

Wireless Neckband Speaker
SRS-NB10



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

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-

BLUETOOTH connection

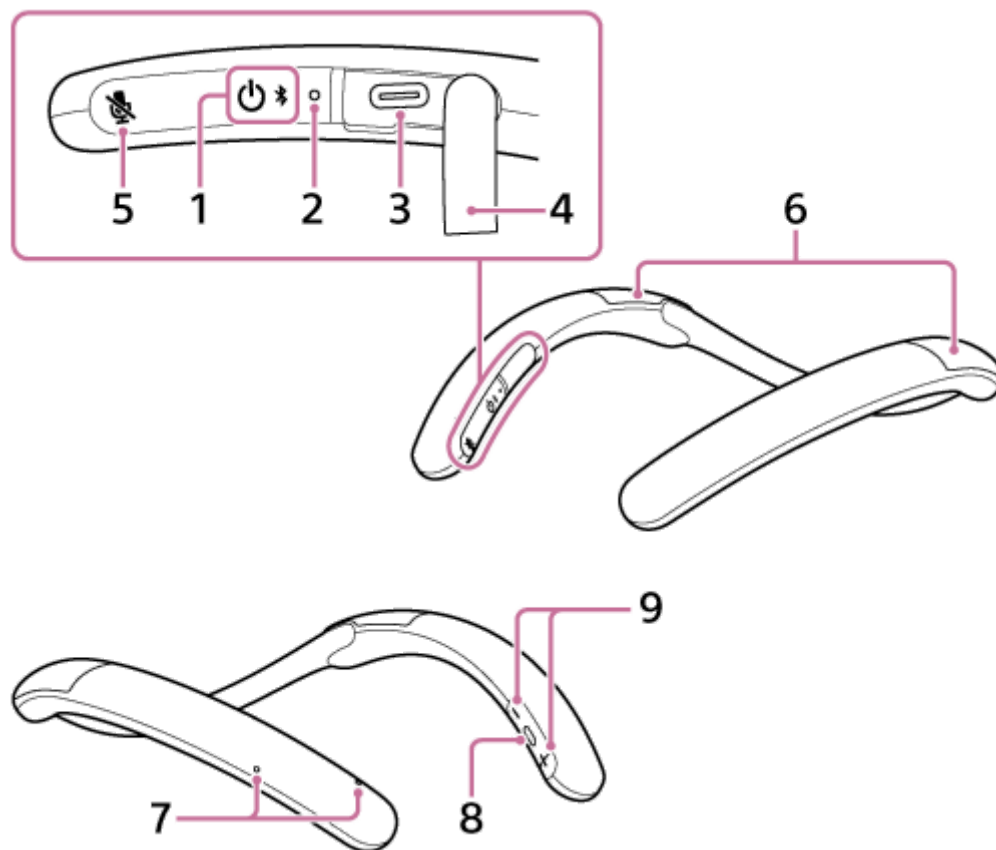
- └ [Unable to pair the neckband speaker with a BLUETOOTH device](#)
-

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Wireless Neckband Speaker
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Parts and controls



1. (power)/ (BLUETOOTH) button
2. Indicator (lights in orange or blue)
Stays lit in orange while battery charging is in progress. The power or communication state of the neckband speaker is indicated by the orange or blue indicator.
3. DC input port (USB Type-C®)*
4. Cap
5. (microphone off) button
6. Speaker components
7. Microphones (2 locations)
8. (play/call) button
9. -/+ (volume) buttons

* The port is not compatible with music playback.

Related Topic

- [About the indicator on the neckband speaker](#)

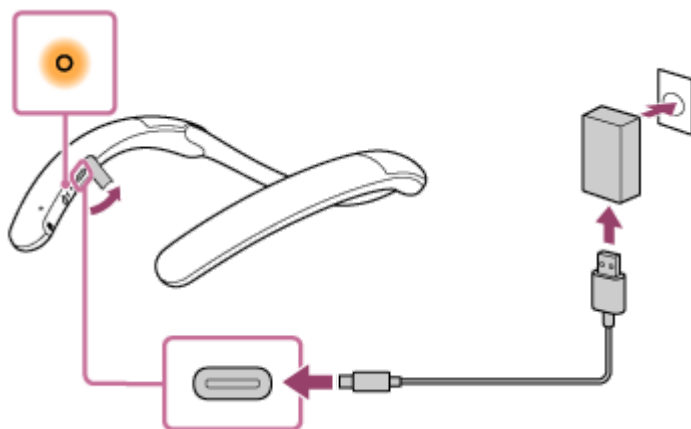
Wireless Neckband Speaker
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Charging the neckband speaker

The neckband speaker is equipped with a rechargeable built-in lithium ion battery. Charge the battery with a commercially available USB AC adaptor and the supplied USB Type-C® cable before using the neckband speaker. When using the neckband speaker for the first time, be sure to charge the built-in battery for more than 1 hour before turning on the neckband speaker.

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

Connect one end of the supplied USB Type-C cable to the DC input port on the neckband speaker and the other end to a commercially available USB AC adaptor, and then connect the USB AC adaptor to an AC outlet. The neckband speaker supports USB AC adaptors capable of delivering an output current of 0.5 A (500 mA). Use of any other devices for battery charging is not guaranteed.



The indicator stays lit in orange while charging is in progress.

The estimated charging time varies depending on the power output capacity of the connected commercially available USB AC adaptor. In addition, it may take longer than the charging time stated below depending on the type and specification of the USB AC adaptor and USB cable. The charging time may differ from the time stated below depending on the ambient temperature as well.

The following time is stated as a reference.

- When a commercially available USB AC adaptor capable of delivering an output current of 0.5 A (500 mA) is connected, charging completes in about 4 hours* and the orange indicator goes out.
- When using a commercially available USB AC adaptor, make sure that it is capable of delivering an output current of 0.5 A (500 mA) or more.

* Time that is required to charge the empty rechargeable battery to its full capacity when the ambient temperature is in the range of 15 °C - 35 °C (59 °F and 95 °F). The required time may vary depending on the usage of the neckband speaker.

After you disconnect the USB cable from the neckband speaker upon completion of battery charging, be sure to close the cap securely.

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

Checking the charging completion

If the built-in battery is fully charged when you connect the neckband speaker to an AC outlet with a commercially available USB AC adaptor, the indicator lights in orange then goes out in a few minutes.

- When using the Android smartphone with OS 8.1 or later installed

When the neckband speaker is connected with the Android smartphone via an HFP (Hands-free Profile) BLUETOOTH connection, tap [Settings] - [Device connection] - [Bluetooth] on the smartphone. The remaining battery power of the neckband speaker is displayed along with the connected BLUETOOTH device name. For details, refer to the operating instructions supplied with the Android smartphone.



Note that the remaining battery power displayed on the smartphone may vary from the actual remaining battery power of the neckband speaker. Consider this information as a reference.

- **When using the iPhone with iOS 10.0 or later installed**

While the neckband speaker is connected with the iPhone via an HFP (Hands-free Profile) BLUETOOTH connection, the remaining battery power of the neckband speaker is displayed on the widget screen of the iPhone. For details, refer to the operating instructions supplied with the iPhone.

Note that the remaining battery power displayed on the iPhone may vary from the actual remaining battery power of the neckband speaker. Consider this information as a reference.

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

While the neckband speaker is turned on, pressing the  (power)/  (BLUETOOTH) button on the right half of the neckband speaker triggers any of the following voice guidance in accordance with the remaining battery power.

- 81% - 100%: "Battery fully charged"
- 61% - 80%: "Battery about 80%"
- 41% - 60%: "Battery about 60%"
- 21% - 40%: "Battery about 40%"
- 1% - 20%: "Battery about 20%"

Built-in battery life (using a BLUETOOTH connection)

- About 20 hours
 - The volume level of the neckband speaker is set to 22.
- About 7 hours
 - The volume level of the neckband speaker is set to maximum (31).

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

10 minutes of charging provide approximately 60 minutes of music playback. (Provided that the volume level of the neckband speaker is set to 22.)

The built-in battery life above is measured using our specified music source.

Actual performance time may vary from the listed time due to the volume, songs played, surrounding temperature, and usage conditions.

When the built-in battery is running low

When you hear voice guidance (Low Battery, Please Recharge Speaker) and the indicator starts flashing slowly in orange, the rechargeable built-in battery is running low. Charge the neckband speaker ahead of time.

When the rechargeable built-in battery has run out of power, you hear a notification sound and voice guidance (Please Recharge Speaker. Power Off.) and the neckband speaker automatically turns off. Charge the neckband speaker.

Hint

- You can charge the neckband speaker's built-in battery by connecting the USB cable connected with the neckband speaker to a computer that comes equipped with a USB charging port as well. However, not all the computers are tested and found compatible with this procedure and the procedure is not applicable to home-built computers.

Note

- Connecting the neckband speaker to an AC outlet or a computer automatically turns off the neckband speaker. While connected with a power source, the neckband speaker does not turn on.
- In an extremely cold or hot environment, charging stops for safety. If charging takes a long time, it also makes charging of the neckband speaker stop. To resolve these issues, disconnect the USB cable and connect it back again in an operating temperature between 5 °C and 35 °C (41 °F and 95 °F), and then charge the neckband speaker once again. Be aware that the room temperature may fall to 5 °C (41 °F) or lower especially in wintertime. Take the ambient temperature into consideration as well for charging the neckband speaker.
- Do not charge the neckband speaker's built-in battery in places where water may splash on it. The supplied USB Type-C cable as well as the USB port behind the cap are not designed for water resistant.
- Even if you do not intend to use the neckband speaker for a long time, charge the built-in battery sufficiently once every 6 months to maintain its performance.
- When the Android smartphone is configured to establish BLUETOOTH connections solely for music playback (A2DP), the remaining battery power of the neckband speaker is not displayed on the smartphone.
- When the Android smartphone or the iPhone is configured to establish BLUETOOTH connections solely for music playback (A2DP) in multipoint connection, the remaining built-in battery power of the neckband speaker is not correctly displayed on the Android smartphone or the iPhone.

Related Topic

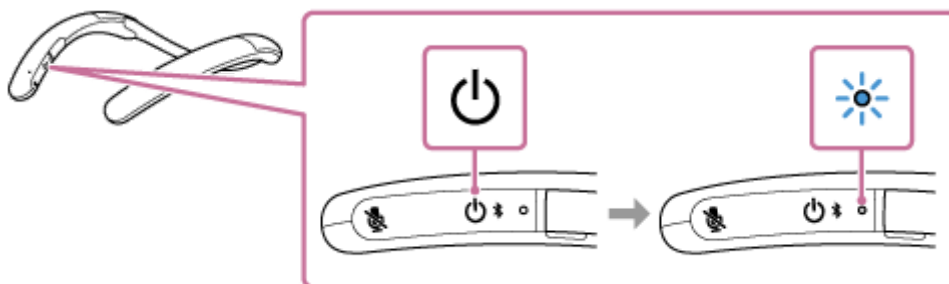
- [Turning the power on](#)
- [Notes on charging](#)

Wireless Neckband Speaker
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Turning the power on

- 1 Press and hold the  (power)/ (BLUETOOTH) button for about 2 seconds until you hear voice guidance (Power ON).

The neckband speaker turns on and the indicator starts flashing in blue.



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



Note

- When you hear voice guidance (Low Battery, Please Recharge Speaker) and the indicator starts flashing slowly in orange, the rechargeable built-in battery is running low. Charge the neckband speaker ahead of time.
- When the rechargeable built-in battery has run out of power, you hear a notification sound and voice guidance (Please Recharge Speaker. Power Off.) and the neckband speaker automatically turns off. Charge the neckband speaker.

Related Topic

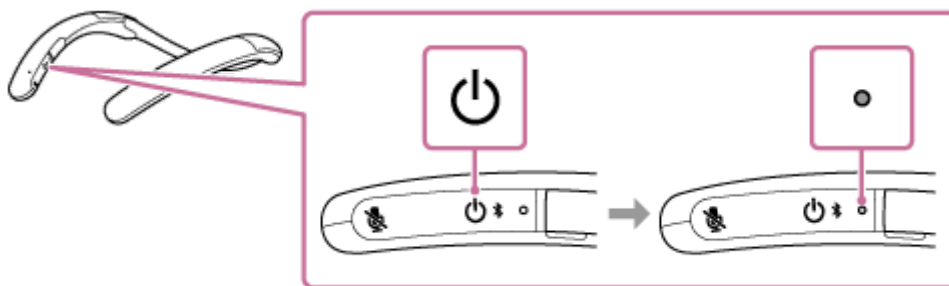
- [Turning the power off](#)
- [Charging the neckband speaker](#)
- [About the indicator on the neckband speaker](#)

Wireless Neckband Speaker
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Turning the power off

- 1 Press and hold the  (power)/ (BLUETOOTH) button for about 2 seconds until you hear voice guidance (Power OFF).

The neckband speaker turns off and the blue indicator goes out.



Related Topic



- [Automatic Power Off function](#)

Wireless Neckband Speaker
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Automatic Power Off function

The neckband speaker automatically turns off when it is left unused for about 15 minutes after the BLUETOOTH connection with a BLUETOOTH device is terminated.

Turning on/off the Automatic Power Off function

- 1 Turn on the neckband speaker.**
- 2 Press and hold the  (power)/ (BLUETOOTH) button and the - (volume) button at the same time for about 5 seconds.**
 - When the Automatic Power Off function is deactivated, the indicator on the neckband speaker flashes 3 times in orange.
 - When the Automatic Power Off function is activated, the indicator on the neckband speaker flashes twice in orange.

Wireless Neckband Speaker
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Connecting the neckband speaker with a computer via a BLUETOOTH® connection (Windows)

The process to register the information of a target device required for BLUETOOTH connection is called pairing. To use a device in combination with the neckband speaker via a BLUETOOTH connection, it is necessary to pair the neckband speaker with devices on an individual basis.

Supported operation systems

Windows 10, Windows 8.1

Before proceeding, make sure of the following:



- Bring the neckband speaker within a distance of 1 m (3.2 ft) from your computer.
- Charge the built-in battery sufficiently.
- Bring the operating instructions supplied with your computer at hand for reference.
- To avoid any sudden loud sound output from the neckband speaker, turn down the volume of both the computer and the neckband speaker or stop music playback.
- Set the speaker of your computer to on.
If the speaker of your computer is set to  (mute), sound does not output on the neckband speaker.

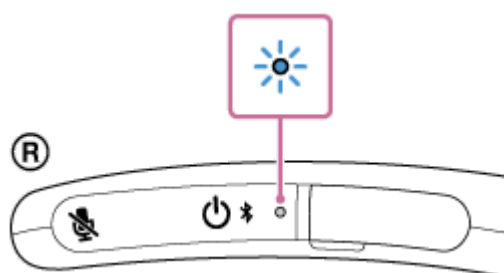
— When the speaker of your computer is set to on:





1 Put the neckband speaker into pairing mode.

When you pair the neckband speaker with a BLUETOOTH device for the first time after purchase or after you initialize the neckband speaker (and all the pairing information is deleted from the neckband speaker), turning on the neckband speaker automatically puts it into pairing mode. In such a case, proceed to step 2.

To pair the neckband speaker with a second or subsequent BLUETOOTH device (of which pairing information the neckband speaker has), make sure that the neckband speaker is turned off, and then press and hold the  (power)/ (BLUETOOTH) button for about 5 seconds until you hear voice guidance (BLUETOOTH pairing). When the neckband speaker is in pairing mode, the indicator starts double flashing in blue.



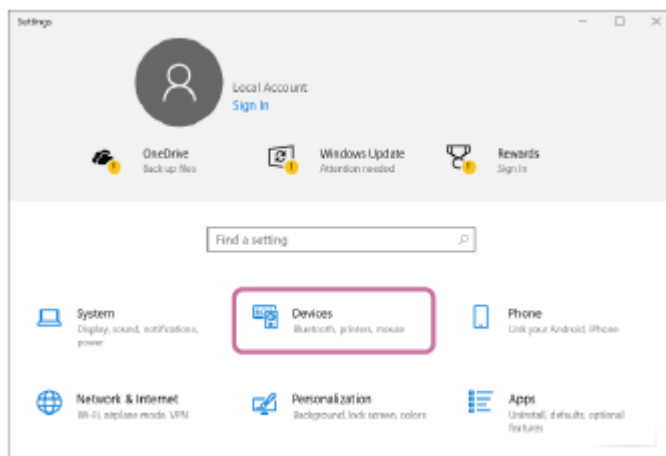
Note

- Be sure to keep holding the button even in the event that you hear voice guidance (Power ON) in about 2 seconds after you press and hold  (power)/ (BLUETOOTH) button.

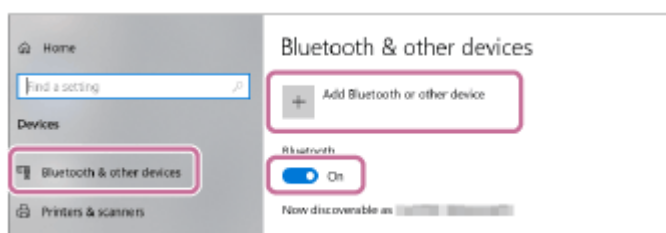
2 Register the neckband speaker to the computer.

For Windows 10

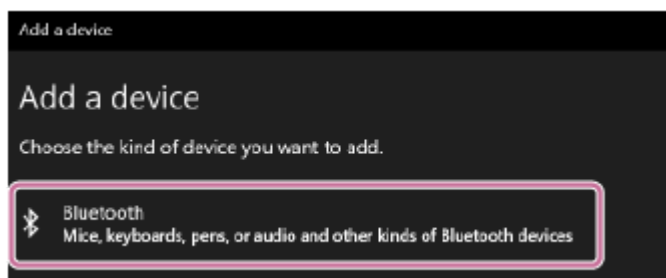
1. Click the [Start] button, then [Settings].
2. Click [Devices].



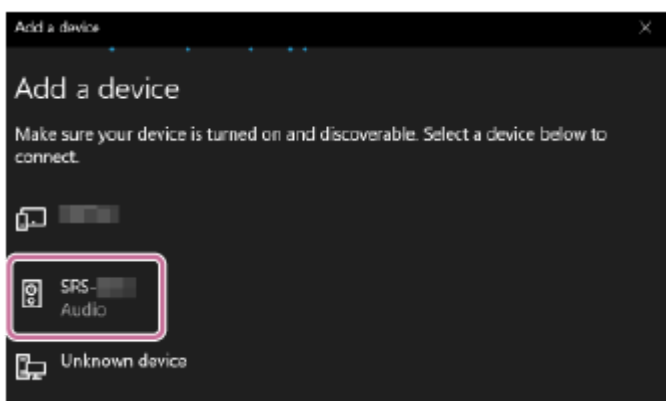
3. Click the [Bluetooth & other devices] tab, click the [Bluetooth] switch to turn on the BLUETOOTH function, and then click [Add Bluetooth or other device].



4. Click [Bluetooth].

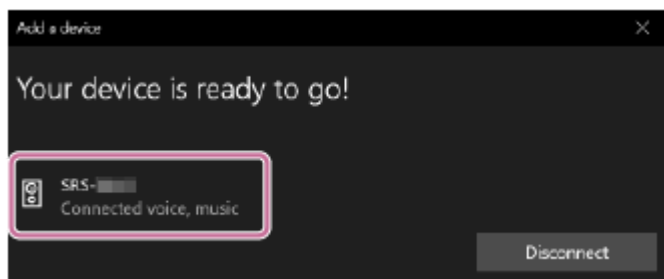


5. Select [SRS-NB10].



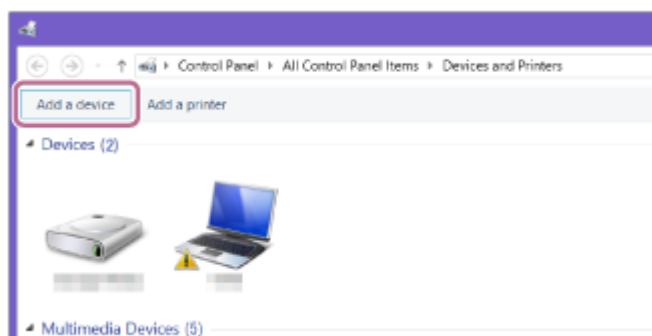
If [SRS-NB10] does not appear, perform the operation again from step 1.

6. After pairing, the BLUETOOTH connection establishes automatically and [Connected music] or [Connected voice, music] will be displayed on the screen. Proceed to step 3.

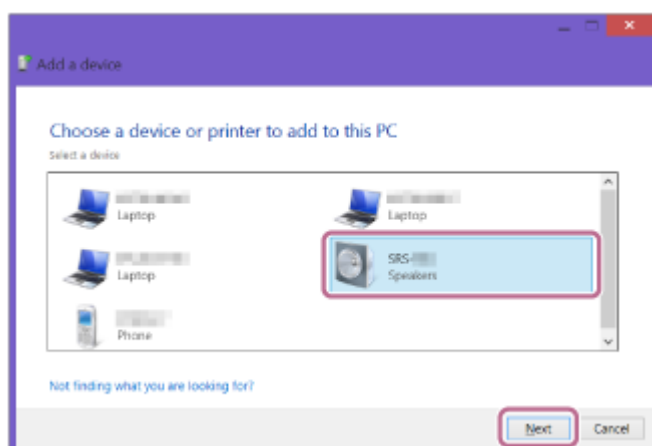


For Windows 8.1

1. Right-click on [Start], and then click [Control Panel].
When [All Control Panel Items] is displayed, select [Devices and Printers].
If the [Control Panel] screen appears instead of [All Control Panel Items], select [Large icons] or [Small icons] from the [View by] menu in the top right corner of the screen.
2. Click [Add a device].

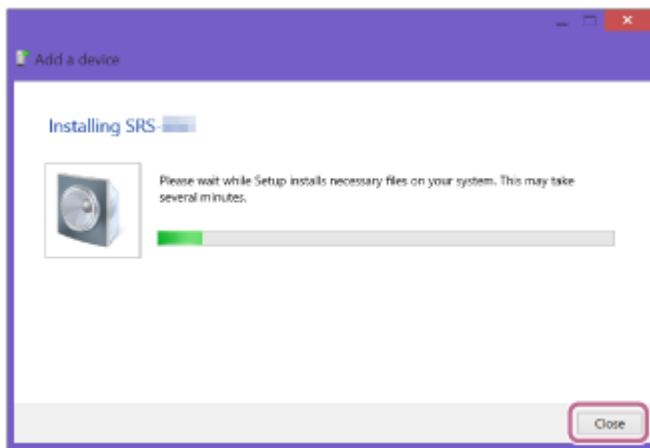


3. Select [SRS-NB10] and click [Next].

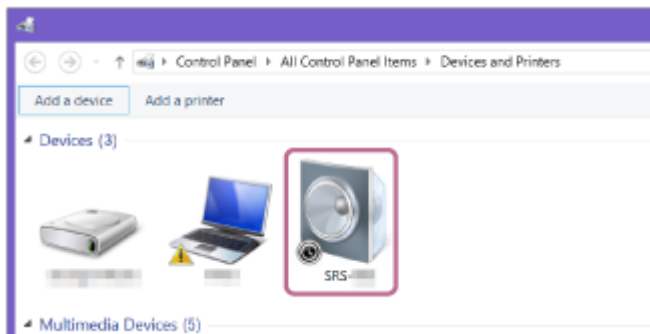


If [SRS-NB10] does not appear, perform the operation again from step ❶.

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

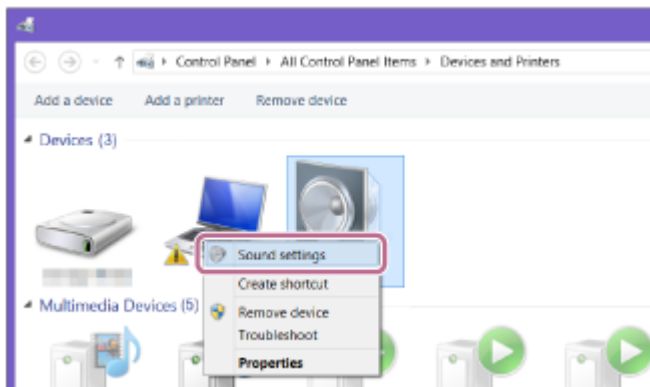


The “Ⓢ” mark will appear in the bottom left of the [SRS-NB10] icon during installation. When the “Ⓢ” mark disappears, driver installation is complete. Proceed to step ②-5.



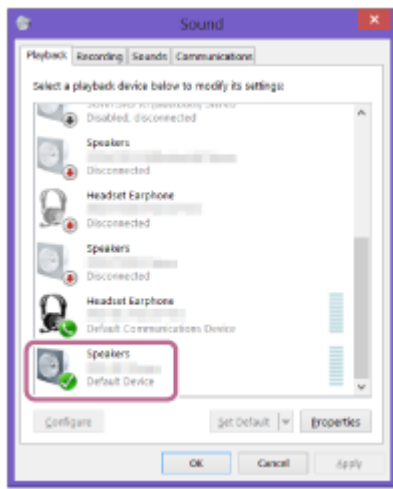
Depending on the computer, installation may take time. If driver installation takes too much time, the Automatic Power Off function of the neckband speaker will cause it to turn off automatically. If this happens, turn on the neckband speaker again.

5. Right-click on [SRS-NB10] in [Devices] and select [Sound settings] from the menu that appears.

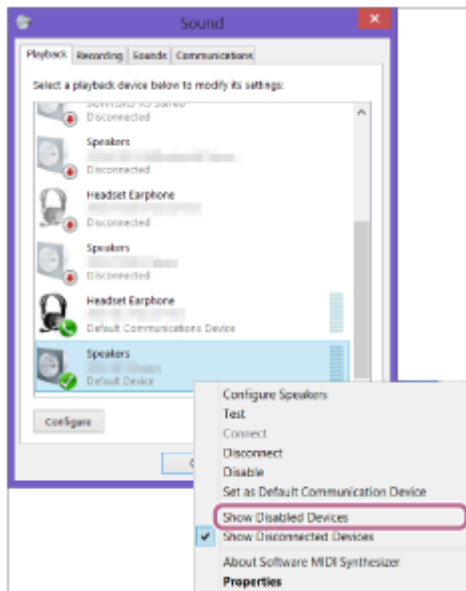


6. Confirm [SRS-NB10 Stereo] on the [Sound] screen.

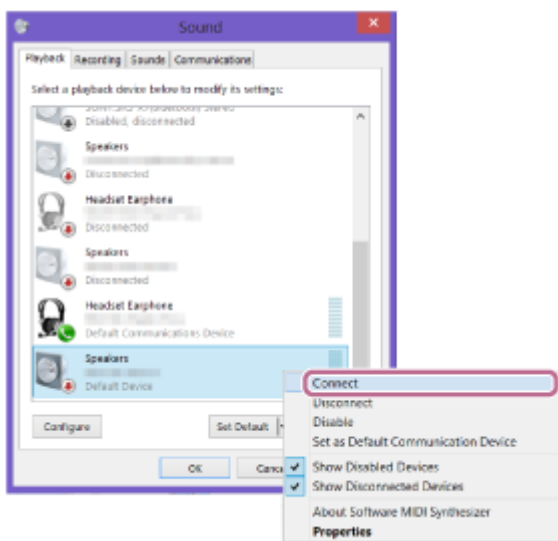
- If there is a checkmark (green) on [SRS-NB10 Stereo], proceed to step ③.



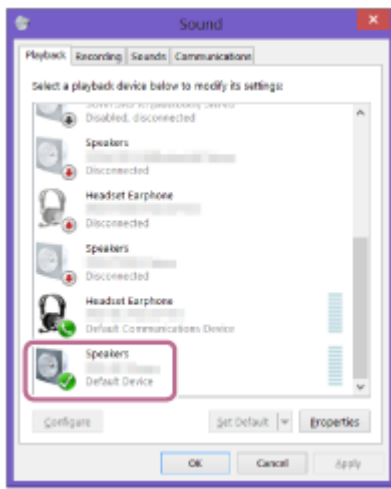
- If there is not a checkmark (green) on [SRS-NB10 Stereo], proceed to step 2-7.
- If [SRS-NB10 Stereo] does not appear, right-click on the [Sound] screen, and select [Show Disabled Devices] from the menu that appears. Then proceed to step 2-7.



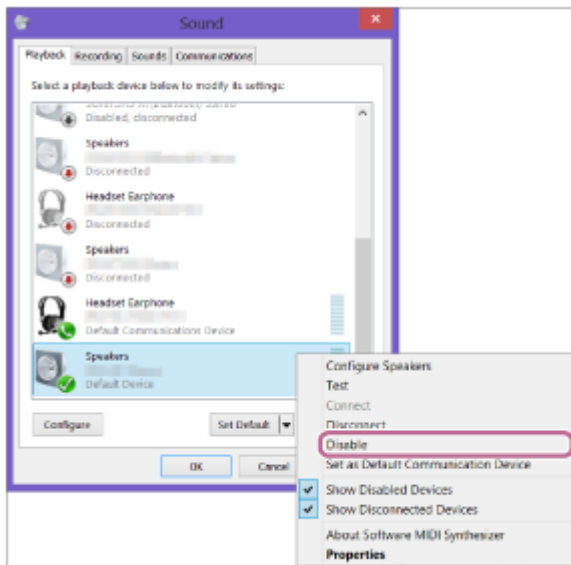
7. Right-click on [SRS-NB10 Stereo], and select [Connect] from the menu that appears.



When the neckband speaker is connected, a checkmark will appear on [SRS-NB10 Stereo] on the [Sound] screen. Proceed to step 3.

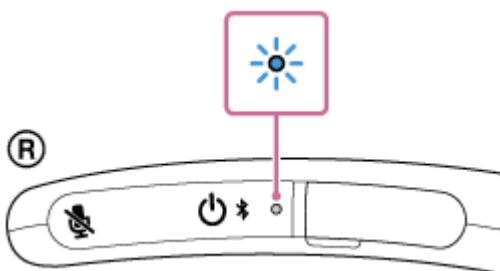


If you cannot click [Connect] for [SRS-NB10 Stereo], select [Disable] for the [Default Device] that currently has a checkmark (green).



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

When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.



If a BLUETOOTH connection is not established, repeat the procedure all over again from step 1.

Hint

- The above instructions are provided as an example. For details, refer to the operating instructions supplied with your computer. In addition, not all the computers are tested and found compatible with the above procedure and the procedure is not applicable to home-built computers.
- When [SRS-NB10] and [LE_SRS-NB10] are displayed for the connection attempt, select [SRS-NB10]. Although [LE_SRS-NB10] is first displayed, wait until [SRS-NB10] is displayed.

It may take about 30 seconds to 1 minute before [SRS-NB10] is displayed.

If [SRS-NB10] is not displayed, repeat the procedure all over again from step ①.

- If passkey entry is prompted on a computer with Windows 10 or Windows 8.1, enter "0000."
The passkey may be called a "passcode," "PIN code," "PIN number," or "password."

Note

- The neckband speaker comes out of pairing mode in about 5 minutes and the indicator on the neckband speaker turns to slow blue flashing. However, when the neckband speaker has no pairing information, for example when you use the BLUETOOTH function of the neckband speaker for the first time after purchase, the neckband speaker remains in pairing mode. If the neckband speaker comes out of pairing mode before you complete the procedure, repeat the procedure all over again from step ①.
- Once the neckband speaker is paired with the BLUETOOTH device, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted in the course of repair work, etc.
 - The neckband speaker is already paired with 8 devices and another device is to be paired.
The neckband speaker can be paired with up to 8 BLUETOOTH devices. When a new device is paired in addition to 8 paired devices, the pairing information of the earliest device connected via a BLUETOOTH connection is replaced by the information of the new one.
 - The pairing information of the neckband speaker has been deleted from the paired BLUETOOTH device.
 - The neckband speaker is initialized.
All the pairing information is deleted. Once the neckband speaker is initialized, it may fail to establish a BLUETOOTH connection with the computer. In such a case, delete the pairing information of the neckband speaker from the computer, and then pair the neckband speaker with the computer all over again.
- The neckband speaker can be paired with multiple devices, but can only play music from one paired device at a time.

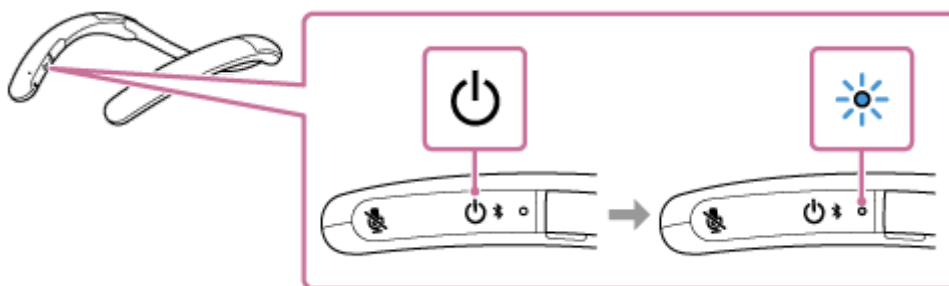
Related Topic

- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Making a video call on a computer](#)

Wireless Neckband Speaker
SRS-NB10**Connecting the neckband speaker with a paired computer via a BLUETOOTH connection (Windows)**

- 1 Press and hold the  (power)/ (BLUETOOTH) button for about 2 seconds until you hear voice guidance (Power ON).**

The neckband speaker turns on and the indicator starts flashing in blue.



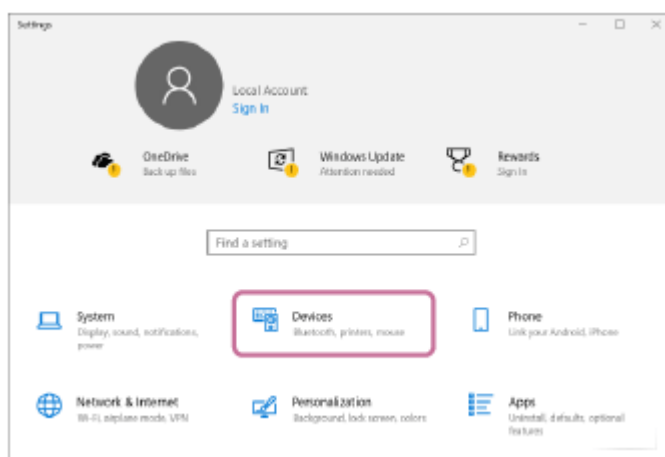
When a BLUETOOTH connection is established with the previously connected device, you hear voice guidance (BLUETOOTH connected).

On the computer, see if a BLUETOOTH connection is established with the neckband speaker. If not, proceed to step **2**.

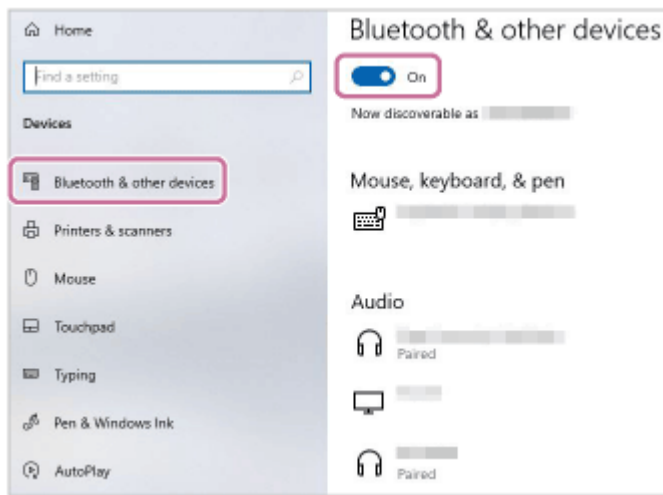
- 2 On the computer, select the neckband speaker.**

For Windows 10

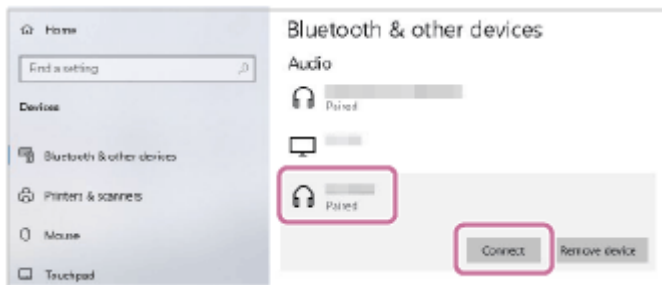
1. Click the [Start] button, then [Settings].
2. Click [Devices].



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



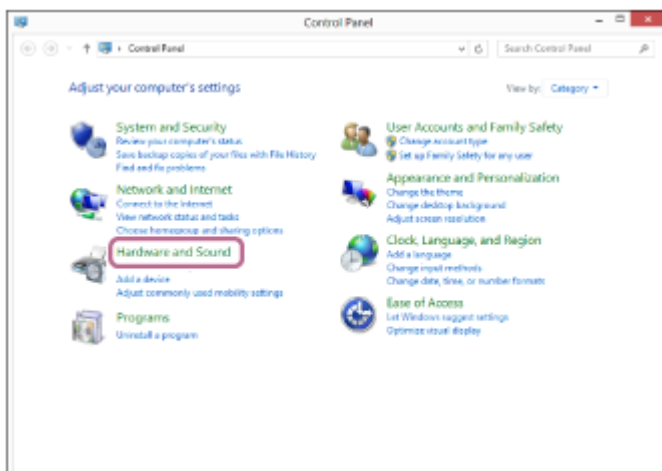
4. Select [SRS-NB10] from the devices listed under [Audio] and click [Connect].

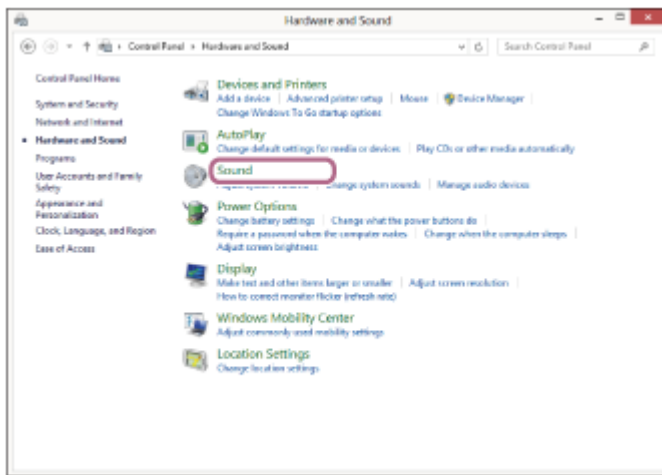


When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.

For Windows 8.1

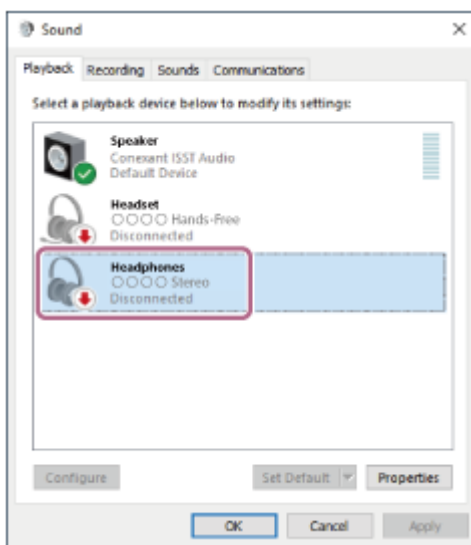
1. On the Start screen, click [Desktop].
2. Right-click the [Start] button, and then select [Control Panel] from the pop-up menu.
3. Click [Hardware and Sound] - [Sound].



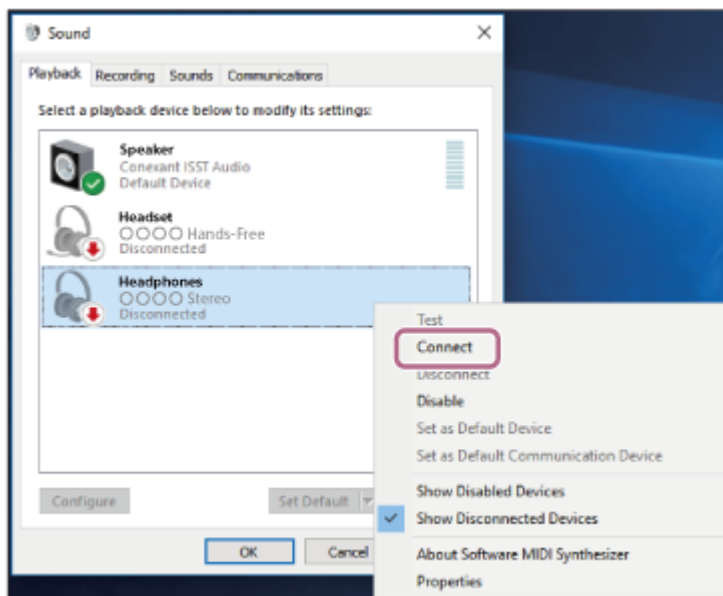


4. Right-click [SRS-NB10].

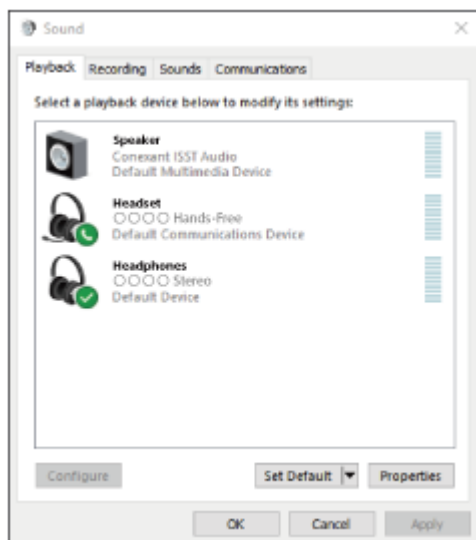
If [SRS-NB10] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then select [Show Disconnected Devices].



5. From the menu that appears, select [Connect].



When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.



Hint

- The above instructions are provided as an example. For details, refer to the operating instructions supplied with your computer. In addition, not all the computers are tested and found compatible with the above procedure and the procedure is not applicable to home-built computers.

Note

- If sound quality of music playback is poor, make sure that the computer is configured to enable the BLUETOOTH profile for music playback (A2DP). For details, refer to the operating instructions supplied with your computer.
- If the previously connected BLUETOOTH device is nearby, turning on the neckband speaker may automatically establish a BLUETOOTH connection with the device. In such a case, turn off the BLUETOOTH function on the previously connected BLUETOOTH device or turn off the device.
- If the neckband speaker fails to establish a BLUETOOTH connection with your computer, delete the pairing information of the neckband speaker from the computer and then pair them all over again. For details of operations on the computer, refer to the operating instructions supplied with your computer.

Related Topic

- [Connecting the neckband speaker with a computer via a BLUETOOTH® connection \(Windows\)](#)
- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)

Wireless Neckband Speaker
SRS-NB10


Connecting the neckband speaker with a computer via a BLUETOOTH connection (Mac)

The process to register the information of a target device required for BLUETOOTH connection is called pairing. To use a device in combination with the neckband speaker via a BLUETOOTH connection, it is necessary to pair the neckband speaker with devices on an individual basis.

Supported operation systems

macOS Catalina (version 10.15)

Before proceeding, make sure of the following:



- Bring the neckband speaker within a distance of 1 m (3.2 ft) from your computer.
- Charge the built-in battery sufficiently.
- Bring the operating instructions supplied with your computer at hand for reference.
- To avoid any sudden loud sound output from the neckband speaker, turn down the volume of both the computer and the neckband speaker or stop music playback.
- Set the speaker of your computer to on.
If the speaker of your computer is set to  (mute), sound does not output on the neckband speaker.

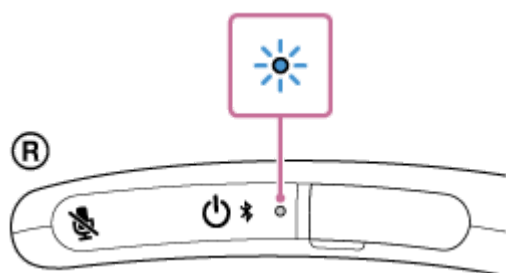
— When the speaker of your computer is set to on:





1 Put the neckband speaker into pairing mode.

When you pair the neckband speaker with a BLUETOOTH device for the first time after purchase or after you initialize the neckband speaker (and all the pairing information is deleted from the neckband speaker), turning on the neckband speaker automatically puts it into pairing mode. In such a case, proceed to step 2.

To pair the neckband speaker with a second or subsequent BLUETOOTH device (of which pairing information the neckband speaker has), make sure that the neckband speaker is turned off, and then press and hold the  (power)/  (BLUETOOTH) button for about 5 seconds until you hear voice guidance (BLUETOOTH pairing). When the neckband speaker is in pairing mode, the indicator starts double flashing in blue.

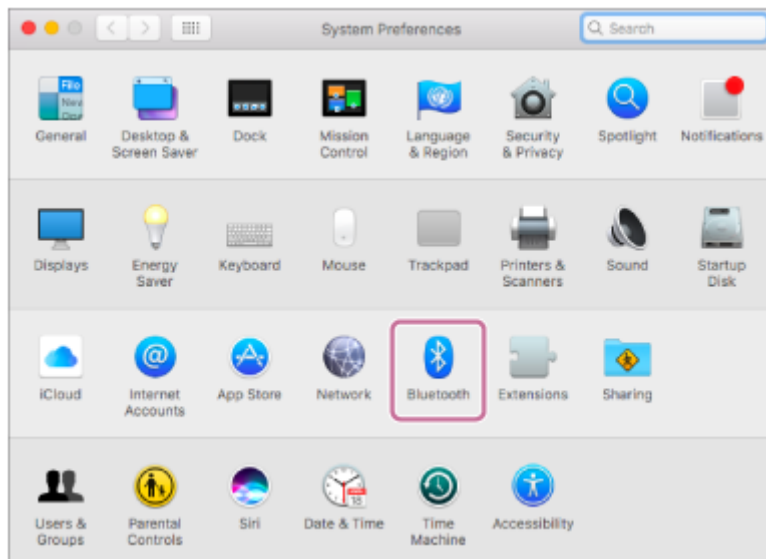


Note

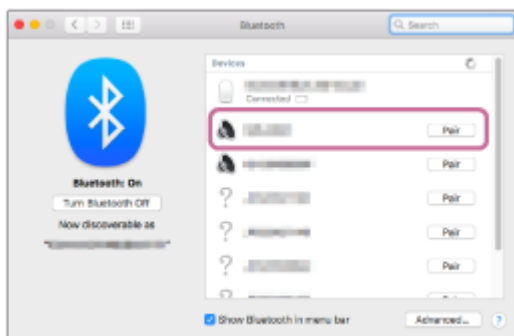
- Be sure to keep holding the button even in the event that you hear voice guidance (Power ON) in about 2 seconds after you press and hold  (power)/  (BLUETOOTH) button.

2 Search for the neckband speaker on the computer.

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

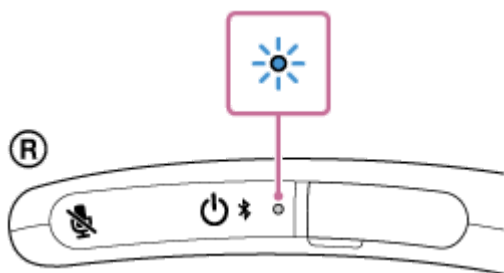


2. Select [SRS-NB10] from the Bluetooth screen, then click [Pair].



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

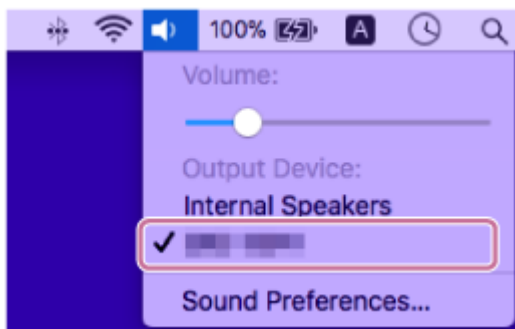
When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.



If a BLUETOOTH connection is not established, repeat the procedure all over again from step 1.

4 Click the speaker icon in the top-right of the screen and select [SRS-NB10] from [Output Device].

You can now enjoy music, etc. playing on the computer via the neckband speaker.



Hint

- The above instructions are provided as an example. For details, refer to the operating instructions supplied with your computer. In addition, not all the computers are tested and found compatible with the above procedure and the procedure is not applicable to home-built computers.
- When [SRS-NB10] and [LE_SRS-NB10] are displayed for the connection attempt, select [SRS-NB10]. Although [LE_SRS-NB10] is first displayed, wait until [SRS-NB10] is displayed. It may take about 30 seconds to 1 minute before [SRS-NB10] is displayed. If [SRS-NB10] is not displayed, repeat the procedure all over again from step ①.
- If passkey entry is prompted on a Mac computer, enter "0000." The passkey may be called a "passcode," "PIN code," "PIN number," or "password."

Note

- The neckband speaker comes out of pairing mode in about 5 minutes and the indicator on the neckband speaker turns to slow blue flashing. However, when the neckband speaker has no pairing information, for example when you use the BLUETOOTH function of the neckband speaker for the first time after purchase, the neckband speaker remains in pairing mode. If the neckband speaker comes out of pairing mode before you complete the procedure, repeat the procedure all over again from step ①.
- Once the neckband speaker is paired with the BLUETOOTH device, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted in the course of repair work, etc.
 - The neckband speaker is already paired with 8 devices and another device is to be paired. The neckband speaker can be paired with up to 8 BLUETOOTH devices. When a new device is paired in addition to 8 paired devices, the pairing information of the earliest device connected via a BLUETOOTH connection is replaced by the information of the new one.
 - The pairing information of the neckband speaker has been deleted from the paired BLUETOOTH device.
 - The neckband speaker is initialized. All the pairing information is deleted. Once the neckband speaker is initialized, it may fail to establish a BLUETOOTH connection with the computer. In such a case, delete the pairing information of the neckband speaker from the computer, and then pair the neckband speaker with the computer all over again.
- The neckband speaker can be paired with multiple devices, but can only play music from one paired device at a time.

Related Topic

- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Making a video call on a computer](#)


Wireless Neckband Speaker
SRS-NB10

Connecting the neckband speaker with a paired computer via a BLUETOOTH connection (Mac)

Supported operation systems

macOS Catalina (version 10.15)

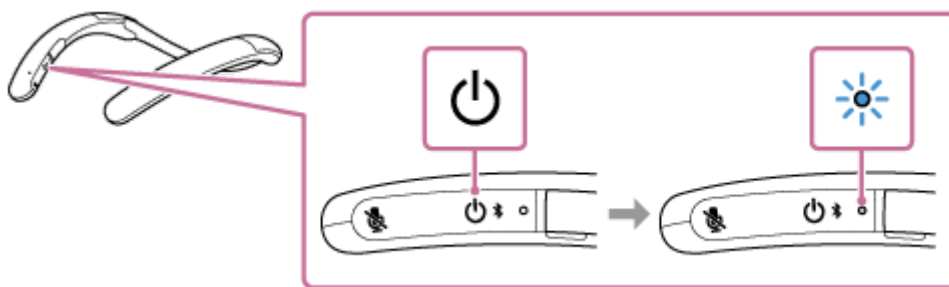
Before proceeding, make sure of the following:

- Set the speaker of your computer to on.
If the speaker of your computer is set to  (mute), sound does not output on the neckband speaker.
- When the speaker of your computer is set to on:



- 1 Press and hold the  (power)/ (BLUETOOTH) button for about 2 seconds until you hear voice guidance (Power ON).


The neckband speaker turns on and the indicator starts flashing in blue.

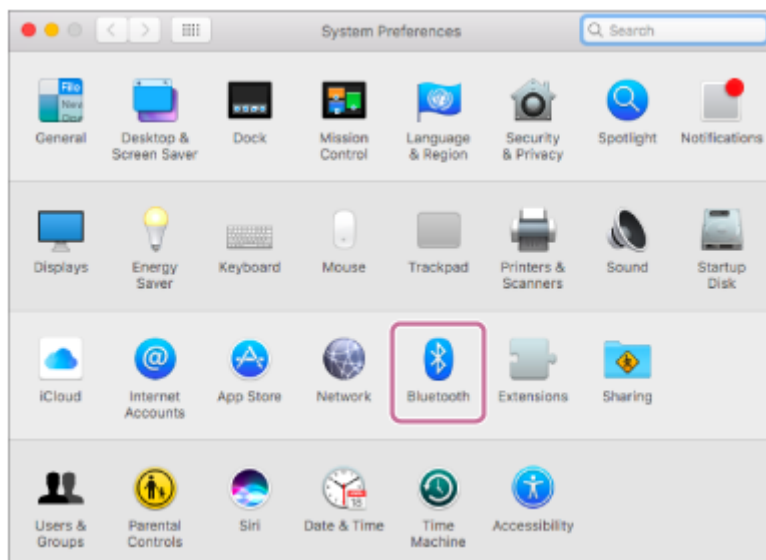


When a BLUETOOTH connection is established with the previously connected device, you hear voice guidance (BLUETOOTH connected).

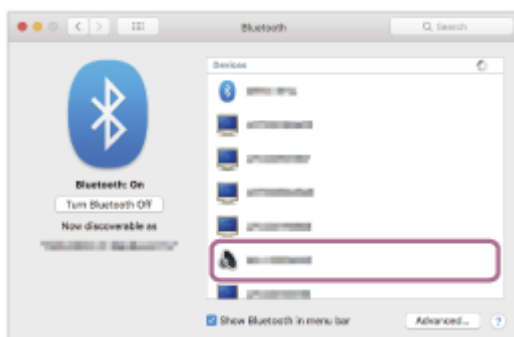
On the computer, see if a BLUETOOTH connection is established with the neckband speaker. If not, proceed to step 2.

- 2 On the computer, select the neckband speaker.

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



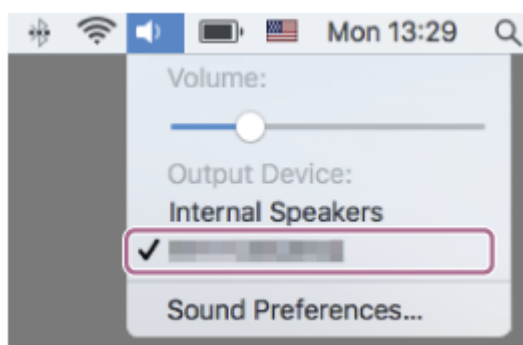
2. Press and hold the Control button on the keyboard and click [SRS-NB10] on the [Bluetooth] screen, and then select [Connect] from the pop up menu.



When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.

- 3 Click the speaker icon in the top-right of the screen and select [Output Device] - [SRS-NB10].

You can now enjoy music, etc. playing on the computer via the neckband speaker.



Hint

- The above instructions are provided as an example. For details, refer to the operating instructions supplied with your computer. In addition, not all the computers are tested and found compatible with the above procedure and the procedure is not applicable to home-built computers.

Note

- If sound quality of music playback is poor, make sure that the computer is configured to enable the BLUETOOTH profile for music playback (A2DP). For details, refer to the operating instructions supplied with your computer.

- If the previously connected BLUETOOTH device is nearby, turning on the neckband speaker may automatically establish a BLUETOOTH connection with the device. In such a case, turn off the BLUETOOTH function on the previously connected BLUETOOTH device or turn off the device.
- If the neckband speaker fails to establish a BLUETOOTH connection with your computer, delete the pairing information of the neckband speaker from the computer and then pair them all over again. For details of operations on the computer, refer to the operating instructions supplied with your computer.

Related Topic

- [Connecting the neckband speaker with a computer via a BLUETOOTH connection \(Mac\)](#)
- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)

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

Wireless Neckband Speaker
SRS-NB10**Connecting the neckband speaker with an Android™ smartphone or an iPhone via a BLUETOOTH connection**

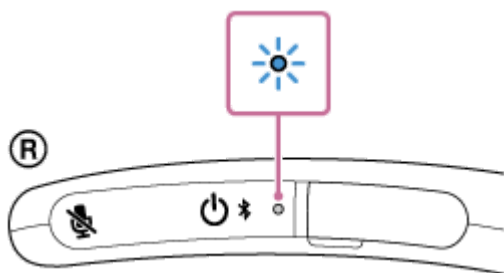
The process to register the information of a target device required for BLUETOOTH connection is called pairing. To use a device in combination with the neckband speaker via a BLUETOOTH connection, it is necessary to pair the neckband speaker with the devices on an individual basis.



Before proceeding, make sure of the following:

- Bring the Android smartphone or iPhone within 1 m (3.2 ft) of the neckband speaker.
- Charge the built-in battery sufficiently.
- To avoid any sudden loud sound output from the neckband speaker, turn down the volume of both the Android smartphone or iPhone and the neckband speaker or stop music playback.
Depending on the Android smartphone or iPhone, the music playback volume may be synchronized between the Android smartphone or iPhone and the neckband speaker after they are connected via a BLUETOOTH connection.
- Bring the operating instructions supplied with the Android smartphone or iPhone at hand for reference.



1 Put the neckband speaker into pairing mode.

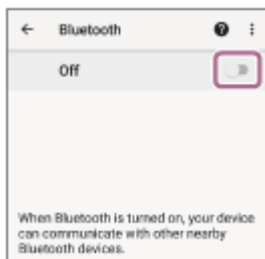
When you pair the neckband speaker with an Android smartphone or an iPhone for the first time after purchase or after you initialize the neckband speaker (and all the pairing information is deleted from the neckband speaker), turning on the neckband speaker automatically puts it into pairing mode. In such a case, proceed to step **2**. To pair the neckband speaker with a second or subsequent Android smartphone or iPhone (of which pairing information the neckband speaker has), make sure that the neckband speaker is turned off, and then press and hold the  (power)/ (BLUETOOTH) button for about 5 seconds until you hear voice guidance (BLUETOOTH pairing). When the neckband speaker is in pairing mode, the indicator starts double flashing in blue.

**Note**

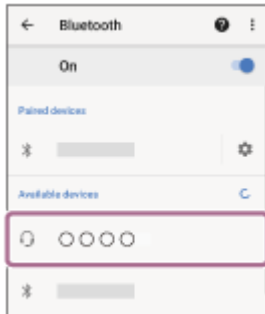
- Be sure to keep holding the button even in the event that you hear voice guidance (Power ON) in about 2 seconds after you press and hold  (power)/ (BLUETOOTH) button.

2 Operate the Android smartphone or iPhone to pair with the neckband speaker while, if necessary, refreshing the device list.**On the Android smartphone:**

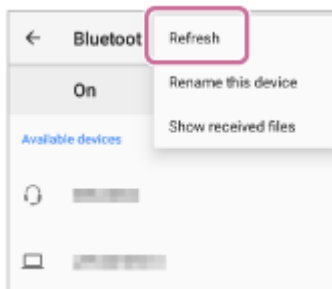
1. Tap [Settings].
2. Tap [Device connection] - [Bluetooth].
3. Tap [] to change it to [].



4. Tap [SRS-NB10].

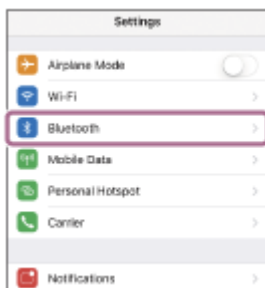


If [SRS-NB10] is not displayed on the screen, tap [⋮] at the top right corner and then tap [Refresh].



On the iPhone:

1. Tap [Settings].
2. Tap [Bluetooth].



3. Tap [] to change it to [].



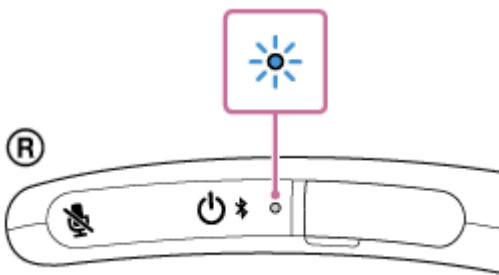
4. Tap [SRS-NB10].



If [SRS-NB10] is not displayed on the screen, tap [] to change it to [], and then tap it once again to change it back to [].

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

When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.



If a BLUETOOTH connection is not established, repeat the procedure all over again from step 1 .

Hint

- As long as the BLUETOOTH function is activated on the Android smartphone or iPhone that has previously been connected with the neckband speaker, the neckband speaker is reconnected with the Android smartphone or iPhone right after it is turned on.
- The above instructions are provided as an example. For details, refer to the operating instructions supplied with your Android smartphone or iPhone.
- When [SRS-NB10] and [LE_SRS-NB10] are displayed for the connection attempt, select [SRS-NB10]. Although [LE_SRS-NB10] is first displayed, wait until [SRS-NB10] is displayed. It may take about 30 seconds to 1 minute before [SRS-NB10] is displayed. If [SRS-NB10] is not displayed, repeat the procedure all over again from step 1 .
- If passkey entry is prompted on an Android smartphone or an iPhone, enter "0000." The passkey may be called a "passcode," "PIN code," "PIN number," or "password."

Note

- The neckband speaker comes out of pairing mode in about 5 minutes and the indicator on the neckband speaker turns to slow blue flashing. However, when the neckband speaker has no pairing information, for example when you use the BLUETOOTH function of the neckband speaker for the first time after purchase, the neckband speaker remains in pairing mode. If the neckband speaker comes out of pairing mode before you complete the procedure, repeat the procedure all over again from step 1 .
- Once the neckband speaker is paired with the BLUETOOTH device, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted in the course of repair work, etc.
 - The neckband speaker is already paired with 8 devices and another device is to be paired. The neckband speaker can be paired with up to 8 BLUETOOTH devices. When a new device is paired in addition to 8 paired devices, the pairing information of the earliest device connected via a BLUETOOTH connection is replaced by the information

of the new one.

- The pairing information of the neckband speaker has been deleted from the paired BLUETOOTH device.

- The neckband speaker is initialized.

All the pairing information is deleted. Once the neckband speaker is initialized, it may fail to establish a BLUETOOTH connection with the Android smartphone or iPhone. In such a case, delete the pairing information of the neckband speaker from the Android smartphone or iPhone, and then pair the neckband speaker with the Android smartphone or iPhone all over again.

- The neckband speaker can be paired with multiple devices, but can only play music from one paired device at a time.

Related Topic

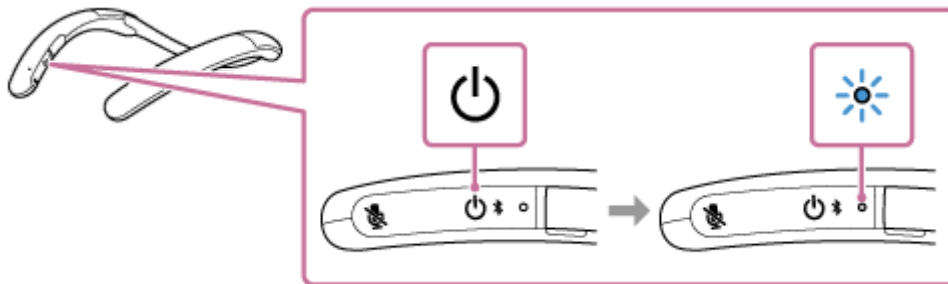
- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)

Wireless Neckband Speaker
SRS-NB10

Connecting the neckband speaker with a paired Android smartphone or a paired iPhone via a BLUETOOTH connection

- 1 Press and hold the  (power)/ (BLUETOOTH) button for about 2 seconds until you hear voice guidance (Power ON).

The neckband speaker turns on and the indicator starts flashing in blue.





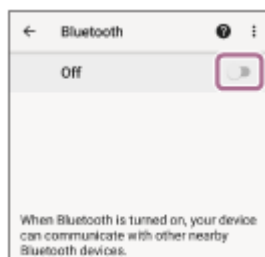
When a BLUETOOTH connection is established with the previously connected device, you hear voice guidance (BLUETOOTH connected).

On the Android smartphone or iPhone, see if a BLUETOOTH connection is established with the neckband speaker. If not, proceed to step 2.

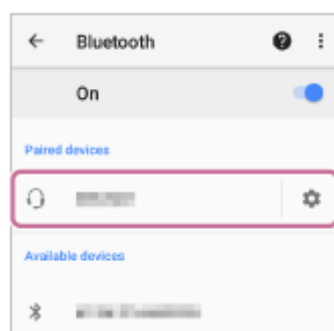
- 2 Operate the Android smartphone or iPhone to display the paired devices.

On the Android smartphone:

1. Tap [Settings].
2. Tap [Device connection] - [Bluetooth].
3. Tap [] to change it to [].



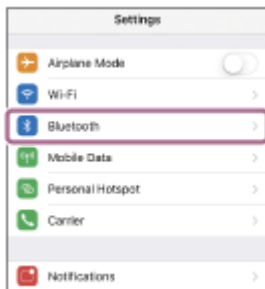
4. Tap [SRS-NB10].





When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.

On the iPhone:

1. Tap [Settings].
2. Tap [Bluetooth].



3. Tap [] to change it to [].



3 Tap [SRS-NB10].



When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.

Hint

- The above instructions are provided as an example. For details, refer to the operating instructions supplied with your Android smartphone or iPhone.

Note

- If the previously connected BLUETOOTH device is nearby, turning on the neckband speaker may automatically establish a BLUETOOTH connection with the device. In such a case, turn off the BLUETOOTH function on the previously connected BLUETOOTH device or turn off the device.
- If the neckband speaker fails to establish a BLUETOOTH connection with the Android smartphone or iPhone, delete the pairing information of the neckband speaker from the Android smartphone or iPhone and then pair them all over again. For details of operations on the Android smartphone or iPhone, refer to the operating instructions supplied with your Android smartphone or iPhone.

Related Topic

- [Connecting the neckband speaker with an Android™ smartphone or an iPhone via a BLUETOOTH connection](#)
- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)

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Wireless Neckband Speaker SRS-NB10

Connecting the neckband speaker with a computer and a smartphone in multipoint connection

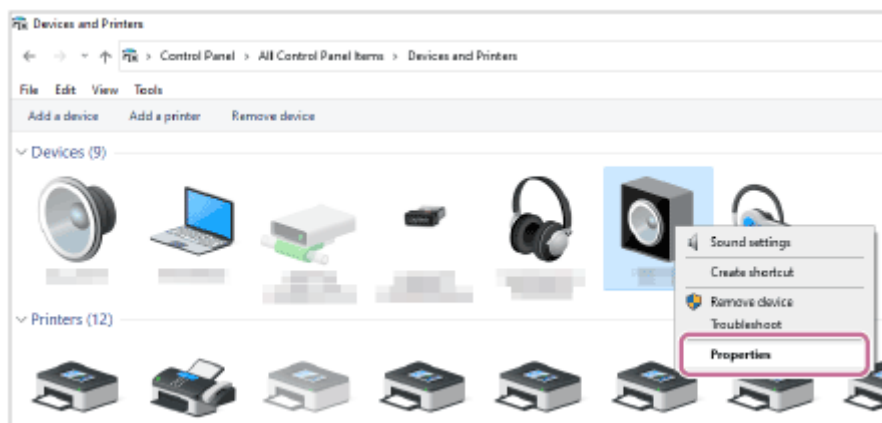
Multipoint connection is to connect 2 BLUETOOTH devices to the neckband speaker and use one of them for music playback (A2DP connection) and the other for call making (HFP/HSP connection).

Establish a BLUETOOTH connection between the neckband speaker and each of the devices. The BLUETOOTH function must be supported on the devices to use in multipoint connection.

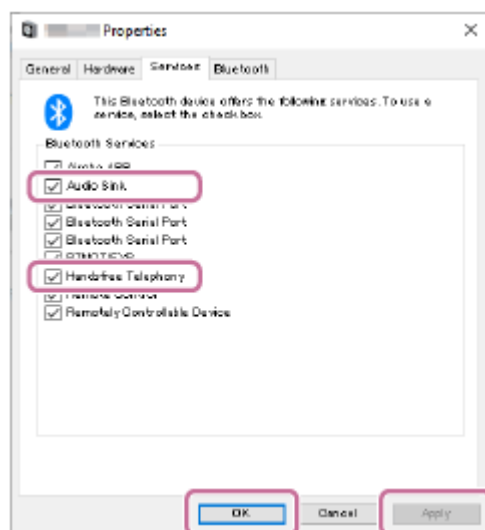
For Windows computers:

1. Have the neckband speaker paired with a computer and a smartphone on an individual basis.
2. Select [Control Panel] - [Devices and Printers] on the computer.
3. Right-click [SRS-NB10] under [Devices], and then select [Properties] from the context menu *.

* This operation is available while no BLUETOOTH connection is established.



4. Deselect either [Audio Sink] (A2DP) or [Handsfree Telephony] (HFP) under [Services], and then select [Apply] - [OK].



5. Connect the neckband speaker with a smartphone.
Operate the smartphone to establish a BLUETOOTH connection with the neckband speaker.
6. Connect the neckband speaker with a computer.
Operate the computer to establish a BLUETOOTH connection with the neckband speaker.

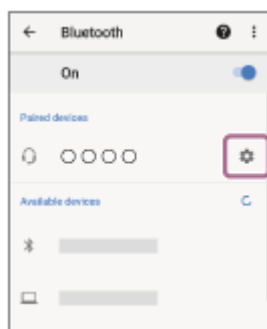
When a BLUETOOTH connection is established with the computer, the smartphone and the neckband speaker are connected with the profile option that you deselected in step 4.

For Mac computers:

Note

- No iPhone can be included in multipoint connection with a Mac computer.
- When the neckband speaker is connected with a Mac computer and a smartphone in multipoint connection, the video call application may fail to function properly. In such a case, terminate the BLUETOOTH connection between the neckband speaker and the smartphone.

1. Have the neckband speaker paired with a computer and an Android smartphone on an individual basis.
2. Connect the neckband speaker with a smartphone.
Operate the smartphone to establish a BLUETOOTH connection with the neckband speaker.
3. Operate the connected smartphone to deselect either [Call audio] (HFP) or [Media audio] (A2DP).
Operation example: For connection solely with the media audio (A2DP) profile
Tap [Settings] - [Device connection] - [Bluetooth], and then tap the setting icon next to [SRS-NB10].



On the [Paired devices] screen, deselect [Call audio].



4. Connect the neckband speaker with a Mac computer.
Operate the Mac computer to establish a BLUETOOTH connection with the neckband speaker.
5. Connect the neckband speaker with a smartphone.
The neckband speaker is connected with the smartphone with the profile option that you selected in step 3. With the Mac computer, on the other hand, it is connected with the profile option that you deselected in step 3.

Related Topic

- [Making a video call on a computer](#)

Wireless Neckband Speaker
SRS-NB10

Connecting the neckband speaker with a music player and a smartphone in multipoint connection

Multipoint connection is to connect the neckband speaker with 2 BLUETOOTH devices and use one of them for music playback (A2DP connection) and the other for phone talking (HFP/HSP connection).

To use a music player solely for music playback and a smartphone solely for phone talking in multipoint connection, establish a BLUETOOTH connection between the neckband speaker and each of the devices. The BLUETOOTH function must be supported on the devices to use in multipoint connection.

1 Pair the neckband speaker with the music player and the smartphone on an individual basis.

2 Connect the neckband speaker with the smartphone.

Operate the smartphone to establish a BLUETOOTH connection with the neckband speaker.

3 Connect the neckband speaker with the music player.

Operate the music player to establish a BLUETOOTH connection with the neckband speaker.

Note

- With the previously connected smartphone, turning on the neckband speaker may automatically establish an HFP or HSP connection and an A2DP connection simultaneously with the smartphone. In such a case, operate the smartphone to terminate the connection with the neckband speaker, and then repeat the above procedure from step **2**.

Wireless Neckband Speaker
SRS-NB10

Connecting the neckband speaker with 2 Android smartphones in multipoint connection

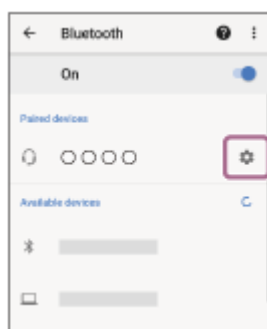
When a BLUETOOTH connection is established between the neckband speaker and a smartphone, music playback and phone talking are, in general, simultaneously available via the BLUETOOTH connection.

To use one of the 2 smartphones solely for music playback and the other solely for phone talking in multipoint connection, operate an individual smartphone to enable either music playback or phone talking.

- 1 Have the neckband speaker paired with each of the 2 smartphones.
- 2 Operate one of the smartphones to establish a BLUETOOTH connection with the neckband speaker.
- 3 Operate the connected smartphone to deselect either [Call audio] (HFP) or [Media audio] (A2DP).

Operation example: For connection solely with the media audio (A2DP) profile

Tap [Settings] - [Device connection] - [Bluetooth], and then tap the setting icon next to [SRS-NB10].



On the [Paired devices] screen, deselect [Call audio].



- 4 Operate the other smartphone to establish a BLUETOOTH connection with the neckband speaker.
- 5 See the operation example in step 3 and deselect the profile option that you did not in step 3.
- 6 Operate the first smartphone to establish a BLUETOOTH connection with the neckband speaker.

Each of the 2 smartphones is connected to with the selected profile option.

Hint

- The above instructions are provided as an example. For details, refer to the operating instructions supplied with your Android smartphone.

Note

- On the device connected solely for music playback (A2DP) in multipoint connection, the remaining battery power of the neckband speaker is not correctly displayed.

Related Topic

- [Charging the neckband speaker](#)

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Wireless Neckband Speaker
SRS-NB10

Connecting the neckband speaker with an Android smartphone and an iPhone in multipoint connection

When a BLUETOOTH connection is established between the neckband speaker and a smartphone, music playback and phone talking are, in general, simultaneously available via the BLUETOOTH connection.

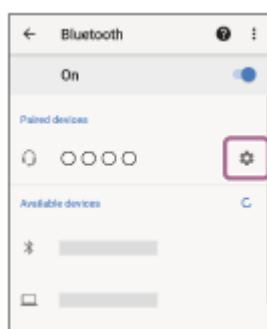
To use either the smartphone or the iPhone solely for music playback and the other solely for phone talking in multipoint connection, configure the smartphone to establish a BLUETOOTH connection either for music playback or for phone talking, and then connect the smartphone to the neckband speaker before the iPhone.

On the iPhone, you cannot specify the purpose for the BLUETOOTH connection.

- 1 Have the neckband speaker paired with the smartphone and the iPhone on an individual basis.
- 2 Operate the smartphone to establish a BLUETOOTH connection with the neckband speaker.
- 3 Operate the connected smartphone to deselect either [Call audio] (HFP) or [Media audio] (A2DP).

Operation example: For connection solely with the media audio (A2DP) profile

Tap [Settings] - [Device connection] - [Bluetooth], and then tap the setting icon next to [SRS-NB10].



On the [Paired devices] screen, deselect [Call audio].



- 4 Operate the iPhone to establish a BLUETOOTH connection with the neckband speaker.
- 5 Operate the smartphone to establish a BLUETOOTH connection with the neckband speaker.

The neckband speaker is connected with the smartphone with the profile option that you selected in step 3. With the iPhone, on the other hand, it is connected with the profile option that you deselected in step 3.

Hint

- The above instructions are provided as an example. For details, refer to the operating instructions supplied with your Android smartphone and iPhone.

Note

- On the device connected solely for music playback (A2DP) in multipoint connection, the remaining battery power of the neckband speaker is not correctly displayed.

Related Topic

- [Charging the neckband speaker](#)

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Wireless Neckband Speaker
SRS-NB10

Listening to music of a device via BLUETOOTH connection

You can enjoy listening to music of a BLUETOOTH device and operate it by the neckband speaker via BLUETOOTH connection if it supports the following BLUETOOTH profiles.

A2DP (Advanced Audio Distribution Profile)

Enables you to enjoy high-quality audio contents wirelessly.

AVRCP (Audio Video Remote Control Profile)

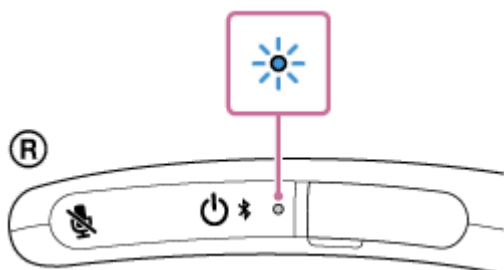
Enables you to adjust the volume and operate to play, pause or skip to the beginning of the next/current track. Operations may vary depending on your BLUETOOTH device and music playback app. Refer also to the operating instructions supplied with the BLUETOOTH device.

Note

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

1 Connect the neckband speaker with the BLUETOOTH device.

When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.



2 Start playback on the BLUETOOTH device.

3 Use the +/- (volume) buttons on the neckband speaker or operate the BLUETOOTH device to adjust the volume.



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

Pause

Press the **■** (play/call) button during playback to pause. Press it again to cancel pause.

Skip to the beginning of the next track

Press the **■** (play/call) button twice quickly during playback.

Skip to the beginning of the current or previous track*

Press the **■** (play/call) button 3 times quickly during playback.

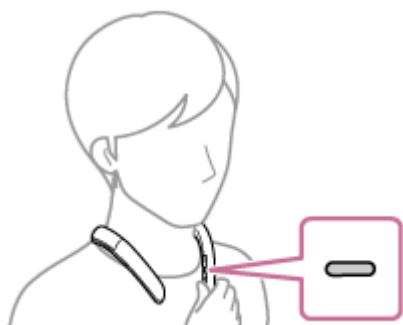
* Operations vary depending on the BLUETOOTH device in use.

Fast-forward the current track

While playback is in progress or paused, press the **■** (play/call) button once and immediately press and hold the button. When you take your finger off the button, playback starts or remains paused at the fast-forwarded point.

Fast-reverse the current track

While playback is in progress or paused, press the **■** (play/call) button twice in quick succession and immediately press and hold the button. When you take your finger off the button, playback resumes or remains paused.



Hint

- When the volume of the neckband speaker is maximized or minimized, you hear a notification sound.

Note

- Operations available with the **■** (play/call) button may vary depending on the music playback app.
- If the communication condition is poor, the BLUETOOTH device may react incorrectly to the operations on the neckband speaker.
- Depending on the BLUETOOTH device, it may be necessary to adjust the volume or set the audio output setting on the connected device.
- Noise or sound interruption may occur depending on the BLUETOOTH device connected with the neckband speaker, the communication environment or the usage environment.

Related Topic

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

Wireless Neckband Speaker
SRS-NB10

Selecting the quality for music playback via BLUETOOTH connections (Codec)

The “Priority on Sound Quality” and “Priority on Stable Connection” preferences are available on the neckband speaker for the quality for music playback via BLUETOOTH connections. The “Priority on Sound Quality” preference provides compatibility with AAC as well as SBC for music playback of high sound quality, whereas the “Priority on Stable Connection” preference enables music playback via more stable BLUETOOTH connections. When the BLUETOOTH connection is unstable, for example when sound interruption occurs, select the “Priority on Stable Connection” preference. “Priority on Sound Quality” is the default setting.

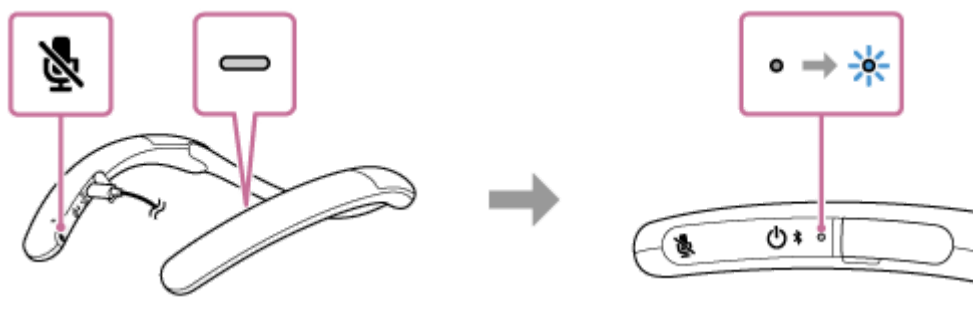
Supported Codecs

- **Priority on Sound Quality** (default setting): The optimal codec is automatically selected from AAC and SBC.
- **Priority on Stable Connection**: SBC is selected.

- 1 **While battery charging of the neckband speaker is in progress, press and hold the  (play/call) button and the  (microphone off) button simultaneously for about 2 seconds.**

When the selection of the “Priority on Stable Connection” preference is activated, the indicator on the neckband speaker flashes 3 times in blue.

When the selection of the “Priority on Sound Quality” preference is activated, the indicator on the neckband speaker flashes twice in blue.



Note

- Depending on your environment, selecting the “Priority on Stable Connection” preference may not help solving the sound interruption issue.

Wireless Neckband Speaker
SRS-NB10

Terminating the BLUETOOTH connection (After use)

When you are finished with using the BLUETOOTH device, perform any of the following operations to terminate the BLUETOOTH connection.

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

Note

- Depending on the BLUETOOTH device, you may hear no voice guidance from the neckband speaker.
- Turn off the BLUETOOTH function on the BLUETOOTH device.
For details, refer to the operating instructions supplied with the device.
- Turn off the BLUETOOTH device.
- Turn off the neckband speaker.

Hint

- Depending on the BLUETOOTH device, ending music playback may automatically terminate the BLUETOOTH connection.

Related Topic

- [Turning the power off](#)

Wireless Neckband Speaker
SRS-NB10

Making a video call on a computer

During a video call on a computer, you can use the neckband speaker for wireless phone talking.

1 Connect the neckband speaker with a computer via a BLUETOOTH connection.

2 Launch a video call application on the computer.

3 View the settings^{*1} of the video call application.

- For video calls on the computer, select the BLUETOOTH profile not for music playback (A2DP) but for phone talking (HFP/HSP connection). While the BLUETOOTH profile for music playback (A2DP connection) is selected, phone talking may not be available.
- For the speaker settings, select the profile for phone talking (HFP/HSP connection) [Headset (SRS-NB10 Hands-Free)]^{*2}. ([Headphones (SRS-NB10 Stereo)]^{*2} is the profile for music playback.)
- For the microphone settings, select the profile for phone talking (HFP/HSP connection) [Headset (SRS-NB10 Hands-Free)]^{*2}.
- Depending on your video call application, selection of the profile for phone talking (HFP/HSP connection) [Headset (SRS-NB10 Hands-Free)]^{*2} or the profile for music playback (A2DP connection) [Headphones (SRS-NB10 Stereo)]^{*2} may not be available for the speaker or microphone settings, and only [SRS-NB10] may be displayed. In such a case, select [SRS-NB10].
- For frequently asked questions and the answers to them, visit the customer support website.

^{*1} Depending on your video call application, some of the functions may not be available.

^{*2} Labels may vary depending on your computer or video call application.

Hint

- When you cannot view the settings of the video call application or select the BLUETOOTH profile for phone talking (HFP/HSP connection) [Headset (SRS-NB10 Hands-Free)], select [Headset (SRS-NB10 Hands-Free)] for the settings on the computer, and then establish a connection. For details, see [Connecting the neckband speaker with a paired computer via a BLUETOOTH connection \(Windows\)](#) or [Connecting the neckband speaker with a paired computer via a BLUETOOTH connection \(Mac\)](#).
- On a Mac computer, the BLUETOOTH profiles both for music playback (A2DP) and for phone talking (HFP/HSP connection) are used for video calls and profile selection is not required.

Note

- When the neckband speaker is connected with a Mac computer and a smartphone in multipoint connection, the video call application may fail to function properly. In such a case, terminate the BLUETOOTH connection between the neckband speaker and the smartphone.

Related Topic

- [Connecting the neckband speaker with a computer via a BLUETOOTH[®] connection \(Windows\)](#)

- Connecting the neckband speaker with a paired computer via a BLUETOOTH connection (Windows)
- Connecting the neckband speaker with a computer via a BLUETOOTH connection (Mac)
- Connecting the neckband speaker with a paired computer via a BLUETOOTH connection (Mac)
- Connecting the neckband speaker with a computer and a smartphone in multipoint connection
- Terminating the BLUETOOTH connection (After use)
- What can I do to solve a problem?

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Wireless Neckband Speaker
SRS-NB10

Receiving a call

As long as your BLUETOOTH mobile phone supports HFP (Hands-free Profile) or HSP (Headset Profile), you can talk hands-free on the phone through the built-in microphones of the neckband speaker.

- If your BLUETOOTH mobile phone supports both HFP and HSP, set it to HFP.
- Operations may vary depending on the BLUETOOTH mobile phone. Refer to the operating instructions supplied with the mobile phone.

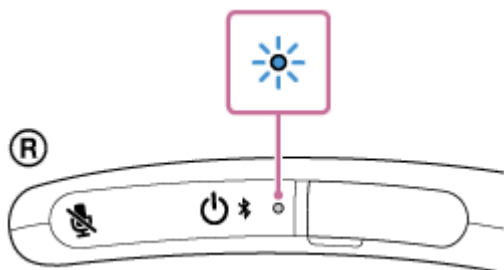
About ring tones

When an incoming call arrives, playback pauses and a ring tone will be heard via the neckband speaker. The ring tone varies in the following ways, depending on your BLUETOOTH mobile phone.

- Ring tone set on the neckband speaker
- Ring tone set on the BLUETOOTH mobile phone
- Ring tone set on the BLUETOOTH mobile phone only for a BLUETOOTH connection

1 Connect the neckband speaker with a BLUETOOTH mobile phone.

When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.



2 Press the — (play/call) button when a call is received.

The neckband speaker is equipped with built-in omnidirectional microphones. You can talk without considering the locations of the microphones.

When an incoming call arrives, playback pauses and a ring tone is heard from the neckband speaker.



If no ring tone is heard via the neckband speaker

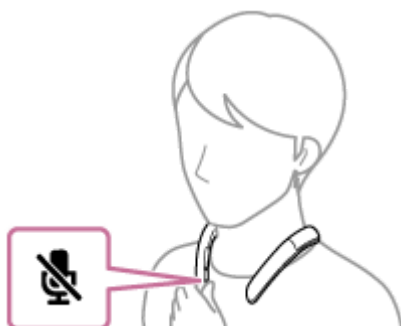
The neckband speaker may not be connected with a BLUETOOTH mobile phone with HFP or HSP. Check the connection status on the BLUETOOTH mobile phone.


- 3 While the phone is ringing or a phone conversation is in progress, adjust the volume by pressing the -/+ (volume) buttons on the neckband speaker or operating the BLUETOOTH mobile phone.



To turn off the microphones

Press the  (microphone off) button on the neckband speaker.



While a phone conversation is in progress, pressing the  (microphone off) button triggers voice guidance (Mic OFF) indicating that the microphones are turned off*. When you press the button once again, you hear voice guidance (Mic ON) indicating that the microphones are turned on.

* The state that the microphones are turned off is indicated by the notification sound emitted at intervals of 7 seconds.

- 4 To end a call, press the  (play/call) button.

If you were listening to music before the call, playback will resume when the call ends. If you end a call by operating the BLUETOOTH mobile phone, playback will also resume when the call ends if you were listening to music before the call.

Hint

- Some BLUETOOTH mobile phones have handset use priority when receiving a call. In the case of the HFP or HSP connection, switch the call device to the neckband speaker by operating your BLUETOOTH mobile phone.
- The volume for music playback and the volume for phone talking are set independently on the neckband speaker. Changing the volume during a phone conversation does not affect the volume for music playback.

Note

- Depending on the BLUETOOTH mobile phone, playback may not pause when an incoming call arrives.
- Use a BLUETOOTH mobile phone at least 50 cm (1.6 ft) away from the neckband speaker. Noise may result if the neckband speaker and the BLUETOOTH mobile phone are too close.
- Depending on the model of your smartphone, the operation system or applications installed, some functions of hands-free calling may not be used correctly.
- The microphone off function works for the microphones on the neckband speaker. It does not affect the microphone settings of the software on your smartphone or computer.

Related Topic

- [Connecting the neckband speaker with an Android™ smartphone or an iPhone via a BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Making a call](#)

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Wireless Neckband Speaker
SRS-NB10

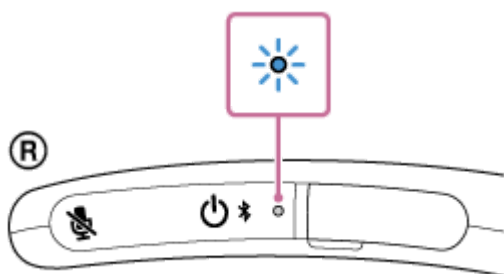
Making a call

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

- If your BLUETOOTH mobile phone supports both HFP and HSP, set it to HFP.
- Operations may vary depending on the BLUETOOTH mobile phone. Refer to the operating instructions supplied with the mobile phone.

1 Connect the neckband speaker with a BLUETOOTH mobile phone.

When a BLUETOOTH connection is established, you hear voice guidance (BLUETOOTH connected) from the neckband speaker and the indicator on the neckband speaker starts flashing in blue.



2 Operate the BLUETOOTH mobile phone to make a call.

When you make a call, playback pauses and the dial tone is heard from the neckband speaker. The neckband speaker is equipped with built-in omnidirectional microphones. You can talk without considering the locations of the microphones.




If no dial tone is heard via the neckband speaker

- The neckband speaker may not be connected with a BLUETOOTH mobile phone with HFP or HSP. Check the connection status on the BLUETOOTH mobile phone.
- Switch the call device to the neckband speaker by pressing and holding the **■** (play/call) button for about 2 seconds.


3 While the phone is ringing or a phone conversation is in progress, adjust the volume by pressing the -/+ (volume) buttons on the neckband speaker or operating the BLUETOOTH mobile phone.



To turn off the microphones

Press the  (microphone off) button on the neckband speaker.



While a phone conversation is in progress, pressing the  (microphone off) button triggers voice guidance (Mic OFF) indicating that the microphones are turned off*. When you press the button once again, you hear voice guidance (Mic ON) indicating that the microphones are turned on.

* The state that the microphones are turned off is indicated by the notification sound emitted at intervals of 7 seconds.

4 To end a call, press the (play/call) button.

If you were listening to music before the call, playback will resume when the call ends. If you end a call by operating the BLUETOOTH mobile phone, playback will also resume when the call ends if you were listening to music before the call.

Hint

- The volume for music playback and the volume for phone talking are set independently on the neckband speaker. Changing the volume during a phone conversation does not affect the volume for music playback.

Note

- Depending on the BLUETOOTH mobile phone, playback may not pause when making a call.
- Use a BLUETOOTH mobile phone at least 50 cm (1.6 ft) away from the neckband speaker. Noise may result if the neckband speaker and the BLUETOOTH mobile phone are too close.
- The microphone off function works for the microphones on the neckband speaker. It does not affect the microphone settings of the software on your smartphone or computer.

Related Topic

- [Connecting the neckband speaker with an Android™ smartphone or an iPhone via a BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Receiving a call](#)

Wireless Neckband Speaker
SRS-NB10

About the indicator on the neckband speaker

The indicator provides the following information concerning the neckband speaker.

●: Lit in blue / ●: Lit in orange / -: Unlit

The neckband speaker is turned on

●-● (Flashes twice in blue.)

If the remaining battery power of the neckband speaker is 20% or lower (charging required), indication proceeds as follows.

●-●-●-●-●-●-●-●-●-● (Flashes slowly 10 times in orange.)

The neckband speaker is being turned off

●-●-●-●-●-●-●-●-●-● (Stays lit in blue for about 2 seconds.)

The built-in battery of the neckband speaker is running low

●-●-●-●-●-●-●-●-●-● (Flashes slowly 10 times in orange.)

Information about the BLUETOOTH function

- The neckband speaker is in pairing mode:

●-●-●-●-●-●-●-●-●-● (Keeps double flashing in blue.)

- A connection attempt is on hold/in process:

●-●-●-●-●-●-●-●-●-● (Keeps flashing in blue at intervals of about 1 second for 30 seconds.)

If the remaining battery power of the neckband speaker is 20% or lower (charging required), indication proceeds as follows.

●-●-●-●-●-●-●-●-●-● (Keeps flashing in orange at intervals of about 1 second for 30 seconds.)

- A connection is established:

●-●-●-●-●-●-●-●-●-● (Keeps flashing quickly in blue for about 5 seconds.)

- A connection remains established/A button operation is made:

●-●-●-●-●-●-●-●-●-● (Keeps flashing in blue for at intervals of about 5 seconds for 30 seconds.)

If the remaining battery power of the neckband speaker is 20% or lower (charging required), indication proceeds as follows.

●-●-●-●-●-●-●-●-●-● (Keeps flashing in orange at interval of about 5 seconds for 30 seconds.)

- There is an incoming call:

●-●-●-●-●-●-●-●-●-● (Keeps flashing quickly in blue.)

As for the indication that a connection attempt is on hold/in process or a connection remains established/a button operation is made, the indicator automatically goes out in a predefined period of time. When any operation is performed on the neckband speaker, the indicator, once again, keeps flashing for a predefined period of time.

Information about battery charging

- Charging is in progress:

●-●-●-●-●-●-●-●-●-● (Stays lit in orange.)

Upon completion of charging, the indicator goes out.

- There is an abnormality in charging the battery (e.g. an abnormal battery temperature):

● ● - - ● ● - - (Keeps double flashing in orange.)

Other information

- Initialization is complete:
● ● ● ● (Flashes 4 times in blue.)
For details, see [Initializing the neckband speaker](#).
- The Automatic Power Off function is turned off:
● - - ● - - ● - - (Flashes 3 times in orange.)
- The Automatic Power Off function is turned on:
● - - ● - - (Flashes twice in orange.)
- The selection of the “Priority on Stable Connection” preference is activated for the quality for music playback via BLUETOOTH connections:
● - - ● - - ● - - (Flashes 3 times in blue.)
- The selection of the “Priority on Sound Quality” preference is activated for the quality for music playback via BLUETOOTH connections:
● - - ● - - (Flashes twice in blue.)

Related Topic

- [Parts and controls](#)
- [Initializing the neckband speaker](#)

Wireless Neckband Speaker
SRS-NB10

Precautions

On safety

- Refer to the Reference Guide supplied with the neckband speaker.
- Important information such as the model name is located on the bottom of the neckband speaker.
- If you experience discomfort while using the neckband speaker, stop using it immediately.
- Be sure to stay awake while wearing the neckband speaker.
- If you experience a skin problem, such as itchiness, a rash, or redness, while wearing the neckband speaker, stop use of the neckband speaker. If wearing the neckband speaker seems to disagree with your skin, stop use of the neckband speaker early on and consult with your doctor or dealer.
- Wear the neckband speaker in a proper manner where you do not feel the vibrations of the neckband speaker on the sides of your neck to avoid a health issue or poor health.
- Do not keep listening at a loud volume for an extended period of time. Hours of listening at an ear-splitting volume level may damage your hearing. To protect your hearing, keep the volume at an appropriate level.
- Keep the volume low at first. Sudden loud sound may damage your hearing. It is advised that you gradually turn up the volume.
- Do not use the neckband speaker while walking, driving or cycling. Doing so may cause traffic accidents.
- Do not use at a dangerous place unless the surrounding sound can be heard.

On static electricity

- Static electricity accumulated in the body may cause mild tingling around your neck. To reduce the effect, wear clothes made from natural materials, which suppress the generation of static electricity.

On placement

- To eliminate the risk of malfunctions, avoid the following locations when placing or leaving this neckband speaker.
 - A place subject to high temperatures, such as under direct sunlight or lighting equipment, near a heat source, or in a sauna
 - Inside a vehicle with the windows closed (especially in summertime)
 - A place subject to excessive dust
 - A place subject to strong vibration
 - A place where cosmetics, such as a sunscreen, as well as chemical products, such as a bug spray, are stored
- Place this neckband speaker on a flat, level surface. When placed on a sloped surface, the neckband speaker may fall over or fall off the surface due to its own vibration, resulting in injuries, malfunctions, or performance degradation.
- Depending on the conditions where this neckband speaker is placed, it may fall off the surface. Do not leave any valuables near the neckband speaker.

- This neckband speaker is not anti-magnetic. Keep objects susceptible to magnetism (recorded tapes, watches, cash cards and credit cards with magnetic coding, etc.) away from the neckband speaker. When you carry around the neckband speaker, keep this in mind as well.

Others

- Do not subject the neckband speaker to excessive shock.
- Do not use or leave the neckband speaker in an extremely cold or hot environment (temperature outside the range of 5 °C - 35 °C (41 °F - 95 °F)). If the neckband speaker is used or left in outside the above range, the neckband speaker may automatically stop to protect internal circuitry.
- If you have any questions or problems concerning the neckband speaker that are not covered in this Help Guide, consult your nearest Sony dealer.

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Wireless Neckband Speaker
SRS-NB10

Notes on charging

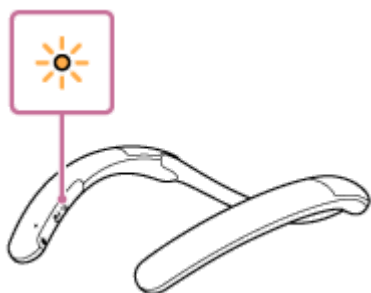
Life span of the built-in lithium ion battery

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

Caution

When the neckband speaker detects an abnormality such as the following while charging the battery, the indicator keeps double flashing in orange.

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



When an abnormality of the built-in battery has been detected, stop charging immediately, wait for a while, and then charge the built-in battery again. If the problem persists, contact your nearest Sony dealer.

Note

- While battery charging is in progress, the neckband speaker fails to turn on and you cannot use the BLUETOOTH function.
- Upon completion of battery charging, be sure to close the cap over the DC input port (USB Type-C®) to avoid the risk of malfunction caused by sweat or water ingress.
- Charging time varies depending on built-in battery usage conditions.
- Charge the neckband speaker in an ambient temperature between 5 °C and 35 °C (41 °F and 95 °F).
- The neckband speaker can be charged when the ambient temperature is 14 °C (57.2 °F) or lower as well. However, it may take a very extended of time for charging.

- The neckband speaker becomes warm during charging. This is not a malfunction.
- Avoid exposure to rapid temperature change, direct sunlight, mist, sand, dust, or electrical impacts. Also, never leave the neckband speaker in a car parked in the sun.
- You can charge the neckband speaker's built-in battery by connecting the neckband speaker to a computer that comes equipped with a USB charging port as well. However, not all the computers are tested and found compatible with this procedure and the procedure is not applicable to home-built computers.
- In an extremely cold or hot environment, charging stops for safety. If charging takes a long time, it also makes charging of the neckband speaker stop. To resolve these issues, disconnect the USB cable from the neckband speaker and connect it again within an operating temperature between 5 °C and 35 °C (41 °F and 95 °F).
- Charging from a USB hub is only guaranteed when you use a self-powered USB hub that carries an authorized logo.
- While the neckband speaker is connected with a computer that is not connected to an AC outlet, the neckband speaker consumes the battery power of the computer. Do not leave the computer with the neckband speaker connected for a long period of time to prevent the computer's battery from running out of power.

Related Topic

- [Charging the neckband speaker](#)

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Wireless Neckband Speaker
SRS-NB10

Notes on water resistant feature

Water resistant performance of the neckband speaker

The neckband speaker, with the cap closed securely, has a water resistant specification of IPX4^{*1} as specified in “Degree of protection against splashing water” of the IEC60529 “Ingress Protection Rating (IP Code)”^{*2}. However, the neckband speaker is not completely waterproof. Do not drop the neckband speaker into hot water in a bathtub or purposely use it in water.

Liquids that the water resistant performance specifications apply to

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

^{*1} IPX4 equivalency: The neckband speaker maintains its performance while subjected to water sprinkled from every direction. This means that no trace of water is found inside the neckband speaker after a 10-minute test with water of 10 L/min sprinkled from a distance of 300 mm to 500 mm (11 7/8 in to 19 3/4 in) in every direction.

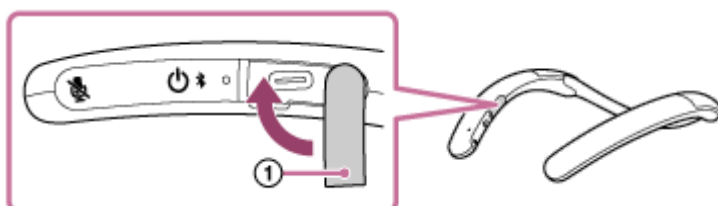
^{*2} The supplied accessories and the connectors of this neckband speaker (USB) are not water resistant. To reduce the risk of fire or electric shocks, do not expose the neckband speaker to water or droplets while using either or both of the connectors (USB). Do not place a vase or any other liquid-filled container on the neckband speaker.

The water resistant performance of the neckband speaker is based on our measurements under the conditions herein described. Note that malfunctions as a result of water immersion caused by misuse by the customer are not covered by the warranty.

To avoid the deterioration of the water resistant performance

Check the following and use the neckband speaker correctly.

- This neckband speaker does not have a design that is resistant to water pressure. Do not put the neckband speaker in the water or directly under the water gushing out of the faucet to avoid a malfunction.
- Do not pour high-temperature water or blow hot air from a hair dryer or any other appliance on the neckband speaker directly. Also never use the neckband speaker in a place subject to high temperatures, such as in a sauna or near a heat source.
- Handle the cap ① with care. The cap plays a very important role in maintenance of the water resistant performance. When using the neckband speaker, make sure that the cap is closed completely. When closing the cap, be careful not to allow foreign objects inside. If the cap is not closed completely, the water resistant performance may deteriorate and may cause a malfunction of the neckband speaker as a result of water or dust entering the neckband speaker.



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How to care for the neckband speaker

You can use the neckband speaker more comfortably and for a longer period of time by following the maintenance procedure below.

- Keep the neckband speaker from being exposed to chemical ingredients of a product, such as a bug spray or a tanning oil. When the neckband speaker is soiled on the surface, remove the soil by gently dabbing at it with a dry, soft cloth or a well-wrung cloth dipped in tap or lukewarm water before the surface is stained with the soil. Depending on the type of soils, however, this may fail to remove the soil.
- Be sure to wipe off the moisture after using the neckband speaker. If the neckband speaker is left wet, it may be soiled by water stains, molds, or the like.
- The sound quality may change when water enters the speaker section of the neckband speaker. This, however does not indicate a malfunction. Wipe off the moisture on its surface, and put the neckband speaker on a dry soft cloth to drain the collected water inside the neckband speaker. Then, dry the neckband speaker in an airy place until no moisture remains.

Note

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

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About the BLUETOOTH wireless technology

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

Supported version and profiles of the BLUETOOTH standard

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

Supported BLUETOOTH version: BLUETOOTH standard, version 5.1

Supported BLUETOOTH profiles:

- A2DP (Advanced Audio Distribution Profile): Enables transmission and reception of high-quality music contents.
- AVRCP (Audio Video Remote Control Profile): Enables volume adjustment and operations to play/pause music and skip to the beginning of the next/current track.
- HSP (Headset Profile)*: Enables phone call making and mobile phone operations.
- HFP (Hands-free Profile)*: Enables hands-free phone call making and mobile phone operations.

* If the mobile phone with the BLUETOOTH function supports both HFP and HSP, use HFP (Hands-free Profile).

Maximum communication range

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

Maximum communication range may shorten under the following conditions.

- There is an obstacle such as a person, metal, or wall between the neckband speaker and BLUETOOTH device.
- A wireless LAN device is in use near the neckband speaker.
- A microwave oven is in use near the neckband speaker.
- A device that generates electromagnetic radiation is in use near the neckband speaker.

Interference from other devices

Because BLUETOOTH devices and wireless LAN (IEEE802.11b/g) use the same frequency (2.4 GHz), microwave interference may occur and result in communication speed deterioration, noise, or invalid connection if the neckband speaker is used near a wireless LAN device.

Interference to other devices

Microwaves emitted from a BLUETOOTH device may affect the operation of electronic medical devices. Turn off the neckband speaker and other BLUETOOTH devices in the following locations, as it may cause an accident.

- Where inflammable gas is present, in a hospital, train, airplane, or a gas station
- Near automatic doors or a fire alarm

Note

- To be able to use the BLUETOOTH function, the BLUETOOTH device to be connected requires the same profile as the neckband speaker's. Note also that even if the same profile exists, devices may vary in function depending on their specifications.
- Due to the characteristics of BLUETOOTH wireless technology, audio/music playback on the neckband speaker is slightly delayed in comparison to the playback on the source BLUETOOTH device.
- The neckband speaker supports security capabilities that comply with the BLUETOOTH standard to provide a secure connection when the BLUETOOTH wireless technology is used, but security may not be enough depending on the setting. Be careful when communicating using BLUETOOTH wireless technology.

- We do not take any responsibility for the leakage of information during BLUETOOTH communication.
- BLUETOOTH devices to connect with the neckband speaker must comply with the BLUETOOTH standards prescribed by Bluetooth SIG, Inc., and must be certified as compliant. While they comply with the BLUETOOTH standards, however, there may be cases that connection attempts fail; or operations on the device, contents displayed on the device, or behaviors of the device vary depending on the characteristics or specifications of the BLUETOOTH device.
- Noise or sound interruption may occur depending on the BLUETOOTH device connected with the neckband speaker, the communication environment or the usage environment.
- Establishing a BLUETOOTH connection between the neckband speaker and a device with a built-in radio or tuner may cause noise in audio from the device. The neckband speaker should not be used with such a device via BLUETOOTH connection.
- Keep the neckband speaker away from a device, such as a TV, a radio, or a tuner. Use of the neckband speaker in the vicinity of such a device may cause noise in audio from the device.

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Disclaimer regarding services offered by third parties

Services offered by third parties may be changed, suspended, or terminated without prior notice. Sony does not bear any responsibility in these sorts of situations.

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- Android is a trademark of Google LLC.
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What can I do to solve a problem?

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

- Find the symptoms of the issue in this Help Guide and try any corrective actions listed.
- Charge the neckband speaker.
You may be able to resolve some issues by charging the built-in battery.
- Reset the neckband speaker.
- Initialize the neckband speaker.
The settings, such as the volume settings, are restored to the factory default settings and all the pairing information is deleted.
- Look up information on the issue on the customer support website.
- Access the following support home pages to get support information about your neckband speaker:
 - For customers in Americas:
<https://www.sony.com/am/support>
 - For customers in Europe:
<https://www.sony.eu/support>
 - For customers in China:
<https://service.sony.com.cn>
 - For customers in other countries/regions:
<https://www.sony-asia.com/support>

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

Related Topic

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

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Unable to charge the neckband speaker

- When a commercially available USB AC adaptor is in use, make sure that the USB cable is connected securely to the neckband speaker and the USB AC adaptor. Then, make sure that the USB AC adaptor is connected securely to an AC outlet.
 - When using a commercially available USB AC adaptor, make sure that it is capable of delivering an output current of 0.5 A (500 mA) or more. Use of a USB AC adaptor with an output current of less than 0.5 A (500 mA) is not guaranteed for battery charging. The charging time may vary depending on the ambient temperature as well.
 - You can charge the neckband speaker's built-in battery by connecting the USB cable connected with the neckband speaker to a computer that comes equipped with a USB charging port as well. However, not all the computers are tested and found compatible with this procedure and the procedure is not applicable to home-built computers.
 - Depending on the type of the USB AC adaptor, battery charging may fail.
 - Battery charging with a computer fails when the computer enters Standby (Sleep) or Hibernate mode. In such a case, change the power settings of the computer and charge the battery all over again.
-

Related Topic

- [Charging the neckband speaker](#)
- [About the indicator on the neckband speaker](#)

Wireless Neckband Speaker
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Unable to turn on the neckband speaker or the neckband speaker suddenly turns off

- If the indicator stays lit in blue for 2 seconds and goes out, after the neckband speaker is turned on, and then the neckband speaker turns off, the rechargeable built-in battery is empty. Charge the built-in battery.
- The Automatic Power Off function of the neckband speaker may have worked. While the Automatic Power Off function is active, the neckband speaker automatically turns off in the event that the neckband speaker with no BLUETOOTH connection is left unused for about 15 minutes.
- While charging is in progress, the neckband speaker does not turn on.

Related Topic

- [Charging the neckband speaker](#)
- [Automatic Power Off function](#)

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

- Make sure that both the neckband speaker and the connected device are turned on.
- Make sure that the volume of the connected device and the neckband speaker is loud enough.
- Make sure that playback is in progress on the connected device.
- To use a video call application on a computer, operate the computer to change the BLUETOOTH profile to HFP or HSP.
During a video call, the sound quality may deteriorate depending on the conditions of the communication link.
- Make sure that the microphones of the neckband speaker are not turned off.
- View the audio settings on the BLUETOOTH device to make sure that the neckband speaker is configured to output audio during a phone conversation.
- Make sure that the neckband speaker has a BLUETOOTH connection with the BLUETOOTH device.
- Pair the neckband speaker with the BLUETOOTH device all over again. If the neckband speaker is connected with a different BLUETOOTH device, terminate the BLUETOOTH connection with the device, and then pair the neckband speaker with the target BLUETOOTH device all over again.
- Make sure that the equalizer function is deactivated on the connected device.
- Depending on the BLUETOOTH device, changing the preference for the quality for music playback via BLUETOOTH connections is available. In such a case, select the "Priority on Stable Connection" (SBC) preference. For details, refer to the operating instructions supplied with your BLUETOOTH device.
- Select the "Priority on Stable Connection" (SBC) preference for the quality for music playback via BLUETOOTH connections.
- Make sure that the computer is configured to output audio through the neckband speaker when connected with the neckband speaker.
- When listening to music from a computer through the neckband speaker, the sound quality may be poor (e.g., difficulty in hearing the vocal sound, etc.) for the first few seconds after a connection is established. This is due to the computer specifications (priority is given to stable connection at the beginning of communication and then switched to sound quality in several seconds) and does not indicate a malfunction of the neckband speaker.
If the sound quality does not improve in a few seconds, operate the computer to establish an A2DP connection. For operations on the computer, refer to the operating instructions supplied with your computer.
- If the neckband speaker and the source BLUETOOTH device for music playback are connected with the HFP or HSP BLUETOOTH profile, operate the BLUETOOTH device to change the profile to A2DP.
- Move the neckband speaker away from a device such as a microwave oven and a wireless LAN access point.
- Bring the neckband speaker closer to the BLUETOOTH device. If there is any obstacle between the neckband speaker and the BLUETOOTH device, move it out of the way.
- Establishing a BLUETOOTH connection between the neckband speaker and a device with a built-in radio or tuner may cause noise in audio from the device. The neckband speaker should not be used with such a device via BLUETOOTH connection.

- When using the neckband speaker, keep it away from a device such as a TV, a radio, or a tuner. Use of the neckband speaker in the vicinity of such a device may cause noise in audio from the device.

Related Topic

- [Connecting the neckband speaker with an Android™ smartphone or an iPhone via a BLUETOOTH connection](#)
- [Listening to music of a device via BLUETOOTH connection](#)
- [Selecting the quality for music playback via BLUETOOTH connections \(Codec\)](#)
- [About the indicator on the neckband speaker](#)
- [Receiving a call](#)
- [Making a call](#)

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Unable to pair the neckband speaker with a BLUETOOTH device




- Bring the BLUETOOTH device within a distance of 1 m (3.2 ft) from the neckband speaker.
 - Once the neckband speaker is initialized, it may fail to connect with the previously paired iPhone. In such a case, delete the pairing information of the neckband speaker from the iPhone, then pair them all over again.
 - Make sure that the BLUETOOTH device to pair with the neckband speaker is turned on and the BLUETOOTH function is activated on the device.
 - If the name of the neckband speaker is not displayed on the BLUETOOTH device to pair with the neckband speaker, turn off the BLUETOOTH function on the device, and then turn it back on. This may solve the issue.
-

Related Topic

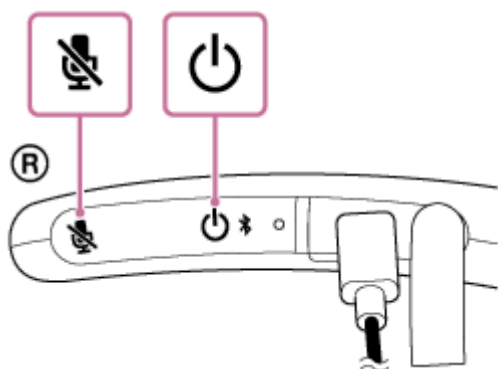
- [About the indicator on the neckband speaker](#)
- [Initializing the neckband speaker](#)

Wireless Neckband Speaker
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Resetting the neckband speaker

In the event of the following, press the  (power)/ (BLUETOOTH) button and the  (microphone off) button simultaneously while charging is in progress to reset the neckband speaker.

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






Note

- Resetting the neckband speaker does not delete its pairing information.
- Resetting the neckband speaker may change its volume or function settings.

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Initializing the neckband speaker

If the neckband speaker fails to operate successfully after you reset it, initialize the neckband speaker to resume its factory default settings.

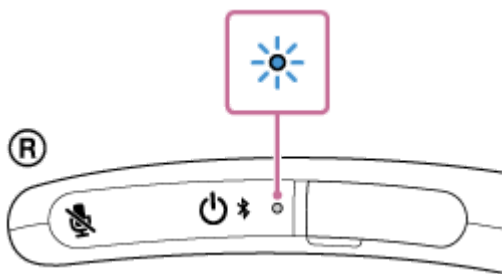
Make sure the neckband speaker is turned off, and then press the  (power)/ (BLUETOOTH) button and the  (play/call) button on the neckband speaker simultaneously for about 7 seconds.

Note

- While charging is in progress, you cannot initialize the neckband speaker.



Upon completion of initialization, the indicator on the neckband speaker flashes 4 times in blue.



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

Related Topic

- [Connecting the neckband speaker with an Android™ smartphone or an iPhone via a BLUETOOTH connection](#)
- [Resetting the neckband speaker](#)