RESETTING METHOD

If the headset does not turn the power on, or if there is a problem such as the operation not being possible even though the power is on, refer to the following to reset the headset.

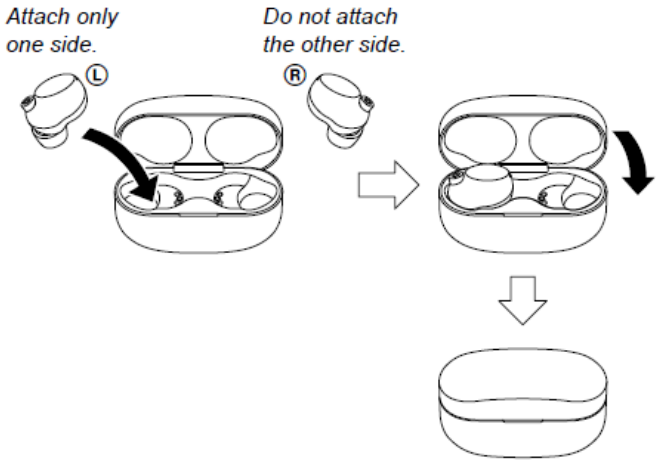
Note 1: Even if reset is performed, the device registration (pairing) information and other settings are retained.

Resetting procedure:

Note 2: To reset the headset, work one side at a time.

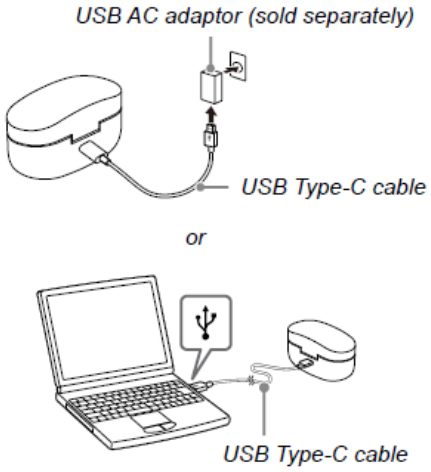
Note 3: If the headset is stored in the charging case, remove the left and right headset from the charging case in advance.

1. Attach the headset on the left or right side to the charging case and close the lid of the charging case.



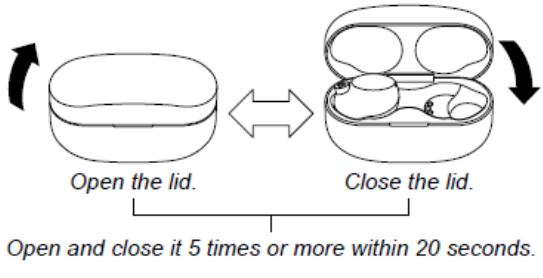
2. Connect the USB Type-C cable to the charging case and connect it to your PC. Alternatively, connect the sold separately USB AC adaptor and plug the USB AC adaptor into an AC outlet.

Note 4: When using a USB AC adapter, use the sold separately USB AC adapter.



3. Open and close the lid of the charging case 5 times or more within about 20 seconds.

Note 5: Open and close the lid of the charging case is counted the operation of "open and close" as one time.



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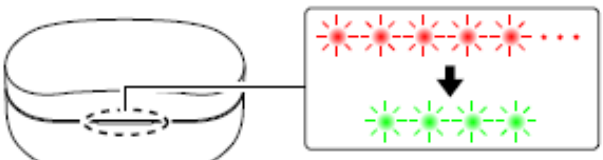
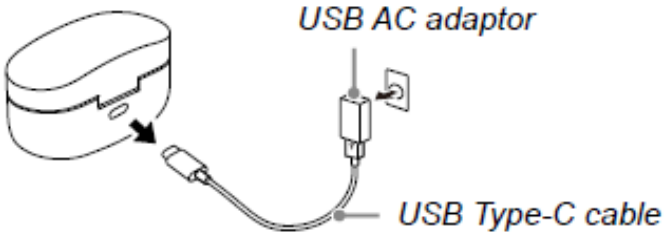
4. The charging case indicator flashing in red, then flashing 4 times in green to complete the reset.

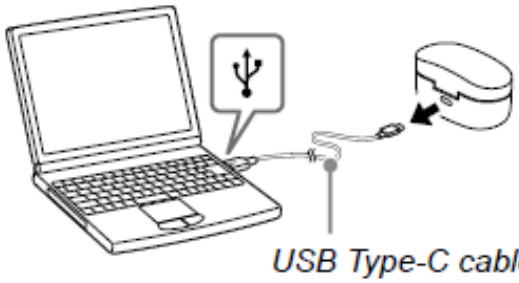


Flashing 4 times in green after flashing in red.

5. Remove the USB Type-C cable from your PC, or disconnect the USB AC adaptor from an AC outlet, disconnect the USB cable from the charging case, and remove the headset from the charging case.



or



6. Return to step 1, attach the headset on the other side to the charging case, and perform the procedure up to step 5.
7. The headset reset is complete.

INITIALIZATION METHOD

After completing the repairing and replacing, be sure to initialize this unit according to the following procedure.

Note 1: When initialization is performed, all device registration (pairing) information is deleted and settings return to factory default.

Note 2: If the rechargeable battery in the charging case does not have enough remaining battery level, the headset cannot be initialized. Charge the charging case before performing initialization.

Note 3: Even if initialization is performed after software update, the updated state is retained.

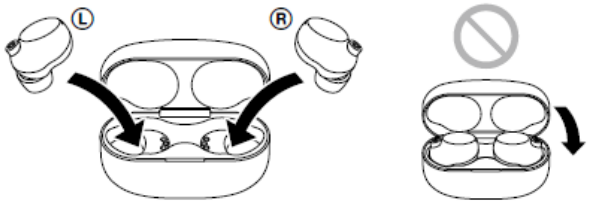
Note 4: If you perform initialization with the voice guidance language changed state, the language also return to the factory default.

Note 5: It is also possible to perform initialization using the "Sony | Headphones Connect" application.

Initialization procedure:

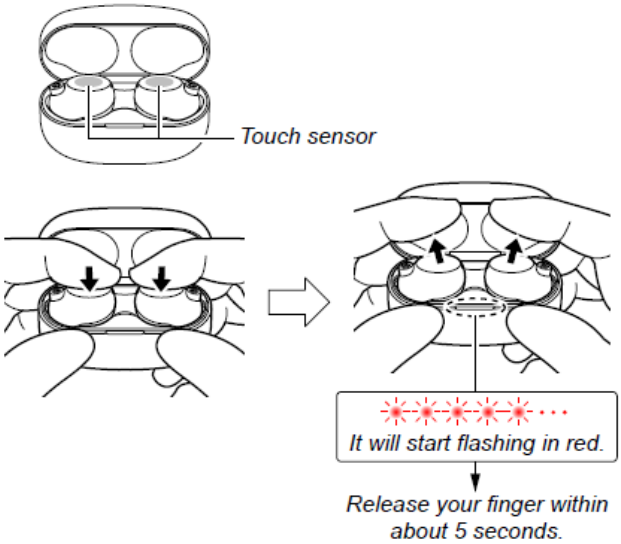
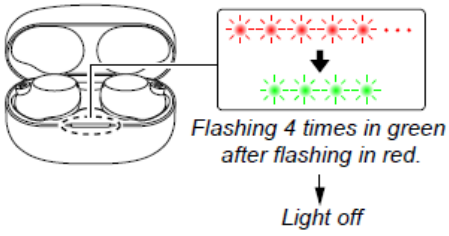
1. Attach the left and right headset to the charging case.

Note 6: After attaching the headset to the charging case, do not close the lid of the charging case.



2. Keep touching the touch sensors of the left and right headset at the same time for about 10 seconds, check that the indicator of the charging case flashing in red, and release your finger from the touch sensors within about 5 seconds.

Note 7: If you do not release your finger from the headset touch sensors within about 5 seconds after the charging case indicator will start flashing in red, initialization will not be performed. In that case, release your finger and then perform this procedure again.



3. The charging case indicator switches from flashing in red to flashing 4 times in green, and when the indicator light off, initialization is complete.