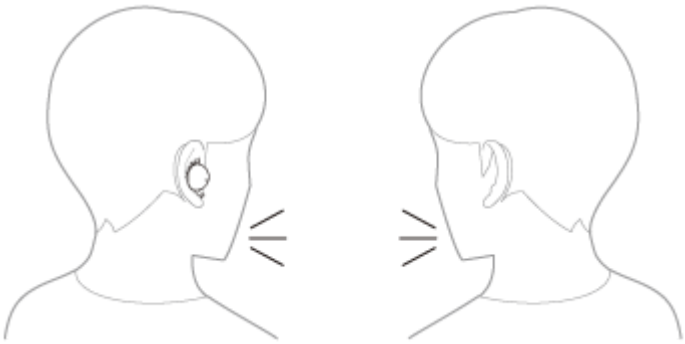
Note

- Service is not available in certain countries and regions.

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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 which is 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 unit of the headset or in the area near your ear 2 or 3 times quickly (with an interval of about 0.2 seconds).



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 | Headphones Connect" app.

To disable Speak-to-Chat

To disable, change the setting with the "Sony | Headphones Connect" app.

About the instruction manual video

Watch the video to find out how to use Speak-to-Chat.
https://rd1.sony.net/help/mdr/mov0035/h_zz/

Hint

- The Speak-to-Chat mode also ends in the following instance.
  - When both units of the headset are removed while the wearing detection automatic power off function is enabled
- When you use the "Sony | Headphones 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.

- When Service Link is turned on and only the left unit is worn in your ear, the Speak-to-Chat mode will not be activated even if the headset detects the wearer’s voice.
- 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 | Headphones 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 | Headphones Connect” app.

Priority on sound quality: Prioritizes the sound quality.
Priority on stable connection: Prioritizes the 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 playback time may shorten depending on the sound quality and the conditions under which you are using the headset.
- 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.

Related Topic

- What you can do with the “Sony | Headphones Connect” app

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Supported codecs

A codec is an “audio coding algorithm” used when transmitting sound wirelessly via a Bluetooth connection.
The headset supports the following 2 codecs for music playback via an A2DP connection: SBC and AAC.

- SBC
  This is an abbreviation for Subband Codec.
  SBC is the standard audio coding technology used in Bluetooth devices.
  All Bluetooth devices support SBC.

- AAC
  This is an abbreviation for Advanced Audio Coding.
  AAC is mainly used in Apple products such as iPhone that can provide a higher sound quality than that of SBC.

When music in one of the above codecs is transmitted from a connected device, the headset switches to that codec automatically and plays back the music in the same codec.
If the connected device supports a codec of higher sound quality than SBC, you may need to set the device beforehand to enjoy music with the desired codec from the supported codecs.
Refer to the operating instructions supplied with the device regarding setting the codec.

Related Topic

- About the sound quality mode

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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 | Headphones Connect” app, and is only available when connected to the headset via Bluetooth connection.

Related Topic

- What you can do with the “Sony | Headphones Connect” app

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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

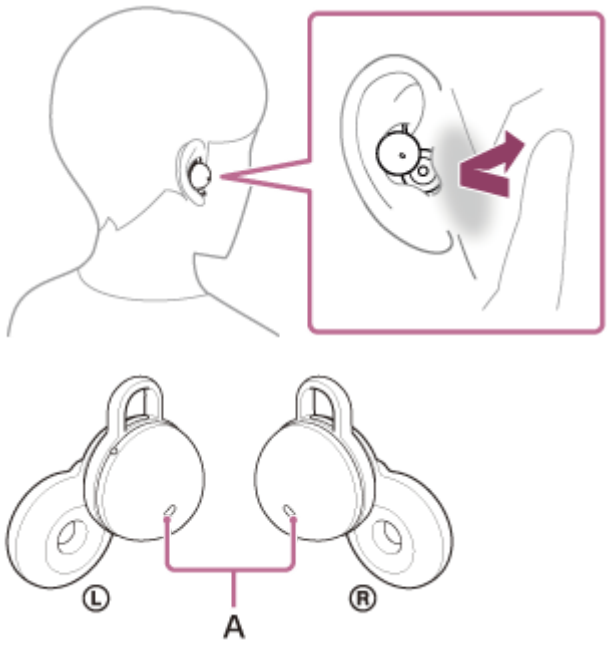
When you receive an incoming call, a ring tone will be heard from the headset.
You will hear either of following ring tones, depending on your smartphone or mobile phone.

- 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 twice 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 during music playback, playback pauses and a ring tone will be heard from the headset.
   You can talk using the microphones on the headset.



A: Microphones (left, right)

If no ring tone is heard via the headset

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

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

4. **When you finish talking, tap the left or right unit of the headset or the area near your ear twice 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 tapping the left or right unit of the headset or in the area near your ear 3 times quickly (with an interval of about 0.2 seconds), or by using your smartphone or mobile phone.
- The volume can also be adjusted on the “Sony | Headphones 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 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 smartphone or mobile phone, when you receive an incoming call while you are listening to music, playback may not resume automatically even if you finish the call.
- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sony | Headphones Connect” app.

Related Topic

- Using only one unit of the headset
- How to make a wireless connection to Bluetooth devices
- Making a call
- Functions for a phone call
- What you can do with the “Sony | Headphones Connect” app

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Making a call

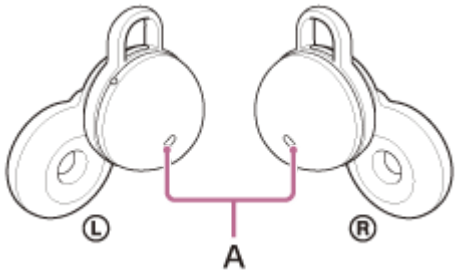
You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via a Bluetooth connection.

- 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.**

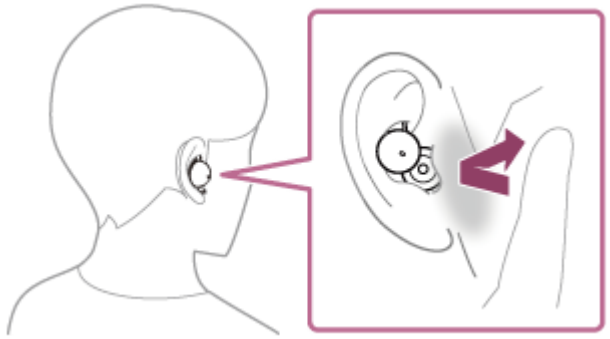
   When you make a call, the dial tone is heard from the headset.
   If you make a call during music playback, playback pauses.
   You can talk using the microphones on the headset.



A: Microphones (left, right)

If no dial tone is heard via the headset

Use your smartphone or mobile phone to switch the call device to the headset, or 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).



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 twice 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 | Headphones 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 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

- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sony | Headphones Connect” app.

Related Topic

- Using only one unit of the headset
- How to make a wireless connection to Bluetooth devices
- Receiving a call
- Functions for a phone call
- What you can do with the “Sony | Headphones Connect” app

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Functions for a phone call

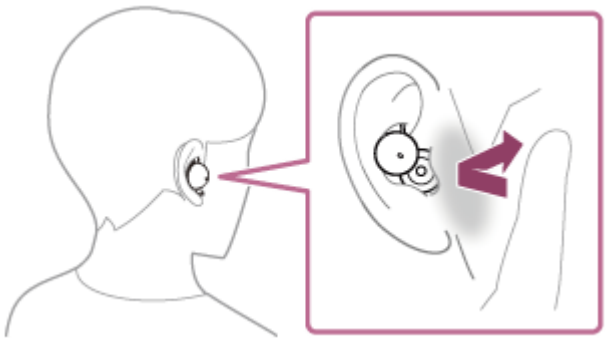
The functions available during a call may vary depending on the profile supported by your smartphone or mobile phone. In addition, even if the profile is the same, the available functions may vary depending on the smartphone or mobile phone.
Depending on the connected device or the application you are 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 twice quickly (with an interval of about 0.2 seconds between taps) to cancel an 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 switch the call device back and forth between the headset and the smartphone/mobile phone.

Incoming call

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

During call

- Tap the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps) to finish a call.
- Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) to switch the call device back and forth between the headset and the smartphone/mobile phone.

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 twice 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 twice 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 twice quickly (with an interval of about 0.2 seconds between taps) to finish a call.

Related Topic

- Using only one unit of the headset
- Receiving a call
- Making a call

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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 Bluetooth connection.**
2. **Launch the video calling application on your computer.**
3. **Check the settings (*) 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 Hands-Free)] (**). ([Headphones (LinkBuds Stereo)] (**) is for music playback connections.)
   - On the microphone settings, select calling connections [Headset (LinkBuds Hands-Free)] (**). 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 Hands-Free)] (**) or music playback connections [Headphones (LinkBuds Stereo)] (**) may not be selectable on the speaker or microphone settings, and only [LinkBuds] may be displayed. If this is the case, select [LinkBuds].
   - As for frequently asked questions and answers, refer to the customer support website.

* Depending on the video calling application you are using, this function may not be available.
** 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 Hands-Free)] cannot be selected, select [Headset (LinkBuds Hands-Free)] on the settings of your computer to make connections. See “Pairing and connecting with a computer (Windows® 10)”, “Pairing and connecting with a computer (Windows 8.1)” or “Pairing and connecting with a 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 | Headphones 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® 10)
- Pairing and connecting with a computer (Windows 8.1)

- Pairing and connecting with a computer (Mac)
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Windows 8.1)
- 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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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 into the charging case.**

   The headset turns off.

Hint

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

Related Topic

- Turning off the headset

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Using Google Assistant

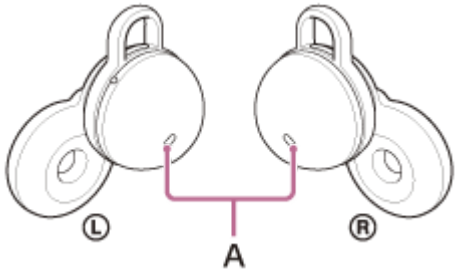
By using Google Assistant feature that comes with the smartphone, you can speak to the headset's microphones to operate the smartphone or perform a search.

Compatible smartphones
Smartphones installed with Android 6.0 or later (The latest version of the Google app is required.)

1. **Open the "Sony | Headphones Connect" app and set the function of either the left or right headset unit as Google Assistant.**

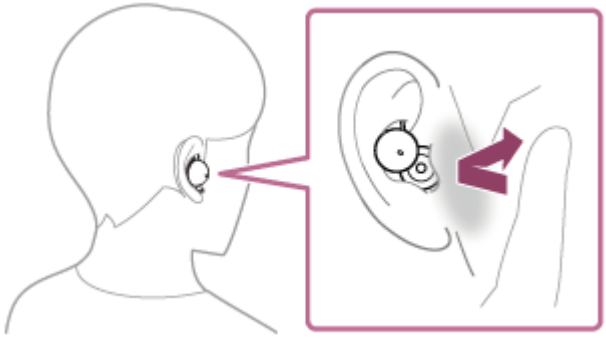
   For details on the "Sony | Headphones Connect" app, refer to the following URL.
   https://rd1.sony.net/help/mdr/hpc/h_zz/
   When using Google Assistant for the first time, launch the Google Assistant app and touch [Finish headphones setup] on the Conversation View, and follow the on-screen instructions to complete initial setup for Google Assistant.
   Once the initial setup is complete, the right headset unit (or the left headset unit if only the left headset unit was worn for the initial setup) is automatically configured for Google Assistant.

2. **Say "Ok Google" or operate the headset unit to which you assigned the feature to use Google Assistant.**



A: Microphones (left, right)

- 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 the 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

- You can use the Google Assistant feature when you are wearing only one unit to which the Google Assistant feature is assigned on your ear. When the Google Assistant feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant feature assigned. Check the setting of the headset with the “Sony | Headphones Connect” app.
- Check or update the software version of the headset with the “Sony | Headphones 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 the 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 the Google Assistant feature is assigned to either unit of the headset and the assignment is switched to the other unit of the headset, 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 | Headphones Connect” app.
- The Google Assistant feature and the Amazon Alexa feature cannot be assigned to the headset at the same time.
- The Google Assistant feature and voice assist function (Google app, Siri) cannot be assigned to the headset at the same time.
- If either the left or right unit of the headset is set for the Google Assistant feature and the headset is connected to an iPhone/iPod touch via Bluetooth connection, the Google Assistant feature 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 | Headphones Connect” app, the function assignment of the headset unit with Google Assistant is cleared automatically.
- If the left headset unit is set to be able to use Google Assistant, Service Link is automatically turned off.
- If Service Link is turned on after the left unit of the headset is set to be able to use the Google Assistant, the function of the left unit 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 | Headphones Connect” app.
- Google Assistant is not available during software update of the headset.
  When you use Google Assistant during software update, the voice guidance “The Google assistant is not available during update. Please wait a moment until the update completes.” is heard from both headset units (or from the headset unit you are wearing). However, when you use Google Assistant by saying “Ok Google”, etc., the voice guidance will not be heard.
- The Google Assistant may not be available in some countries, regions, or languages.
- 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.

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Wireless Stereo Headset
LinkBuds

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. Open the app store on your mobile device.
  2. Search for Amazon Alexa app.
  3. Select Install.
  4. Select Open.

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 use Amazon Alexa for the first time, you will need to login with your Amazon account, and proceed to step 3 to set up your headset to the Amazon Alexa app.
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 Perform the initial setup for 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].



If you cannot find [LinkBuds] in [AVAILABLE DEVICES], the headset is not connected to the smartphone via Bluetooth connection. Connect the headset to the smartphone via Bluetooth connection.

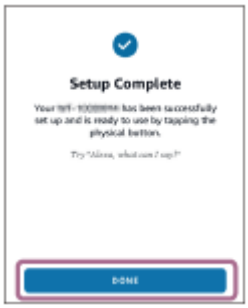
4. On the [Set up Alexa on your LinkBuds] screen, touch [CONTINUE].



5. If the [This will override the current voice assistant on this accessory] screen appears, touch [CONTINUE].

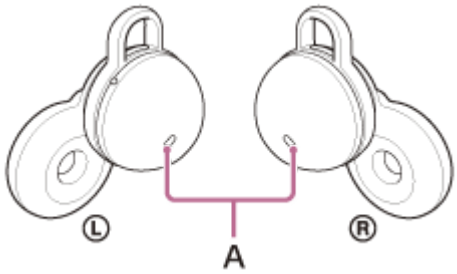


6. On the [Setup Complete] screen, touch [DONE].



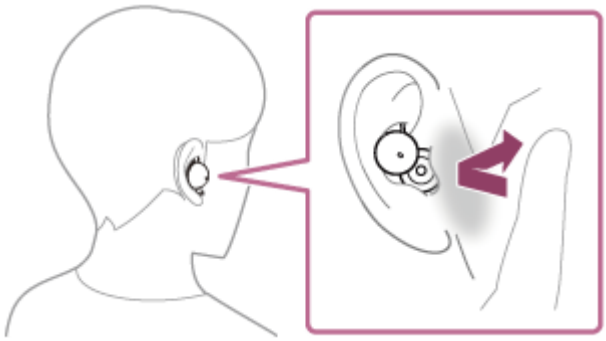
Once the initial setup is complete, the function of the right unit of the headset (or the left unit if only the left unit of the headset was worn for the initial setup) is changed to Amazon Alexa.

4 Say the wake word (*) (“Alexa”) or operate the headset unit to which the Amazon Alexa feature is assigned to use Amazon Alexa.



A: Microphones (left, right)

- 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] with the “Sony | Headphones 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

Hint

- You can use the Amazon Alexa feature when you are wearing only one unit to which the Amazon Alexa feature is assigned on your ear. When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned. Check the setting of the headset with the “Sony | Headphones Connect” app.
- Check or update the software version of the headset with the “Sony | Headphones 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 unit of the headset is set as Amazon Alexa depends on the settings for the headset functions and usage conditions. If the Amazon Alexa feature is assigned to either unit of the headset and the assignment is switched to the other unit of the headset, 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 | Headphones Connect” app.
- The Amazon Alexa feature and the Google Assistant feature cannot be assigned to the headset at the same time.
- The Amazon Alexa feature and voice assist function (Google app, Siri) cannot be assigned to the headset at the same time.

- Amazon Alexa is not available in all languages and countries/regions. Alexa features and functionality may vary by location.

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Using the voice assist function (Google app)

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

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

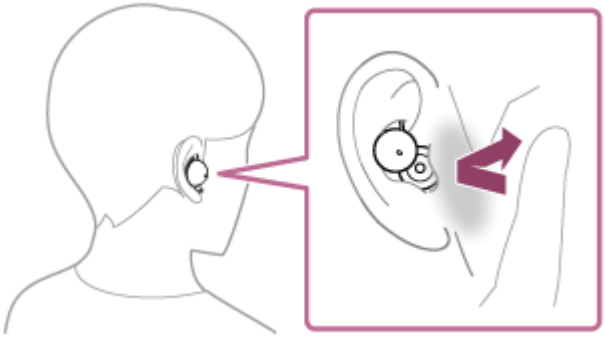
On the Android smartphone, select [Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input], and set [Assist app] to the Google app.
The operation above is an example. For details, refer to the operating instructions of the Android smartphone.
Note: The latest version of the Google app may be required.
For details on the Google app, refer to the operating instructions or the support website of the Android smartphone, or the Google Play store website.
The Google app may not be activated from the headset depending on specifications of the Android smartphone.

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

3 Open the "Sony | Headphones Connect" app and set the function of either the left or right unit of the headset as the voice assist function.

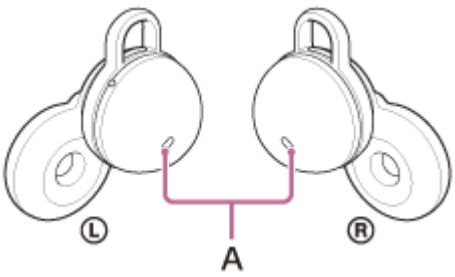
For details on the "Sony | Headphones Connect" app, refer to the following URL.
https://rd1.sony.net/help/mdr/hpc/h_zz/

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 Make a request to the Google app through the headset's microphones.



A: Microphones (left, right)

For details on the apps which work with the Google app, refer to the operating instructions of the Android smartphone.
After activating the Google app, the voice command is canceled when a certain time has passed without requests.

Note

- The voice assist function (Google app) and the Google Assistant feature cannot be assigned to the headset at the same time.
- The voice assist function (Google app) and the Amazon Alexa feature cannot be assigned to the headset at the same time.
- The Google app cannot be activated when you say “Ok Google” even when the Android smartphone’s “Ok 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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Wireless Stereo Headset
LinkBuds

Using the voice assist function (Siri)

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

1. **Turn Siri on.**

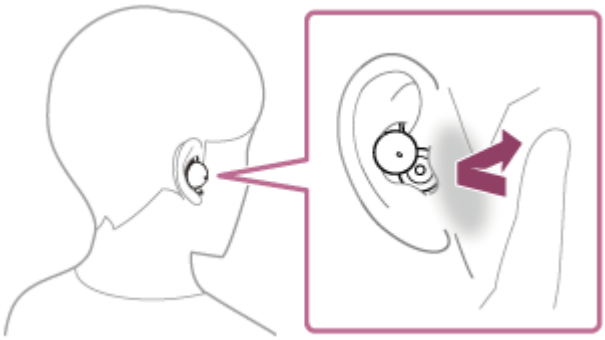
   On iPhone, select [Settings] - [Siri & Search] to turn [Press Home for Siri] and [Allow Siri When Locked] on.
   The operation above is an example. For details, refer to the operating instructions of the iPhone.
   Note: For details on Siri, refer to the operating instructions or support website of the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

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

3. **Open the "Sony | Headphones Connect" app and set the function of either the left or right unit of the headset as the voice assist function.**

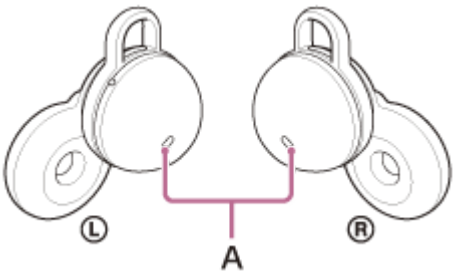
   For details on the "Sony | Headphones Connect" app, refer to the following URL.
   https://rd1.sony.net/help/mdr/hpc/h_zz/

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).**



   Siri is activated.

5. **Make a request to Siri through the headset's microphones.**



   A: Microphones (left, right)

   For details on the apps which work with Siri, refer to the operating instructions of the iPhone.
   After activating Siri, when a certain time has passed without requests, Siri will be deactivated.

> 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).

Note

- The voice assist function (Siri) and the Google Assistant feature cannot both be assigned to the headset at the same time.
- The voice assist function (Siri) and the Amazon Alexa feature cannot both 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.
- Siri may not be activated depending on specifications of the smartphone or application version.

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

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

- Update the headset software
- Switch the voice guidance language
- Turn the notification sound and voice guidance on/off
- Change the function of the left and right units of the headset
- Set the Quick Access function
- 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 the wake word of Amazon Alexa on/off
- Switch the multipoint connection (Connect the headset to 2 devices simultaneously) on/off setting
- Change the device connected in a multipoint connection
- Initialize the headset
- Turn Service Link on/off
- Turn wide area tap on/off
- Check the headset software version
- Display the Bluetooth connection status between the left or right headset units and the smartphone
- Display the Bluetooth connection codec
- Display the DSEE (completion for high-range sound) function setting status
- 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
- Set the DSEE (completion for high-range sound) function
- Enable/disable the automatic audio detection for Speak-to-Chat and set it up
- 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
- Turn Adaptive Volume Control on/off
- Adjust the volume during music playback/phone call
- Easy pairing

For details on the “Sony | Headphones Connect” app, refer to the following URL.
https://rd1.sony.net/help/mdr/hpc/h_zz/

Hint

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

Related Topic

- Installing the “Sony | Headphones Connect” app
- 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)

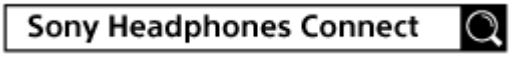
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Installing the “Sony | Headphones Connect” app

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

   For details on the “Sony | Headphones Connect” app, refer to the following URL.
   https://rd1.sony.net/help/mdr/hpc/h_zz/

2. **After installing the app, launch the “Sony | Headphones Connect” app.**

Related Topic

- What you can do with the “Sony | Headphones Connect” app

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Accessing support information from the “Sony | Headphones Connect” app

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

1. **Select [Help] on the “Sony | Headphones Connect” app screen.**
2. **The [Headphones Connect Help] screen appears and support information is displayed.**
3. **Select the desired item.**

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

Install the latest headset software using the “Sony | Headphones 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 [Automatic download of software] setting is enabled (default setting) on the “Sony | Headphones Connect” app, the download and transfer of the software will start automatically.
You can also update the headset software in the following way.

1. **Download the update software from the server to the smartphone on which the “Sony | Headphones Connect” app is installed.**
2. **Transfer the update software from the smartphone to the headset.**
3. **Update the headset software following the on-screen instructions.**

Note

- It is recommended to disable the automatic power off function of the headset before the update.
  In the factory settings, when the headset is not worn for about 15 minutes, the headset turns off automatically. This setting can be changed using the “Sony | Headphones Connect” app.
- 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 | Headphones 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.
  - Do not start the update if there are wireless LAN devices or other Bluetooth devices nearby.
  - Turn off the power saving mode (*) of your smartphone before updating the software.
    Depending on the OS version of your smartphone, the update may not be completed under the power saving mode.

* Names may vary according to the smartphone you are using.

Related Topic

- What you can do with the “Sony | Headphones Connect” app

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Precautions

On Bluetooth communications

- Bluetooth wireless technology operates within a range of about 10 m (32.8 ft). 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 or charging case, or when using the headset for a long time, the temperature of the headset 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 using the headset, 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

Cleaning the headset

- When the headset exterior is dirty, wipe it clean with a soft dry cloth. If the headset is particularly dirty, soak a cloth in diluted neutral detergent, and wring it well before using it to clean the headset. Do not use solvents such as thinner, benzene, or alcohol, as they may damage the finish on the surface of the headset or cause other damages.

Do not use the headset near medical devices

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

Keep the headset units and charging case away from the magnetic card

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

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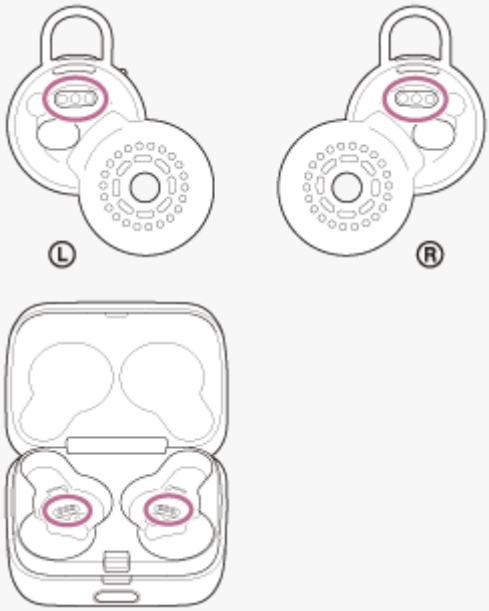
When you have finished using the headset

When you have finished using the headset, be sure to set the headset in the charging case.
Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, put the right unit of the headset back into the right hole of the charging case, insert the units until they click, and then make sure that the units are locked in the charging case.
Close the lid of the charging case.



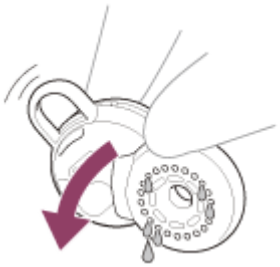
Note

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



When the headset gets wet

1. Use a soft dry cloth to wipe off any water that gets on the headset.
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 in room temperature.

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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 get moisture or dirt on the headset or charging case.
If the headset or charging case gets wet or dirty, see “When the headset or charging case gets wet ” and clean them as described before use.

- Touching the headset or charging case without wiping your wet hands after doing housework in a kitchen or washing your hands in a washroom.



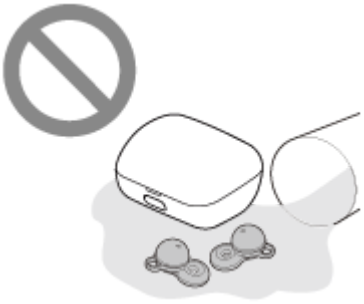
- Putting the headset or charging case in the chest pocket of a damp article of clothing.



- Putting the headset or charging case in a bag with a cold PET bottle.



- Spilling a drink while eating or drinking.



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When the headset or charging case gets wet

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, but 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

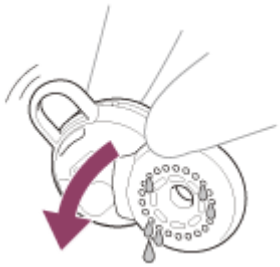
Applicable:	Fresh water, tap water, perspiration
Not applicable:	Liquids other than those above (examples: soapy water, detergent water, water with bath agents, shampoo, hot spring water, hot water, pool water, seawater, etc.)

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.

To protect the headset and charging case from being damaged

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

- Do not splash water forcibly into the sound output part or microphone of the headset.
- Do not allow the headset to remain wet in a cold environment, as the water may freeze. To prevent malfunction, make sure to wipe off any water after use.
- Do not place the headset in water or use it in a humid place such as a bathroom.
- Do not drop the headset or expose it to mechanical shock. Doing so may deform or damage the headset, resulting in deterioration of water resistance performance.
- If the headset gets wet,
  1. Use a soft dry cloth to wipe off any water that gets on the headset.
  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.

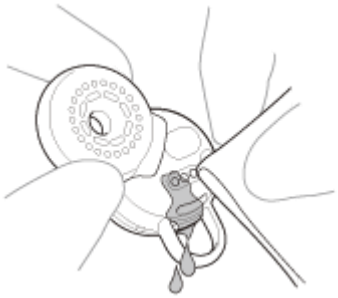


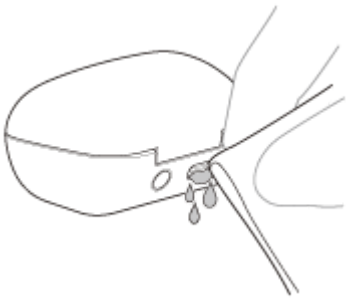
3. Turn the microphone hole downward and gently tap it about 10 times on a dry cloth, etc. to remove any water collected inside.



4. Leave the headset to dry in 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 in room temperature. Repairs in case of a malfunction without care are not covered by the free warranty.





- When the charging ports of the headset or charging case get dirty, wipe them clean with a soft dry cloth.
- Do not wash pants or shirts with the headset units 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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Wireless Stereo Headset
LinkBuds

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Access the following URL for the contents of the license.
https://rd1.sony.net/help/mdr/sl/21/

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Customer support websites

For customers in the U.S.A, Canada, and Latin America:
https://www.sony.com/am/support
For customers in European countries:
https://www.sony.eu/support
For customers in China:
https://service.sony.com.cn
For customers in other countries/regions:
https://www.sony-asia.com/support

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What can I do to solve a problem?

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

- Find the symptoms of the issue in this Help Guide, and try any corrective actions listed.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Charge the headset.
  You may be able to resolve some issues by charging the headset battery.
- Restart the device that is being connected to the headset.
  You may be able to resolve some issues by restarting the device being connected such as your computer or smartphone.
- Reset the headset.
- Initialize the headset.
  This operation resets volume settings, etc. to the factory settings, and deletes all pairing information.
- Look up information on the issue on the customer support website.

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

Related Topic

- Charging
- Customer support websites
- Resetting the headset
- Initializing the headset to restore factory settings

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Unable to turn on the headset.

- Make sure the battery is fully charged.
- You cannot turn on the headset when the headset is placed and being charged in the charging case. Remove the headset from the charging case to turn it on.
- Charge the charging case.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- When Service Link is turned on with the “Sony | Headphones Connect” app, use the right unit of the headset. You cannot use only the left unit of the headset.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- Charging
- Checking the remaining battery charge
- Turning on the headset
- Resetting the headset
- Initializing the headset to restore factory settings

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Charging cannot be done.

Common

- Make sure the headset is set securely in the charging case.
- Make sure to set the left and right headset units correctly in the charging case.
- Be sure to use the supplied USB Type-C cable and check that the cable is firmly connected to the charging case.
- If the fitting supporters are not properly attached to the headset, the headset may not be charged with the supplied charging case. Check that the fitting supporters are attached properly when you store the headset in the charging case.
- When the charging ports of the headset or the charging case get dirty, the headset may not be charged. Clean the charging ports with a soft dry cloth.
- 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.
- While charging, be sure to keep the lid of the charging case closed to prevent the battery of the charging case from being wasted.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

When charging with a USB AC adaptor

- Make sure that the USB AC adaptor is firmly connected to the AC outlet.
- When using a commercially available USB AC adaptor, use one capable of supplying an output current of 0.5 A (500 mA) or more.

When charging with a computer

- Check that the USB Type-C cable is firmly connected to the computer.
- Check that the computer is turned on. Wake the computer up if the computer is in standby (sleep) or hibernation mode.
- Check that the charging case and the computer are directly connected and not via a USB hub.
- There may be a problem with the USB port of the connected computer. Try connecting to another USB port on the computer if one is available.
- Update the OS of the computer.

Related Topic

- Charging
- Replacing the fitting supporters
- Resetting the headset
- Initializing the headset to restore factory settings

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The available operating time is short, the battery power does not last long, the battery life of the left and right headset units is different.

- If you set the following functions, the available operating time of the battery becomes short.
  - Equalizer
  - DSEE
  - Speak-to-Chat
  - Function to launch the voice assist function by your voice
  - Service Link
  - Sound quality mode during Bluetooth playback: Priority on sound quality

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

- Depending on the settings for the headset functions and usage conditions, the speed of energy consumption for the rechargeable battery may vary between the left and right units. However, this is not a malfunction.
- If you use both headset units immediately after using only one unit of the headset, there may be a difference in the remaining battery charge. This is not a malfunction because the remaining battery charge on one side is consumed.
- When you have finished using the headset, be sure to set the headset in the charging case. If the headset is placed in the pockets, etc., the headset recognizes that the headset is worn, and it may turn on by mistake.
- Be sure to close the lid of the charging case to prevent the battery of the charging case from being consumed.
- When talking on the phone, the available operating time of the battery is shorter than when playing music.

Related Topic

- Available operating time

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Charging time is too long.

- When charging with a computer, check that the charging case and the computer are directly connected and not via a USB hub. Also, this may be improved by restarting the computer and trying the USB connection again.
- Check that you are using the supplied USB Type-C cable.
- Depending on the settings for the headset functions and the usage conditions, the speed of energy consumption for the rechargeable battery may vary between the left and right units.
  As a result, the charging time of the rechargeable batteries for the left and right units may differ, but this is not a malfunction.
- 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.
- When using a commercially available USB AC adaptor, use one capable of supplying an output current of 0.5 A (500 mA) or more.

Related Topic

- Charging
- Resetting the headset
- Initializing the headset to restore factory settings

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No sound, no sound from one side

Common

- Pair the headset and the Bluetooth device again.
- Charge the charging case.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Restart the smartphone or the computer you use.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.
- When the Speak-to-Chat mode is activated, music playback will pause. In this case, operate the headset to exit the Speak-to-Chat mode.
  You can use the “Sony | Headphones Connect” app to switch between enable or disable for Speak-to-Chat.
- When you connect the headset to 2 devices simultaneously with multipoint connection, depending on the connected device, the device may keep sending the silent signal even if the playback of the music or video is stopped. In this case, the headset remains connected with the device, and the connection may not be changed to another device. If the sound from the second device cannot be heard after the playback is stopped on the first device, operate in the following order and check whether the situation has improved.
  - Check with the “Sony | Headphones Connect” app that the setting of [Connect to 2 devices simultaneously] is on.
  - Stop the playback of the application on the first device.
  - Shut down the application on the first device.
  - Select the device you want to play from [Manage Connected Device] of [Device Currently Being Connected] on the "Sony | Headphones Connect" app, and then start playback.

When connecting to a computer

- If you are connecting a computer to the headset, make sure the audio output on the computer is set for a Bluetooth device.
- Restart the music app or video app.

When there is no sound on only one side

- When Service Link is turned on with the “Sony | Headphones Connect” app, use the right unit of the headset. You cannot use only the left unit of the headset.
- When the Google Assistant or Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant or Amazon Alexa feature assigned.
  You can change the function assignments to the left and right units of the headset using the “Sony | Headphones Connect” app.
- Depending on the smartphone app or computer application (which requires HFP (Hands-free Profile)/HSP (Headset Profile)), you may hear a voice from only one unit.

Related Topic

- Using only one unit of the headset
- How to make a wireless connection to Bluetooth devices
- Listening to music from a device via a Bluetooth connection
- Resetting the headset
- Initializing the headset to restore factory settings

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Low sound level

- If the headset is not worn properly in your ears, you may not obtain proper sound quality or volume.
  Check that you are wearing the headset properly in your ears.
- Turn up the volume of the connected device.
- When the volume adjustment function is assigned to the headset with the “Sony | Headphones Connect” app, you can adjust the volume on the headset during music playback or while talking.
- Connect the Bluetooth device to the headset once again.
- 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 sound level becomes low temporarily, but this is not a malfunction. See “When you have finished using the headset” and dry the headset as described before use.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Note

- Depending on the connected device, the volume of the device and the headset may or may not be synced. If the volume on a device is not synced to the volume on the headset, it will not be possible to use the device to turn up the volume on the headset once the volume is turned down on the headset.
  In that case, turn up the volume of both the headset and the connected device.
  If the sound is still low even after adjusting the volume on the connected device, adjust the volume with the “Sony | Headphones Connect” app.

Related Topic

- Wearing the headset
- Resetting the headset
- Initializing the headset to restore factory settings

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Low sound quality

- 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 or call performance. If the part of the headset where sound is output is not oriented correctly toward the ear canal, the sound quality may sound poor or the left and right sound localization may sound misaligned.
  If any of this is the case, check that you are wearing the headset properly in your ears.
- Turn down the volume of the connected device if it is too loud.
- Switch the Bluetooth connection to A2DP with the connected device when the headset and the transmitting Bluetooth device are connected via an HFP or HSP Bluetooth connection.
- If you connect the headset to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it is turned on. Use the connected device to connect via an A2DP Bluetooth connection.
- When listening to music from a computer on the headset, the sound quality may be poor (e.g., difficult to hear the singer’s voice, etc.) for the first few seconds after a connection is established. This is due to the computer specifications (priority on stable connection at the start of transmission and then switches to priority on sound quality several seconds later) and is not a headset malfunction.
  If the sound quality does not improve after a few seconds, use the computer to establish an A2DP connection. As for the operations on your computer, refer to the operating instructions supplied with the computer.

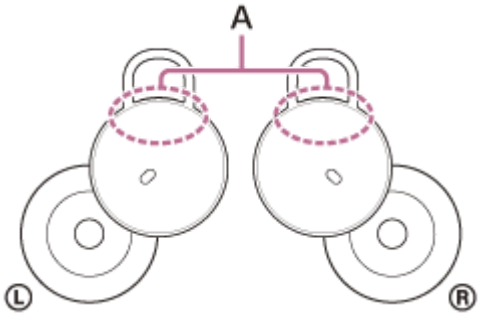
Related Topic

- Wearing the headset

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Sound skips frequently.

- Set the headset to “Priority on stable connection”. For details, see “About the sound quality mode”.
- The situation may be improved by changing the wireless playback quality settings on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Remove any obstacles between the antenna of the connecting Bluetooth device and the antennas built into the left and right units of the headset. The antenna of each left or right unit of the headset is built into the part shown in the dotted line below.



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

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
  - When there is a human body between the headset and the Bluetooth device
    In this case, moving the Bluetooth device closer to the antenna of the headset may improve the Bluetooth communications.
  - When there is an obstacle, such as metal or a wall, between the headset and the Bluetooth device
  - In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
  - Where there are other wireless communication audio devices or other people nearby, such as in train station premises or on a crowded train

- If you are enjoying music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone. If you are enjoying music with your computer, close unnecessary applications or windows and restart the computer.
- Connect the headset and the Bluetooth device once again.
  Set the headset into the charging case and close the lid of the charging case, and then remove the headset from the charging case to connect the headset to the Bluetooth device.
- Turning off Service Link on the “Sony | Headphones Connect” app may reduce the amount of audio dropout.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- About the sound quality mode
- Resetting the headset
- Initializing the headset to restore factory settings

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Noise is heard during music playback.

- When you use the headset while you are walking or running, the sound of vibrations may be heard through your body, but this is due to the characteristics of the product and not a malfunction.
- 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, a beeping sound (feedback) may be heard temporarily. This is not a malfunction. See “When you have finished using the headset” and dry the headset as described before use.
- If you cover the microphones of the left or right unit of the headset, or if you grasp the headset unit in your hand, a beeping sound (feedback) may be heard. This is not a malfunction. If any of this is the case, remove your hands, etc. from the left and right microphones.
- Charge the charging case.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

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Pairing cannot be done.

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
- When pairing for the first time after purchasing, initializing, or repairing the headset, the headset enters pairing mode automatically if you remove the headset from the charging case. To pair a second or subsequent device, set the headset into the charging case, and then press and hold the pairing button of the charging case for about 5 seconds to enter pairing mode.
- The headset cannot go into pairing mode if the headset is not set securely in the charging case, such as when the fitting supporters are not properly attached to the headset. Make sure the headset is set securely in the charging case.
- When pairing a device once again after initializing or repairing the headset, you may be unable to pair the device if it retains pairing information for the headset (iPhone or other device). In this case, delete the pairing information for the headset from the device and pair them again.
- Restart the connected device such as a smartphone or a computer you use, and pair the headset and the device again.
- Charge the charging case.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Replacing the fitting supporters
- Resetting the headset
- Initializing the headset to restore factory settings

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Unable to make a Bluetooth connection.

- Check that the headset is turned on.
- Check that the Bluetooth device is turned on and the Bluetooth function is on.
- If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via Bluetooth connection. If this is the case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
- Check if the Bluetooth device is in sleep mode. If the device is in sleep mode, cancel the sleep mode.
- Check if the Bluetooth connection has been terminated. If terminated, make the Bluetooth connection again.
- If the pairing information for the headset has been deleted on the Bluetooth device, pair the headset with the device again.
- Charge the charging case.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Resetting the headset
- Initializing the headset to restore factory settings

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The headset does not operate properly.

- You cannot operate the headset when you are not wearing the headset. Put the headset into your ears to operate.
- When you change the assignment of the functions to the left and right units of the headset with the “Sony | Headphones Connect” app, confirm on the app that the correct functions are assigned to them.
- If wide area tap is turned on (default setting) on the “Sony | Headphones Connect” app and the headset is having difficulty detecting tap operations, it may respond if you change the tap strength or where you tap. The headset may also respond if you tap with 2 fingers.
- When wide area tap is turned off on the “Sony | Headphones Connect” app, tap the headset to operate.
  If the headset still cannot be operated, tap harder with an interval of about 0.2 seconds between taps.
- Charge the charging case.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- Wearing the headset
- About wide area tap
- What you can do with the “Sony | Headphones Connect” app
- Resetting the headset
- Initializing the headset to restore factory settings

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Cannot hear a person during a call/low voice from callers, your voice does not reach the person during a call/your voice is low on the caller’s side.

- Check that both the headset and the connected device are turned on.
- Turn up the volume of the connected device if it is too low.
- When you use the video calling application, open the settings (*) of the video calling application, and check that the speaker or microphone setting is specified as [Headset (LinkBuds Hands-Free)](**). When the settings of the video calling application cannot be checked or calling connections [Headset (LinkBuds Hands-Free)] cannot be selected, select [Headset (LinkBuds Hands-Free)] on the settings of your computer to make connections.
  * Depending on the video calling application you are using, this function may not be available.
  ** Names may vary according to the computer or the video calling application you are using.
- 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 or call performance.
  If any of this is the case, check that you are wearing the headset properly in your ears.
- Set the headset into the charging case and close the lid of the charging case. Then, take out the headset, and reconnect with the Bluetooth device.
- Restart the Bluetooth device such as your smartphone or computer, and reconnect with the headset.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Receiving a call
- Making a call
- Wearing the headset
- Resetting the headset
- Initializing the headset to restore factory settings

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The headset does not operate correctly or wide area tap works unintentionally

- 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. Therefore, it may be erroneously detected as tapped by actions such as putting on or taking off surgical masks or glasses, and chewing.
- If the headset often does not operate correctly, this may be improved by using the “Sony | Headphones Connect” app to turn wide area tap off and switch to headset tap instead.
- Charge the charging case.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

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An earache occurs

- If you feel the size of the fitting supporters does not fit your ears, change the fitting supporters to another size that fits your ears better. The size of the left and right fitting supporters may be different.
- Check that you are wearing the headset properly in your ears.
- If you wear the headset for a long time, your ears may start hurting. Use the headset while taking breaks periodically.

Related Topic

- Replacing the fitting supporters
- Wearing the headset

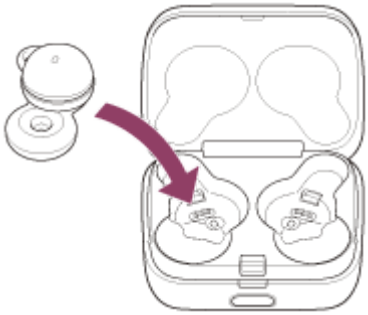
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Resetting the headset

If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset. Reset one of the headset units at a time.

1. **Set a headset unit into the charging case.**

   Put only one headset unit back into the hole of the charging case, insert it until it clicks and then make sure it is locked in the charging case.



2. **Close the lid of the charging case.**



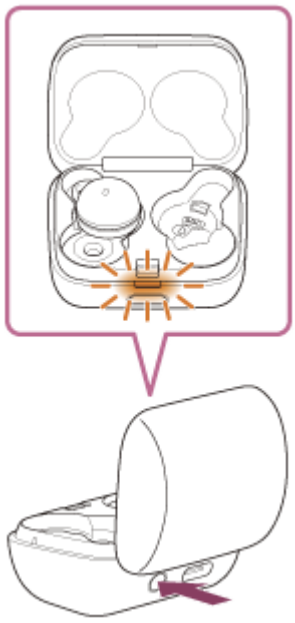
   By closing the lid once, the headset units are straightened and locked in place, even if they were not locked in the charging case before.

3. **Hold the charging case in your hand and press the lid open button to open the lid.**



4. **Press and hold the reset button of the charging case for about 20 seconds.**

   After about 15 seconds, the indicator (orange) on the charging case flashes slowly for about 5 seconds.



Then, the indicator on the charging case turns off and the headset will be reset.
When resetting is complete, the indicator (orange or green) on the charging case lights up for about 3 seconds to show the remaining battery charge of the headset, and then turns off.

5 **Check that the indicator turns off and then release your finger.**

6 **Remove the headset unit from the charging case and start the operation again from step 1 with the other headset unit.**

The device registration (pairing) information and other settings are retained.
If the headset does not operate correctly even after resetting, initialize the headset to restore factory settings.

About the instruction manual video

Watch the video to find out how to reset.
https://rd1.sony.net/help/mdr/mov0036/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 into the charging case.

Put the left unit of the headset (the unit with the tactile dot) back into the left hole of the charging case, put the right unit of the headset back into the right hole of the charging case, insert the units until they click, and then make sure that the units are locked in the charging case.



2 Close the lid of the charging case.



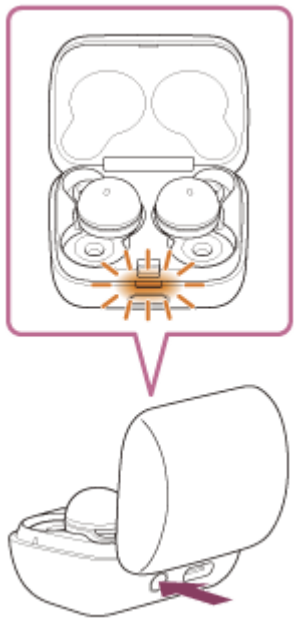
By closing the lid once, the headset units are straightened and locked in place, even if they were not locked in the charging case before.

3 Hold the charging case in your hand and press the lid open button to open the lid.



4 Press and hold the initialize button of the charging case for about 15 seconds.

The indicator (blue) on the charging case repeatedly flashes twice in a row, and then the indicator (orange) starts flashing.



5 **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 to find out how to initialize.
https://rd1.sony.net/help/mdr/mov0037/h_zz/

Hint

- You can also initialize the headset with the “Sony | Headphones 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 5 , the headset has not been initialized. Try again from step 4 .
- 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 also return to the factory settings.

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Specifications

Headset

Power source:

DC 3.85 V: Built-in lithium-ion rechargeable battery
DC 5 V: When charged using USB

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Charging time:

Approx. 1.5 hours (Headset)
Approx. 3 hours (Charging case)

Note

- Charging and usage hours may be different depending on the conditions of use.

Charging temperature:

5 °C to 35 °C (41 °F to 95 °F)

Mass:

Approx. 4.1 g × 2 (0.15 oz × 2) (Headset (including fitting supporters (M)))
Approx. 34 g (1.20 oz) (Charging case)

Communication specification

Communication system:

Bluetooth Specification version 5.2

Output:

Bluetooth Specification Power Class 1

Maximum communication range:

Line of sight approx. 10 m (30 ft) (*1)

Frequency band:

2.4 GHz band (2.4000 GHz - 2.4835 GHz)

Compatible Bluetooth profiles (*2):

A2DP/AVRCP/HFP/HSP

Supported Codec (*3):

SBC
AAC

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 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, iPhone 6 Plus, iPhone 6, iPhone 5s, iPod touch (7th generation), iPod touch (6th generation)
(As of December 2021)

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Text for video on how to wear the headset

This page uses text to describe the names and shapes of the LinkBuds parts and the contents of the video on how to wear your LinkBuds.

Part name and shape descriptions

With the side of the charging case with the lid open button facing you, open the charging case by holding down the lid open button as you open the top lid away from you.
The headset unit in the right side of the charging case is for the right ear, and the unit in the left side is for the left ear.

Each headset unit consists of a housing part that protrudes outward like a dome and a donut-shaped driver unit part.

When taking out a headset unit, use your fingers to grasp the unit by the housing part.

The housing part is fitted with a ring made of silicone material, and there is a protruding semicircular part on this ring. This ring is called a fitting supporter.

The left and right units of the headset can also be told apart by touch.
On the left unit, there is a very small tactile dot near the base of the semicircular part of the fitting supporter.

Alternative text for video

The title of the video is
“LinkBuds Wearing the headset Replacing the fitting supporters”.
The information in the video is explained with only illustrations.
This text will be explained in the same order as the video.

The following is an explanation of how to wear the headset.
Use your fingers to grasp the housing part of a headset unit to pick it up.
Align the doughnut-shaped driver unit part with the opening of your ear canal and insert the headset unit into your ear.
While inserting the unit, make sure the semicircular part of the fitting supporter is pointed upward.
Push the semicircular part into your ear to finish wearing the headset unit.
If the semicircular part is hooked into your ear and the headset unit does not fall off your ear even when you shake your head, it has been worn properly.

If the headset unit does not feel fitted, such as if the semicircular part cannot be inserted into your ear or the fit of the semicircular part is so loose that the headset unit feels like it is falling off your ear, stop using the headset and replace the fitting supporter with one of an appropriate size.
The size that fits your ear may be different for the left and right ear.

To remove the headset unit, use your fingers to grasp the housing part and pull the unit off your ear.

The following is an explanation of the fitting supporters.
The size of the fitting supporter varies with the size of the semicircular part.
M-sized fitting supporters come attached to the headset at the time of purchase.
The fitting supporters in other sizes can be found inside the small, rectangular box.

The fitting supporters are common for both left and right sides.
Touch the semicircular parts to feel the difference between the sizes.

The following is an explanation on how to replace the fitting supporters.
To remove the fitting supporter from the headset unit, grasp the semicircular part and pull it down toward the protruding part of the housing.
After the fitting supporter is removed, look for a thin protrusion located where the fitting supporter was attached.
At the bottom of the semicircular part of the fitting supporter, there is an opening into which the thin protrusion on the housing can be inserted.
When attaching a fitting supporter, pass the protrusion on the housing through this opening to fix the fitting supporter in place.

Ensure the fitting supporter is not attached in a slightly different position.
If the fitting supporter is attached incorrectly, the headset does not fit in the charging case, and it cannot charge or pair with other devices.
Make sure the thin protrusion is properly inserted through the opening.

After replacing the fitting supporter, lightly tug on the semicircular part and check that it does not budge.

Finally, the Sony logo appears, and the video ends.

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