Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Model: YY2969

Quick Start Guide
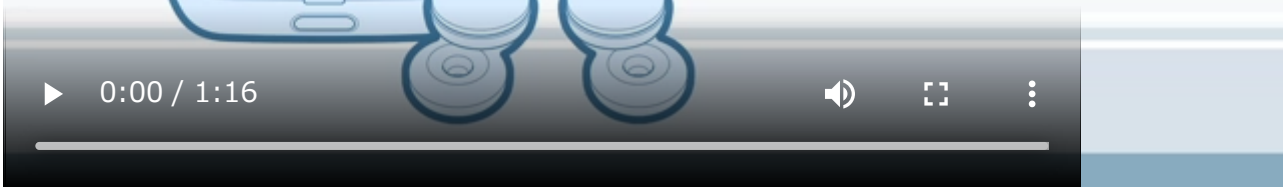
| **Find your fit**

Text for video

LinkBuds

Wearing the headset

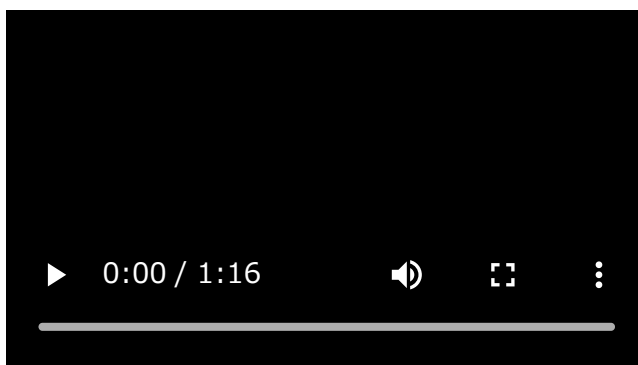**Replacing the fitting supporters**

▶ 0:00 / 1:16   🔊   ⛶   ⋮

⚠ To prevent burning or malfunction due to getting wet

Let's start to use

Download the Microsoft Teams app to your computer in advance and launch the app.

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①   Wearing the headset

▶ 0:00 / 1:16   🔊   ⛶   ⋮

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②   Connecting the headset to the USB transceiver

The headset is turned on when both headset units are removed from the charging case.
Insert the USB transceiver into the USB port of your computer.
The USB transceiver and headset connect automatically.
When the connection is established, a notification sound is emitted from the headset.

❸ Operating the headset

Launch the Microsoft Teams app, then start a call.
During a call, tap the headset unit or the area near your ear where the headset is worn (wide area tap).
●●● (Right): To turn the microphone on/off
●● (Left): To bring the Microsoft Teams app window to the front
●●● (Left): To raise or lower your hand

When the headset is not working properly or wide area tap is activated when you did not tap the designated area

To use all functions and improved performances

Update the software of the headset to the latest version. For details, refer to the following:
https://www.sony.net/elesupport/

Related information

Connecting with the "Sony | Headphones Connect" app
Charging the headset

WF-L900UC

Specifications

[Specifications](#)

[Specifications](#)

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What you can do with the BLUETOOTH® function

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

Listening to music

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

Talking on the phone

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

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About the voice guidance

In the factory settings, when the headset is worn in your ears, you will hear the English voice guidance via the headset. You can change the language of the voice guidance and turn on/off the voice guidance using "Sony | Headphones Connect" app. For more details, refer to the "Sony | Headphones Connect" app help guide.
https://rd1.sony.net/help/mdr/hpc/h_zz/

- When the headset units are removed from the charging case during pairing mode and then put into your ears: "Pairing"
- When the remaining battery charge of the headset is low: "Low battery"
- When automatically turning off due to low battery of the headset: "Battery is empty"
- When Quick Access is not available because Service Link is turned off: "Launch Headphones Connect to activate Service Link"
- When Quick Access is not available during software updates: "Function is not available during update. Please wait a moment until the update completes."
- When the corresponding app is not launched even if you operate the headset unit to which Quick Access is assigned: "App assigned to the Quick Access is not launched on the mobile device"
- When operating the Microsoft Teams-related functions with the left unit of the headset when the headset is not connected to the USB transceiver: "USB transceiver is not connected"
- When operating of the Microsoft Teams-related functions with the left unit of the headset when the headset is not connected to Microsoft Teams: "Microsoft Teams is not connected"
- When operating the headset to turn on the microphone of Microsoft Teams: "Mic On"
- When operating the headset to turn off the microphone of Microsoft Teams: "Mic Off"

Note

- It takes about 20 minutes when you change the language of the voice guidance.

- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will also return to the factory settings.

- If the voice guidance is not heard after changing the voice guidance language or updating the software of the headset, set the headset into the charging case to turn it off, then remove the headset from the charging case to turn it on again.

- The voice guidance "Low battery" message is not played during a call on a Bluetooth device or Microsoft Teams.

Related Topic

- Using only one unit of the headset

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Checking the package contents

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

Wireless Stereo Headset

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

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

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

USB transceiver (1)

Charging case (1)

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Replacing the fitting supporters

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

1 **Remove the fitting supporter.**
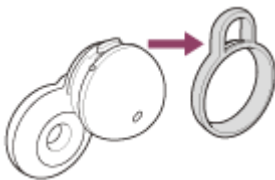
2 **Attach the fitting supporter.**
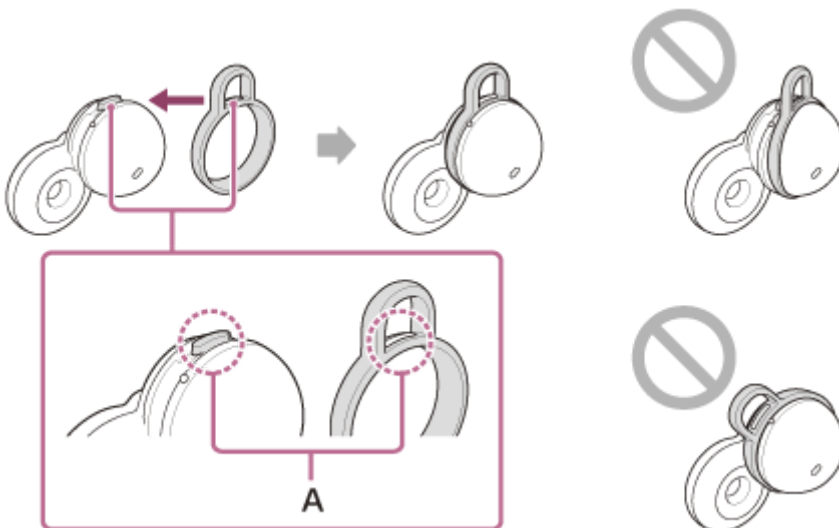
A: Align

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

About the instruction manual video

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

Related Topic

- Wearing the headset

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Location and function of parts

Headset
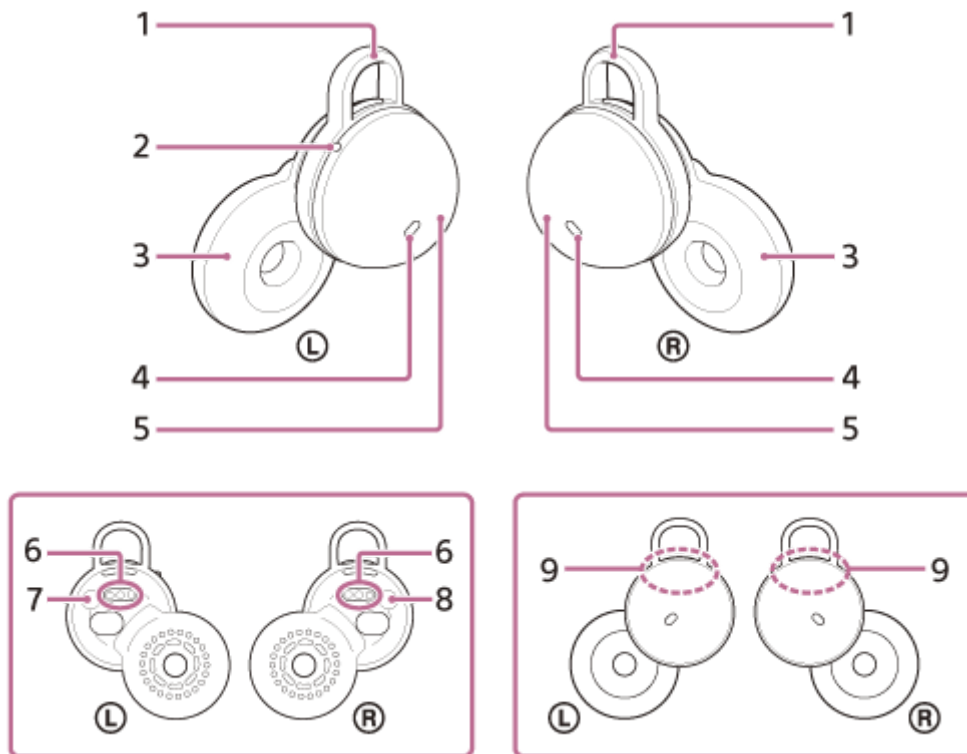
1. Fitting supporters (left, right)

2. Tactile dot
There is a tactile dot on the left unit of the headset.

3. Driver unit parts (left, right)

4. Microphones (left, right)

5. Housing parts (left, right)

6. Charging ports (left, right)

7. Ⓛ (left) mark

8. Ⓡ (right) mark

9. Built-in antennas (left, right)

Charging case
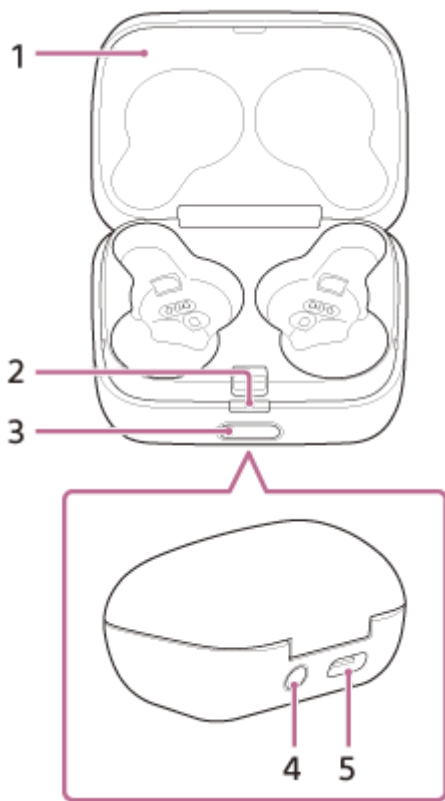
1. **Lid**

2. **Indicator (green/orange/blue)**
   Indicates the power, communication or charging status of the headset.

3. **Lid open button**

4. **Pairing/reset/initialize button**
   Used when entering pairing mode, resetting or initializing the headset.

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

USB transceiver
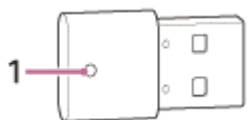
1. **Indicator (white/green/red)**
   Indicates the connection status and calling status of Microsoft Teams.

Related Topic

- About the indicator
- Checking the remaining battery charge

Wireless Stereo Headset
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About the indicator

▍The indicator on the charging case

You can check various statuses of the headset/charging case by the indicator on the charging case.
🟢 : Turns on in green / 🟠 : Turns on in orange / 🔵 : Turns on in blue / -: Turns off

Indication of the remaining battery charge

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

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

- When the headset is stored in the charging case and the remaining battery charge of the headset is 95% or higher / When the headset is not stored in the charging case and the remaining battery charge of the charging case is 31% or higher
  🟩🟩🟩🟩🟩🟩 - - - - - - - (lights up in green for about 6 seconds)

- When the headset is stored in the charging case and the remaining battery charge of the headset is between 94% and 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is between 30% and 1%
  🟧🟧🟧🟧🟧🟧 - - - - - - - (lights up in orange for about 6 seconds)

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

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

- When the headset is stored in the charging case and the remaining battery charge of the headset is 95% or higher / When the headset is not stored in the charging case and the remaining battery charge of the charging case is 31% or higher
  🟩🟩🟩 - - - - - - - (lights up in green for about 3 seconds)

- When the headset is stored in the charging case and the remaining battery charge of the headset is between 94% and 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is between 30% and 1%
  🟧🟧🟧 - - - - - - - (lights up in orange for about 3 seconds)

- When the headset is stored in the charging case and the remaining battery charge of the headset is less than 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is less than 1%

- - - - - - - (turns off)

Charging status

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

- When the battery is fully charged when charging starts on the headset/charging case
  - - - - - (lights up in orange for about 1 minute, and then turns off)

- When the battery becomes fully charged and charging is complete
  - - - - - - - (turns off)

- During charging, when the lid of the charging case is opened or closed / When the headset is set into or removed from the charging case
  - - - - - - (lights up in orange while charging. turns off for about 0.5 seconds, and then lights up in orange again)

- Abnormal charging temperature
  ● - ● - - - - ● - ● - - - - ● - ● - - - - (repeatedly flashes twice in orange)

- When an error occurs while charging and charging cannot be performed
  - - - - - - - - - - - - - - (repeatedly flashes slowly in orange)

- Abnormal combination of left and right units of the headset
  ● - ● - ● - - - - ● - ● - ● - - - - (repeatedly flashes 3 times in orange)

Bluetooth connection status

- Pairing mode
  - - - - - - - - - - - - - (repeatedly flashes twice in blue at about 1.7-second intervals)

- Connection process completed
  (repeatedly flashes in blue for about 5 seconds at 0.5-second intervals)
  Indicates when one or both headset units are stored in the charging case.

Other

- Initialization completed
  ● - ● - ● - ● - - - - - - - (flashes 4 times in green)
  For details, see "Initializing the headset to restore factory settings".

| The indicator on the USB transceiver
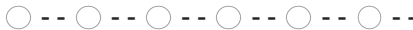
You can check the connection status and calling status of Microsoft Teams by the indicator on the USB transceiver.
○ : Turns on in white / ● : Turns on in green / ● : Turns on in red / -: Turns off

Microsoft Teams connection status

- When the Bluetooth connection is not established / The Microsoft Teams connection is not established after the Bluetooth connection is established[*]
  - - - - - - - (turns off)

- While processing the connection to Microsoft Teams
  ○ - - - - - - ○ - - - - - - ○ - - - - - - (repeatedly flashes slowly in white)

16

- When the connection is established (signed in)
  ⬭ (lights up in white)

- Connection is failed
  ◯ - - ◯ - - ◯ - - ◯ - - ◯ - - ◯ - - (repeatedly flashes quickly in white for about 10 seconds)

- When launching the Microsoft Teams app while the connection is not established
  ◯ - - ◯ - - ◯ - - (flashes 3 times in white)

* If you exit the Microsoft Teams app by operating the computer to which the USB transceiver is connected after connecting to Microsoft Teams, the indicator will remain lit.

Microsoft Teams calling status

- When the other user starts a video call / When receiving a voice mail / When receiving a missed call
  ◯ ◯ ◯ - - - - - - ◯ ◯ ◯ - - - - - - ◯ ◯ ◯ - - - - - - (repeatedly flashes 3 times in white)
  The indicator turns off when an invitation ends or a video call ends.

- While receiving a call from Microsoft Teams
  🟢 - 🟢 - 🟢 - 🟢 - - - 🟢 - 🟢 - 🟢 - 🟢 - - - 🟢 - 🟢 - 🟢 - 🟢 - - - (repeatedly flashes 4 times in green)
  The indicator turns off when the call ends.

- While calling/talking in Microsoft Teams
  🟩 (lights up in green)

- While calling/talking in Microsoft Teams (when the microphone is off)
  🟥 (lights up in red)

Hint

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

Note

- When the indicator on the USB transceiver does not light up/flash, remove the USB transceiver from the USB port of your computer and then insert it again.

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

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Wearing the headset

About the instruction manual video

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

► 0:00 / 1:16　　　　　　　◀》　[]　⋮
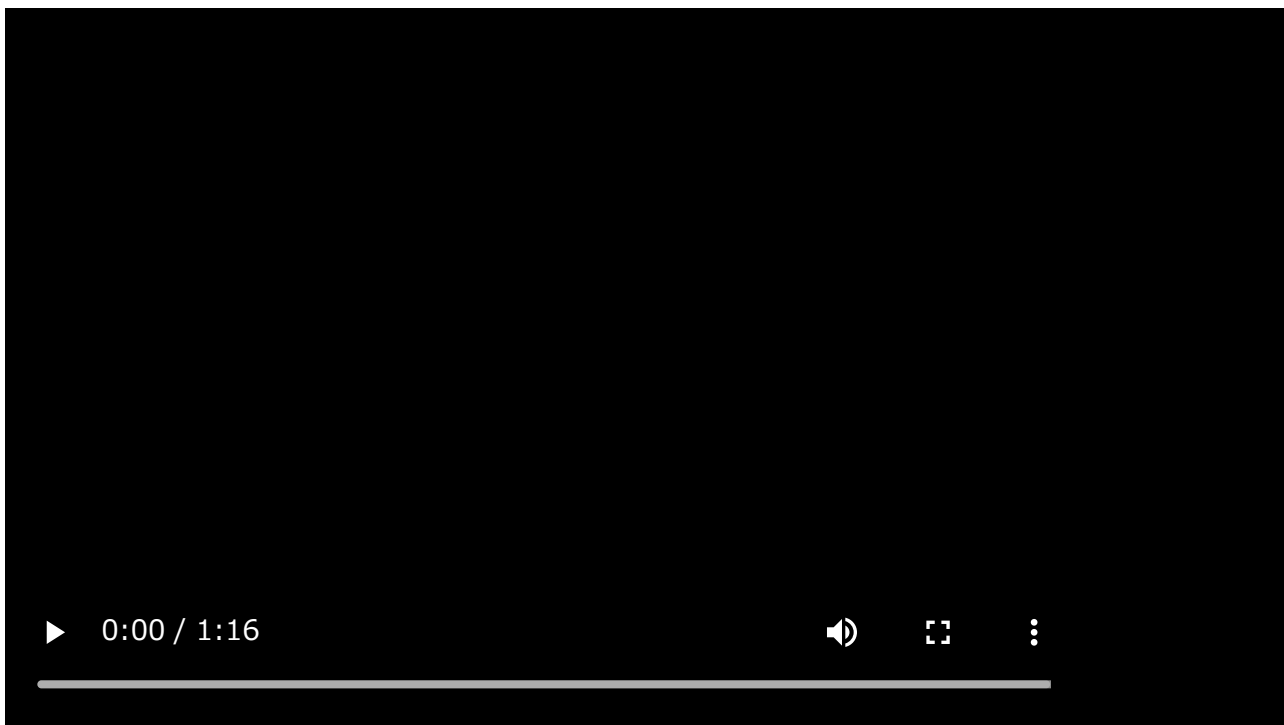
① **Check the ⓛ (left) and ⓡ (right) marks on the headset.**

Put the headset unit with the ⓛ (left) mark into your left ear and the headset unit with the ⓡ (right) mark into your right ear. There is a tactile dot on the left unit of the headset.
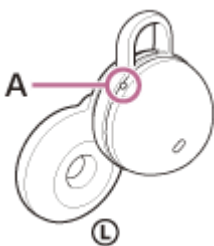
A: Tactile dot

② **Check the position relation between the ear and the headset when you put the headset unit into your ear.**
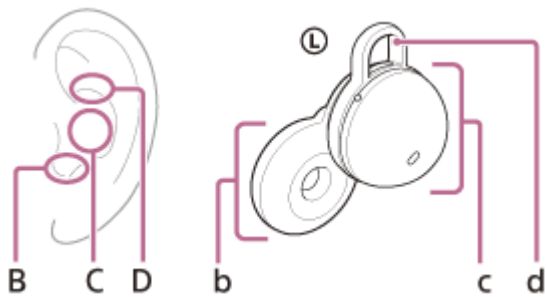
B: Position to insert the driver unit part
C: Position to support the housing part
D: Position to hook the fitting supporter
b: Driver unit part
c: Housing part (Insert the side with the charging port into your ear)
d: Fitting supporter

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

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

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

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

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

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

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

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

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

If the headset is out of your ears, you feel uncomfortable when wearing the headset or your ears hurt

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

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

If the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain the correct sound qualities or call performance.
If any of this is the case, see steps ④ and ⑤ and check that you are wearing the headset properly in your ears.

When attaching and removing the headset

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

When the headset is worn

- You can tap the headset or the area near your ear to bring the Microsoft Teams app window to the front on the computer with the USB transceiver plugged in, or make and receive calls on a Bluetooth device.
- You will hear a notification or voice guidance corresponding to the operation and status.

When the headset is removed

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

Hint

- You can also enjoy hands-free calls on a Bluetooth device or Microsoft Teams even when you are wearing only one unit of the headset. If only the right unit is worn in your ear, when an incoming call arrives, you can answer the call by operating the headset. When only the left unit is worn on your ear, answer the call by operating the connected device. If you put the other unit into the other ear while you are talking with only one unit, you can talk with both units.

- By using the "Sony | Headphones Connect" app, you can change the setting of automatically pausing and resuming the music playback, or automatically turning off the headset.

Related Topic

- Replacing the fitting supporters
- Using only one unit of the headset

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

Using only one unit of the headset

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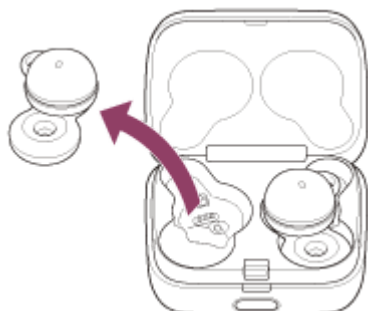
When you put on the other unit of the headset

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

Assigning functions to the left and right units of the headset

In the factory settings, the music playback function is assigned to the right unit. You can change the function assignments to the right unit of the headset using the "Sony | Headphones Connect" app.
The left unit of the headset is assigned the Microsoft Teams-related functions for bringing the Microsoft Teams app window to the front or raising/lowering your hand on the Microsoft Teams app, and this assignment cannot be changed.
The Microsoft Teams-related functions assigned to the left unit of the headset cannot be assigned to the right unit of the headset.

Hint

- When listening to music with one ear, if only the right unit is worn in your ear, use the right unit to play music. When only the left unit is worn in your ear, operate the connected device to play music.

- When only the right unit is worn in your ear, you cannot bring the Microsoft Teams app window to the front or raise/lower your hand on the Microsoft Teams app with the headset.
When only the right unit is worn in your ear, operate with the computer.

- When you play music or other stereo audio while wearing only one unit, you will hear monaural sound with the left and right channels mixed.

- You can also enjoy hands-free calls on a Bluetooth device or Microsoft Teams even when you are wearing only one unit of the headset. If only the right unit is worn in your ear, when an incoming call arrives, you can answer the call by operating the headset. When only the left unit is worn on your ear, answer the call by operating the connected device. If you put the other unit into the other ear while you are talking with only one unit, you can talk with both units.

Note

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

Related Topic

- Controlling the audio device (Bluetooth connection)
- Functions for a phone call
- What you can do with the "Sony | Headphones Connect" app

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About wide area tap

Wide area tap is a function that detects vibration around the ears with the acceleration sensors that are built into the headset and determines the tap operations.
By tapping not only the headset unit but also the areas around the ears where the headset is worn, you can perform various operations such as music playback or phone calls.

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

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

Some available operations

	Left	Right
Tap twice	• When connected to the USB transceiver To bring the Microsoft Teams app window to the front	• When connected to a Bluetooth device To receive a call/end a call/cancel an outgoing call To play or pause music • When connected to the USB transceiver To receive a call on the Microsoft Teams app
Tap 3 times	• When connected to the USB transceiver To raise or lower your hand on the Microsoft Teams app	• When connected to a Bluetooth device To reject a call or transfer it to a different device To skip to the beginning of the next track • When connected to the USB transceiver To turn the microphone on the Microsoft Teams app on/off

About the instruction manual video

Watch the video to find out how to use wide area tap.

Hint

- In addition to tapping around your ear, tap operations are detected when you tap the headset unit.

- If the tap operations cannot be easily detected, tap a little harder while adjusting the tap position.

- When tapping the headset or the area near your ear 2 or 3 times, tap it quickly with an interval of about 0.2 seconds between taps.

- You can change the function assignments to the right unit of the headset using the "Sony | Headphones Connect" app.

Note

- When the headset is not worn in your ears, tap operations cannot be detected.

- The headset may not work properly due to coughing or when attaching/detaching accessories around the ears. When the headset is not working properly, turn the wide area tap off using the "Sony | Headphones Connect" app.

- The operations when connected to the USB transceiver may vary depending on the version of the Microsoft Teams app.

Related Topic

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

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Using Quick Access

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

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

2 **Launch the "Sony | Headphones Connect" app, and assign the services you want to link to Quick Access.**

You can assign the different services to [Double Tap] and [Triple Tap].
For details on the "Sony | Headphones Connect" app, refer to the following URL.
https://rd1.sony.net/help/mdr/hpc/h_zz/

3 **Set the function of the right unit of the headset as [Quick Access] with the "Sony | Headphones Connect" app.**

You can change the function assignments to the right unit of the headset using the "Sony | Headphones Connect" app.

4 **Launch the app of the service assigned to Quick Access.**

5 **Tap the right unit of the headset or the area near your ear quickly (with an interval of about 0.2 seconds between taps) to use Quick Access.**

Depending on the number of taps, you can run the service assigned to [Double Tap] or [Triple Tap].

Hint

- To use Quick Access, you need to install the corresponding smartphone app and connect to the Internet. Some apps will require you to sign in.

- For details on the latest specifications of Quick Access, refer to the [Services] tab of the "Sony | Headphones Connect" app.

- You can also assign the same service to [Double Tap] and [Triple Tap] of Quick Access.

- If the corresponding app is not launched even when operating the headset unit to which Quick Access is assigned, the voice guidance "App assigned to the Quick Access is not launched on the mobile device" is heard from both headset units (or from the headset unit you are wearing).

Note

- The services that can be assigned to Quick Access differ depending on the country or region.

Related Topic

- What you can do with the "Sony | Headphones Connect" app
- What you can do with partner services

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Charging

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

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

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

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

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

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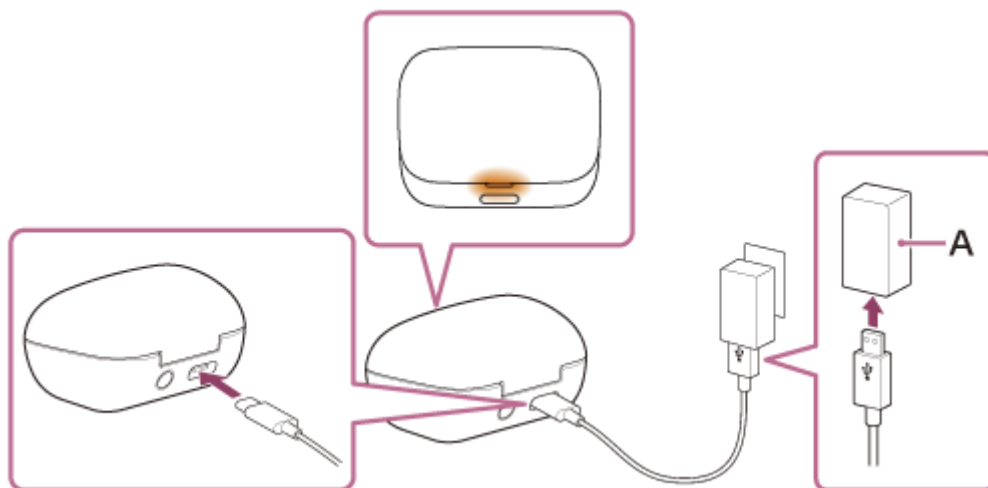
A: USB AC adaptor

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

About the charging time

The required time for fully charging the headset and the charging case is about 3 hours[*].

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

Charging the headset when you are outside

A rechargeable battery is built into the charging case. If you charge the charging case in advance, you can use it to charge the headset when you go out without a power supply.
The required time for fully charging the left and right units of the headset is about 1.5 hours.

System requirements for battery charge using USB

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

- **Personal computer**
  Personal computer with a standard USB port

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

Hint

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

Note

- Charging may not start if the headset is not set correctly into the charging case. Insert the headset units until they click and make sure the headset units are locked in the charging case.

- Be sure to use the supplied USB Type-C cable. Otherwise, charging may not be successful.

- Charging may not be successful depending on the type of USB AC adaptor.

- Depending on the settings for the headset functions and usage conditions, the speed of energy consumption for the rechargeable battery may vary between the left and right units.
  As a result, the charging time of the rechargeable batteries for the left and right units may differ. However, this is not a malfunction.

- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging once again.

- When the left and right units of the headset are removed from the charging case, if the indicator (orange) on the charging case lights up for about 3 seconds and then turns off, the remaining battery charge of the charging case is low. Charge the charging case.

- If the indicator on the charging case does not turn on even when the left and right units of the headset are removed from the charging case, the battery charge of the charging case is empty. Charge the charging case.

- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after charging and discharging several times. If you store the headset for a long time, charge the battery once every 6 months to avoid over-discharge.

- If the headset is not used for a long time, it may take longer to charge the battery.

- Be sure to close the lid of the charging case to prevent the battery of the charging case from being consumed.

- If there is a problem with the rechargeable battery of the headset or the charging case and something unusual is detected during charging, the indicator (orange) on the charging case flashes.
  It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.
  If the problem persists, consult your nearest Sony dealer.

- If the headset is not used for a long time, the indicator (orange) on the charging case may not immediately light up when charging. Wait a moment until the indicator (orange) lights up.

- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.

- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.

- When connecting the charging case to a computer, use only the supplied USB Type-C cable, and be sure to directly connect them. Charging will not be properly completed when the charging case is connected through a USB hub.

- The headset and the charging case may become warm during charging or for a while after charging. However, this is not a malfunction.

Related Topic

- About the indicator
- Checking the remaining battery charge

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Available operating time

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

Connecting to USB transceiver

Communication time: Max. 2 hours

Bluetooth connection

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

- About 90 minutes of music playback is possible after 10 minutes charging.
- If you make the following settings on the "Sony | Headphones Connect" app, the available operating time of the battery becomes shorter than the ones described above.

  - Equalizer
  - DSEE™
  - Speak-to-Chat
  - Service Link
  - Adaptive Volume Control

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

Communication time: Max. 2.5 hours
Standby time: Max. 11 hours

Hint

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

Note

- Usage hours may be different from the time described above depending on the settings for the headset functions and usage conditions.

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

Related Topic

- Supported codecs
- About the DSEE function
- Speaking with someone while wearing the headset (Speak-to-Chat)
- What you can do with the "Sony | Headphones Connect" app

SONY

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Checking the remaining battery charge

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

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

If a warning beep sounds and the voice guidance says, "Low battery", charge the headset as soon as possible.
When the battery becomes completely empty, a warning beep sounds, the voice guidance says, "Battery is empty", and the headset automatically turns off.

When you are using an iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch over an HFP (Hands-free Profile) Bluetooth connection, it will show an icon that indicates the remaining battery charge of the headset on the screen of the iPhone or iPod touch.
The display position is an example.
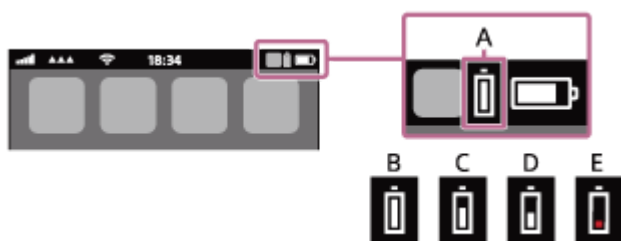
A: Remaining battery charge of the headset
The approximate remaining charge is shown at 10 different levels. B through E are display examples.
B: 100%
C: 70%
D: 50%
E: 10% or lower (requires charging)

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

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

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

Checking the remaining battery charge of the charging case

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

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

Hint

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

- You can also check the remaining battery charge of the headset unit and the charging case with the "Sony | Headphones Connect" app. Android smartphones and iPhone/iPod touch both support this app.

Note

- The voice guidance "Low battery" message is not played during a call on a Bluetooth device or Microsoft Teams.

- If the headset and smartphone are not connected with HFP, the remaining battery charge will not be correctly displayed.

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Turning on the headset

When the headset is stored in the charging case

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

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

The headset turns on automatically.
When you remove only one unit from the charging case, only the removed unit turns on.
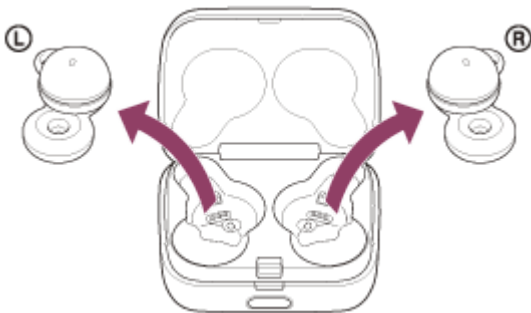
When the headset is not stored in the charging case

When the headset is not worn in your ears for about 15 minutes after being removed from the charging case, the headset turns off automatically. In this case, turn the headset on by putting the headset into your ears. The headset will also turn on when it is set into the charging case and then removed from the charging case.
By using the "Sony | Headphones Connect" app, you can change the setting of the headset so that it will not be turned off automatically.

When the headset is turned on

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Turning off the headset

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

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

When the headset is set into the charging case, the headset will turn off automatically.
When the rechargeable battery of the charging case still has power, the indicator (orange or green) on the charging case lights up for about 3 seconds.
The charging starts on the headset. Close the lid of the charging case.

When the headset is left removed

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

Hint

- You can also turn off the headset with the "Sony | Headphones Connect" app.

Note

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

Related Topic

- Charging
- Turning on the headset
- What you can do with the "Sony | Headphones Connect" app

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Connecting the headset to the USB transceiver

Before starting the operation, make sure of the following:

- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- The Microsoft Teams app is downloaded on your computer.

1   **Turn on the computer.**

2   **Launch the Microsoft Teams app.**

3   **Remove both units of the headset from the charging case.**
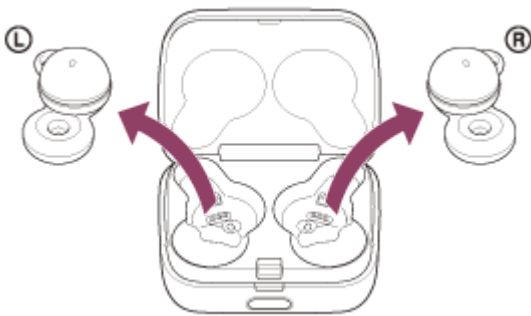
The headset turns on automatically.

4   **Connect the supplied USB transceiver to a USB port of your computer.**

The indicator (white) on the USB transceiver lights up, and the connection is automatically established between the USB transceiver and headset.
When you put the headset units into both ears, you will hear a notification sound indicating that the connection is established from both headset units.

Note

- If the computer has a USB port, connect the USB transceiver directly to the computer, and not via a USB hub.

- If the connection is not established between the USB transceiver and headset, remove the USB transceiver from the USB port of your computer and then insert it again.

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Using Microsoft Teams

While using Microsoft Teams, you can use the headset to perform Microsoft Teams-related operations.

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

See "Wearing the headset" to find out how to wear the headset in your ears.

2 **Launch the Microsoft Teams app on the computer with the USB transceiver plugged in and start a video call.**

As for the settings on your computer, see "Making a video call on your computer".

What you can do with the headset while the Microsoft Teams app is running

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

- Receive a call on Microsoft Teams: Tap the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps) during an incoming call on Microsoft Teams.
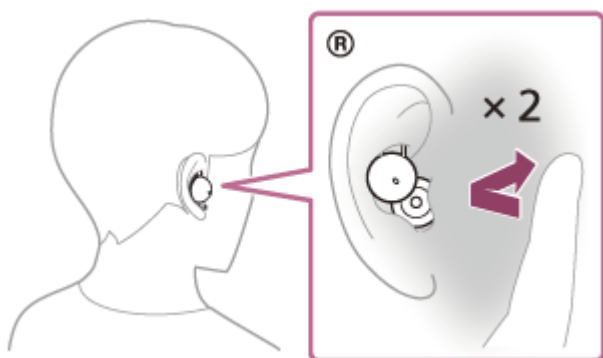
- Turn the microphone on the Microsoft Teams app on/off: Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) during a call/video call on Microsoft Teams.
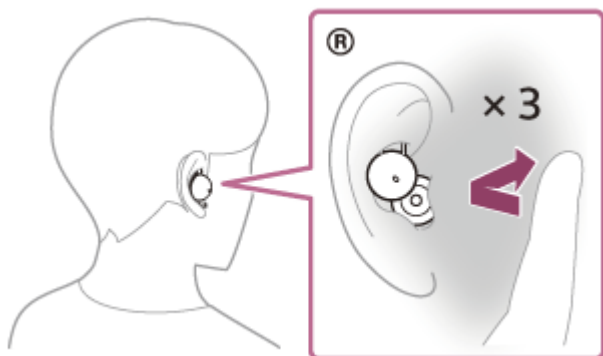
You can use the left unit of the headset to perform the following operations.

- Bring the Microsoft Teams app window to the front: Tap the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps) during a call/video call/outgoing call/incoming call/standby on Microsoft Teams.
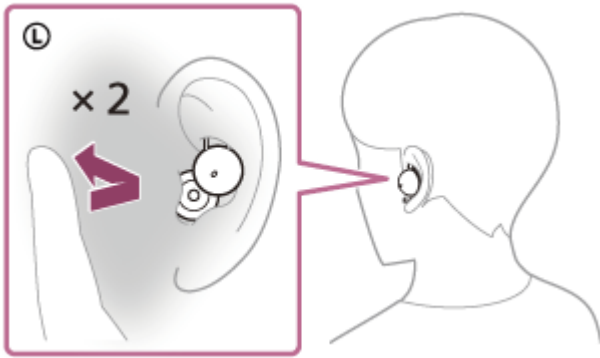
- Raise or lower your hand on the Microsoft Teams app: Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) during a call/video call on Microsoft Teams.
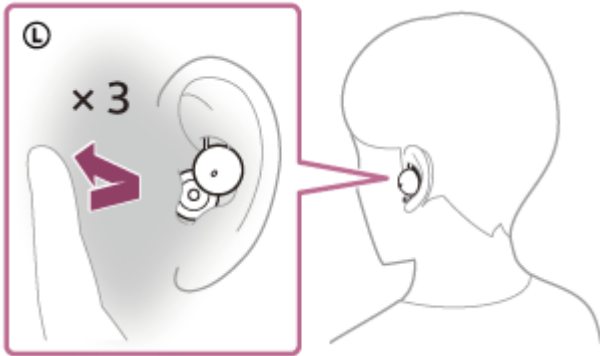
Note

- If the Microsoft Teams app does not respond properly to operations performed on the headset, remove the USB transceiver from the USB port of your computer and then insert it again.

- You can use the headset to perform Microsoft Teams-related operations only when using the desktop apps of the plans below.
  - Microsoft Teams Essentials (only when purchased through the Microsoft Certified Partners)
  - Microsoft 365 Business series
  - Microsoft 365 Enterprise series
  - Microsoft 365 Education series

- When the headset is connected to the USB transceiver and music is playing on the computer, playback is not paused even when you receive an incoming call.

- When the headset is connected to the USB transceiver and Microsoft Teams is used on the computer, the volume cannot be adjusted on the "Sony | Headphones Connect" app.

Related Topic

- Wearing the headset
- Making a video call on your computer

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Making a video call on your computer

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

1 **Connect the headset to the USB transceiver.**

See "Connecting the headset to the USB transceiver" to find out how to connect the headset to the USB transceiver.

2 **Launch the video calling application on your computer.**

3 **Check the settings[*] of the video calling application.**

- On the speaker settings, select calling connections [LinkBuds UC via USB Transceiver][**].
- On the microphone settings, select calling connections [LinkBuds UC via USB Transceiver][**].
- As for frequently asked questions and answers, refer to the customer support website.

[*]   Depending on the video calling application you are using, this function may not be available.
[**]   Names may vary according to the computer or the video calling application you are using.

Note

- While Speak-to-Chat is enabled, if the microphone is not set up correctly, the Speak-to-Chat mode is activated when a voice is detected, and the sound from the headset may be muted.

- Depending on the video calling application you are using, microphone settings may not be available. If this is the case, disable Speak-to-Chat using the "Sony | Headphones Connect" app.

- Depending on the computer or application you are using, the headset may not work properly during a video call. This may be improved by restarting the computer.

Related Topic

- Connecting the headset to the USB transceiver
- Speaking with someone while wearing the headset (Speak-to-Chat)
- Customer support websites

SONY

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Disconnecting from the USB transceiver (after use)

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

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

When the headset is set into the charging case, the headset will turn off automatically.

2 **Remove the USB transceiver from the USB port of your computer.**

Related Topic

- Turning off the headset

SONY

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

How to make a wireless connection to Bluetooth devices

You can enjoy music and hands-free calling with the headset wirelessly by using your Bluetooth device's Bluetooth function.
When the headset is connected to the USB transceiver, the headset can also be connected to a Bluetooth device.

Pairing

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

Connecting to a paired device

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Connecting with the "Sony | Headphones Connect" app

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

Sony Headphones Connect 🔍

Hint

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

Note

- The connection with some smartphones and iPhone devices may become unstable when connecting using the "Sony | Headphones Connect" app. In that case, follow the procedures in "Connecting to a paired Android smartphone", or "Connecting to a paired iPhone " to connect to the headset.

Related Topic

- Pairing and connecting with an Android smartphone
- Pairing and connecting with an iPhone
- Pairing and connecting with a computer (Windows® 10)
- Pairing and connecting with a computer (Mac)
- Connecting to a paired Android smartphone
- Connecting to a paired iPhone
- What you can do with the "Sony | Headphones Connect" app
- Installing the "Sony | Headphones Connect" app

SONY

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Pairing and connecting with an Android smartphone

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

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

1 **Enter pairing mode on this headset.**

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

2. Close the lid of the charging case.

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

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

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

The indicator (blue) on the charging case repeatedly flashes slowly twice in a row and the headset goes into pairing mode.

You can remove the headset from the charging case after entering pairing mode. When you put the headset units into both ears, you will hear a notification sound and the voice guidance say "Pairing", from both headset units at the same time.

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

3 **Find the headset on the Android smartphone.**

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

2. Touch the switch to turn on the Bluetooth function.
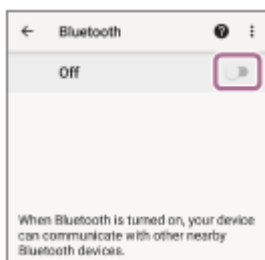
4 **Touch [LinkBuds UC].**
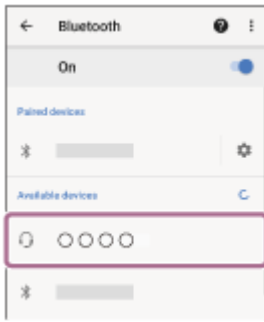
If Passkey* input is required, input "0000".

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

When the headset is stored in the charging case, the indicator (blue) on the charging case flashes slowly for about 5 seconds.

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

If they are not connected, see "Connecting to a paired Android smartphone".

If [LinkBuds UC] does not appear on your Android smartphone screen, try again from the beginning of step ❸ .

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

About the instruction manual video

Watch the video to find out how to perform the pairing for the first time.

https://rd1.sony.net/help/mdr/mov0050/h_zz/

Hint

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

- To delete all Bluetooth pairing information, see "Initializing the headset to restore factory settings".

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, try again from the beginning of step ❶ .

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

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

Related Topic

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

SONY

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Connecting to a paired Android smartphone

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

2 **Remove the headset from the charging case.**
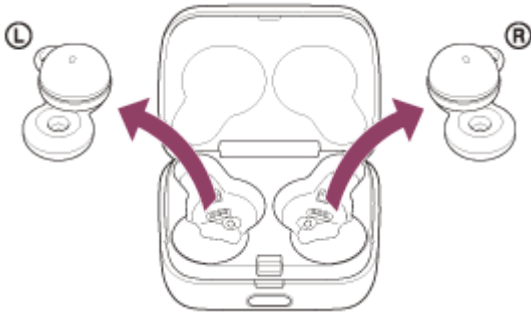
The headset turns on automatically.

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

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

4 **Display the devices paired with the Android smartphone.**
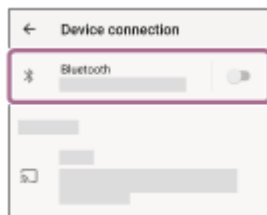
1. Select [Settings] - [Device connection] - [Bluetooth].

2. Touch the switch to turn on the Bluetooth function.
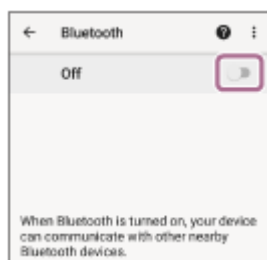
5 **Touch [LinkBuds UC].**
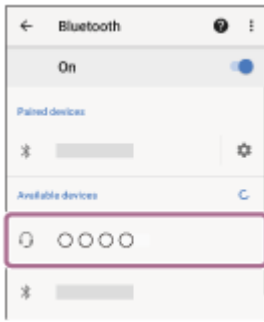
You will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.

Hint

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

Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

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

Related Topic

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

Pairing and connecting with an iPhone

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

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

1 **Enter pairing mode on this headset.**

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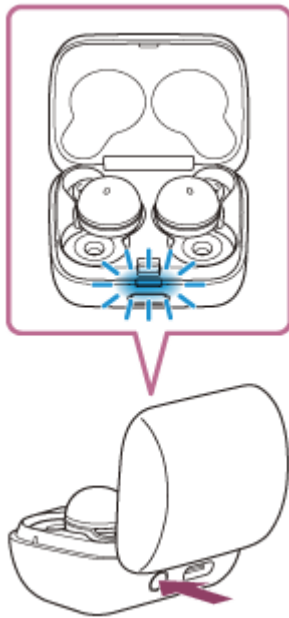

2. Close the lid of the charging case.

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

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

4. Press and hold the pairing button of the charging case for about 5 seconds or more.
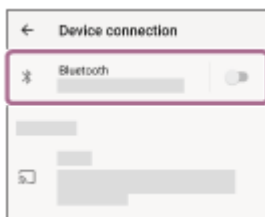
The indicator (blue) on the charging case repeatedly flashes slowly twice in a row and the headset goes into pairing mode.

You can remove the headset from the charging case after entering pairing mode. When you put the headset units into both ears, you will hear a notification sound and the voice guidance say "Pairing", from both headset units at the same time.

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

3 **Find the headset on the iPhone.**

1. Select [Settings].
2. Touch [Bluetooth].
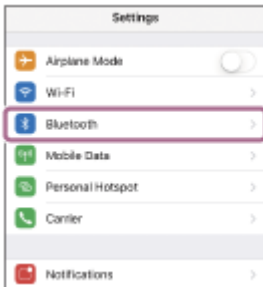
3. Touch the switch to turn on the Bluetooth function.

4 **Touch [LinkBuds UC].**
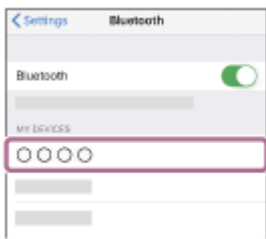
If Passkey[*] input is required, input "0000".

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

When the headset is stored in the charging case, the indicator (blue) on the charging case flashes slowly for about 5 seconds.

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

If they are not connected, see "Connecting to a paired iPhone ".

If [LinkBuds UC] does not appear on your iPhone screen, try again from the beginning of step ③ .

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

About the instruction manual video

Watch the video to find out how to perform the pairing for the first time.

https://rd1.sony.net/help/mdr/mov0050/h_zz/

Hint

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

- To delete all Bluetooth pairing information, see "Initializing the headset to restore factory settings".

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, try again from the beginning of step ① .

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

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Connecting to a paired iPhone

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

2 **Remove the headset from the charging case.**
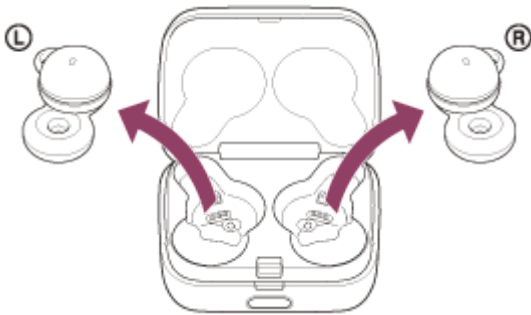
The headset turns on automatically.

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

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

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

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

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

5 **Touch [LinkBuds UC].**

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Pairing and connecting with a computer (Windows® 10)

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

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

1 **Enter pairing mode on this headset.**

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

2. Close the lid of the charging case.

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

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

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

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

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

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

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

2. Click [Devices].
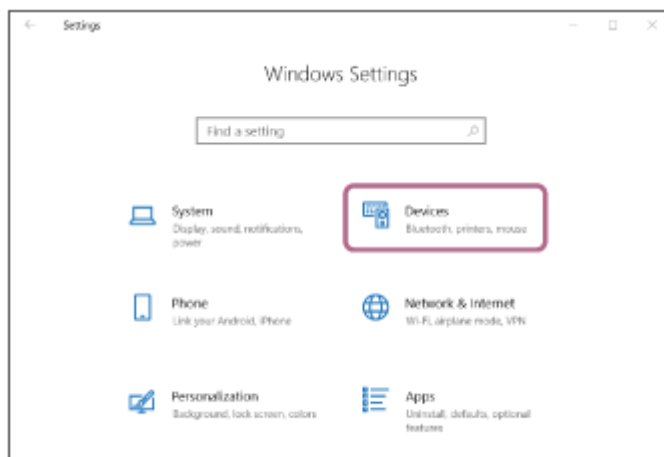
3. Click the [Bluetooth & other devices] tab, click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add Bluetooth or other device].
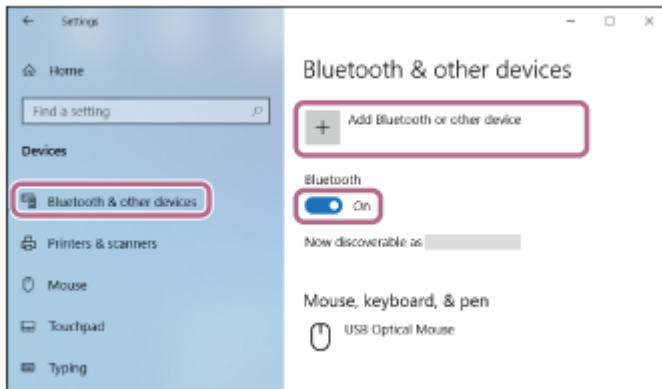
4. Click [Bluetooth].
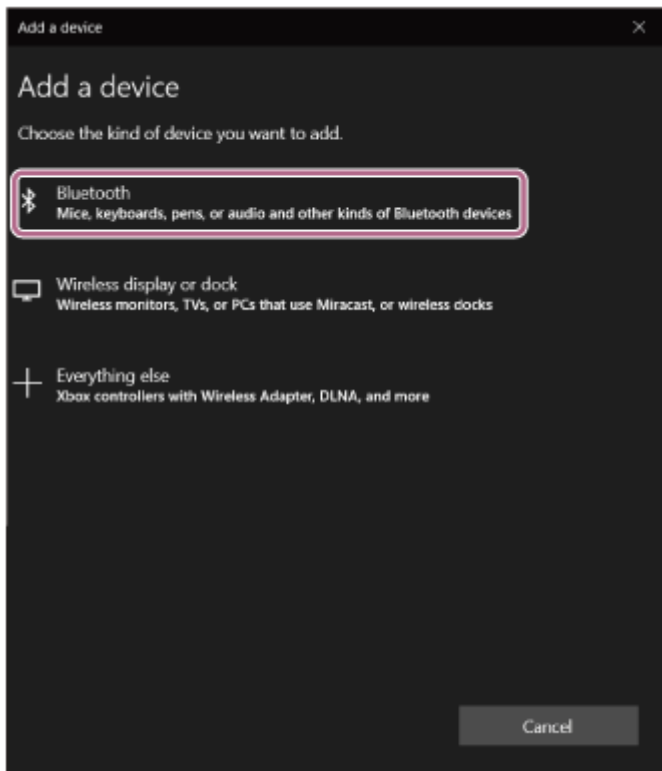
5. Click [LinkBuds UC].
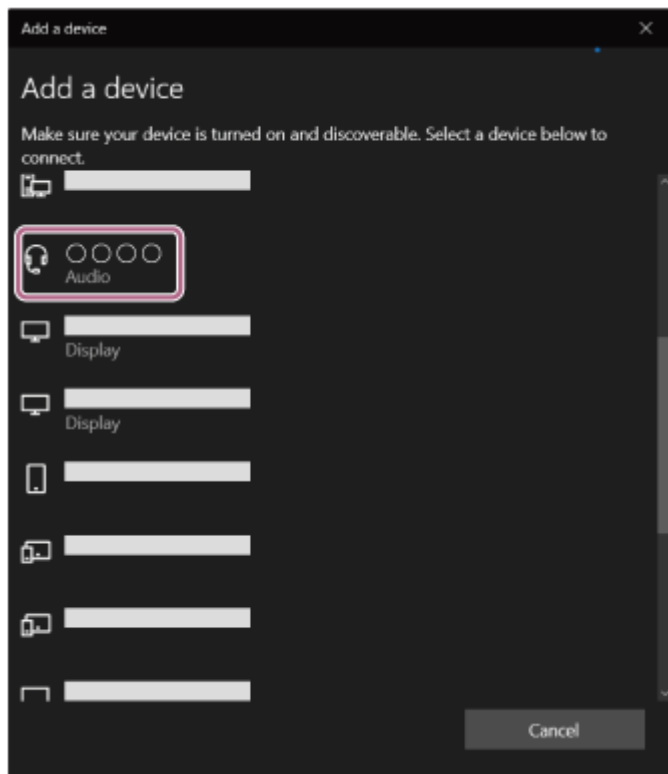
If Passkey[*] input is required, input "0000".

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

When the headset is stored in the charging case, the indicator (blue) on the charging case flashes slowly for about 5 seconds.

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

If they are not connected, see "Connecting to a paired computer (Windows 10)".

If [LinkBuds UC] does not appear on your computer screen, try again from the beginning of step ③ .

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

Hint

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

- When using the headset connected to the USB transceiver, there is no need to pair the headset with the computer. You can use the headset just by connecting the USB transceiver to the USB port on your computer.

- To delete all Bluetooth pairing information, see "Initializing the headset to restore factory settings".

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, try again from the beginning of step ① .

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

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Pairing and connecting with a computer (Mac)

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

Compatible OS

macOS (version 11 or later)
Before starting the operation, make sure of the following:

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

Computer speaker in the ON mode

1 **Enter pairing mode on this headset.**

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

2. Close the lid of the charging case.

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

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

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

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

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

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

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

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

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

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

Hint

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

- When using the headset connected to the USB transceiver, there is no need to pair the headset with the computer. You can use the headset just by connecting the USB transceiver to the USB port on your computer.

- To delete all Bluetooth pairing information, see "Initializing the headset to restore factory settings".

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, try again from the beginning of step ❶ .

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

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Connecting to a paired computer (Windows 10)

Before starting the operation, make sure of the following:

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

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

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

The headset turns on automatically.

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

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

4 **Select the headset using the computer.**

1. Right-click the speaker icon on the toolbar, then select [Open Sound settings].
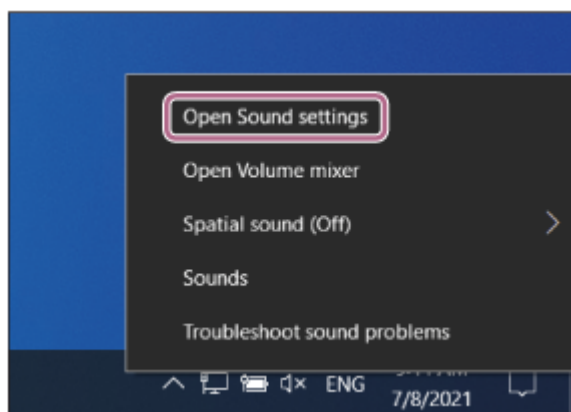
2. From the [Choose your output device] drop-down menu, select [Headphones (LinkBuds UC Stereo)].
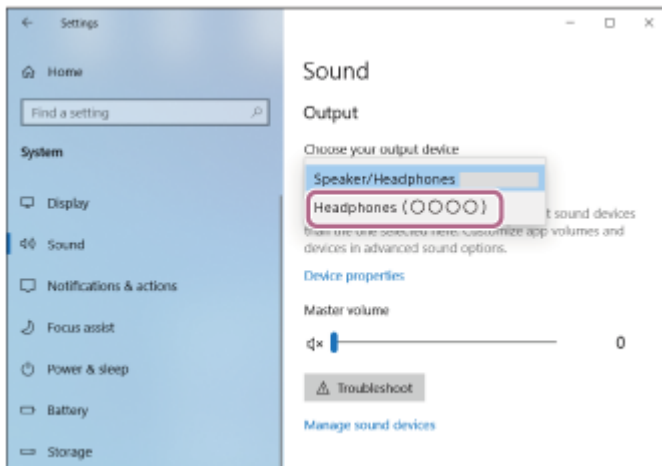
If [Headphones (LinkBuds UC Stereo)] is not displayed on the drop-down menu, click [Sound Control Panel] and then right-click on the [Playback] tab screen of [Sound] to check [Show Disconnected Devices].
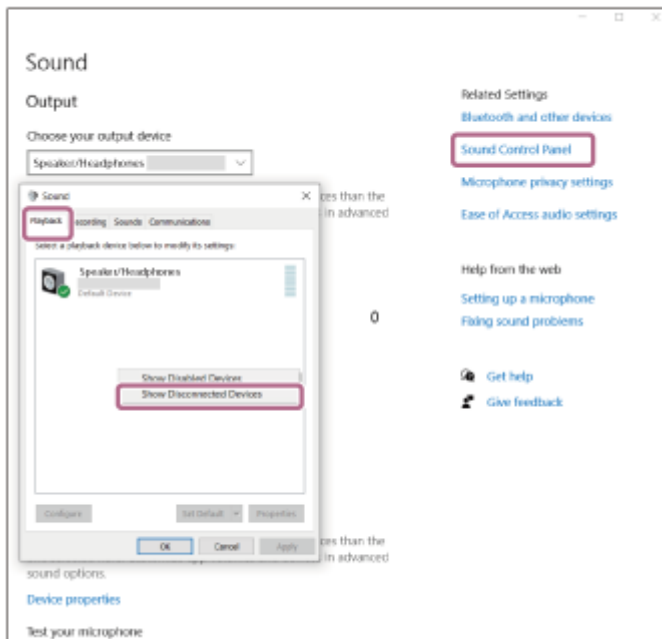
3. Select [Connect] from the displayed menu.

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

Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Connecting to a paired computer (Mac)

Compatible OS

macOS (version 11 or later)
Before starting the operation, make sure of the following:

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

Computer speaker in the ON mode

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

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

The headset turns on automatically.

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

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

4. **Select the headset using the computer.**

   1. Select [(System Preferences)] - [Bluetooth] from the Dock at the bottom of the screen.
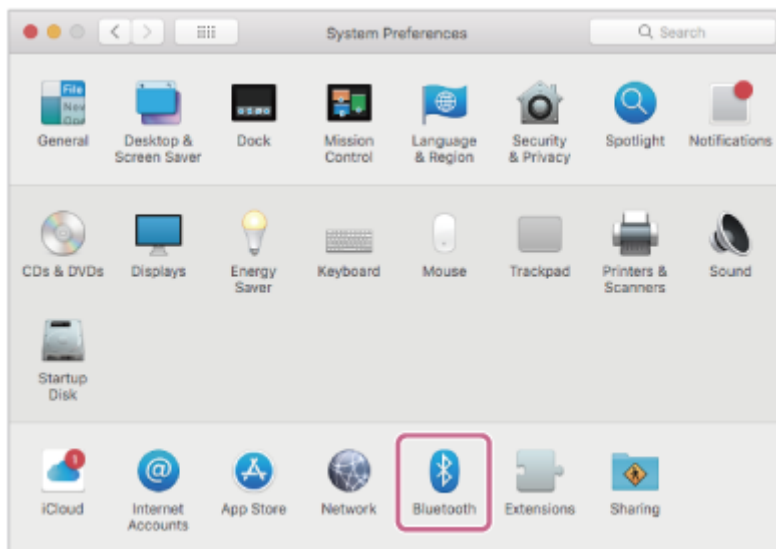
2. Click [LinkBuds UC] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop-up menu.

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

Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

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

Related Topic

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

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Pairing and connecting with a Bluetooth device

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

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

1 **Enter pairing mode on this headset.**

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

  2. Close the lid of the charging case.

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

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

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

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

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

[LinkBuds UC] will be displayed on the list of detected devices on the screen of the Bluetooth device.
If it is not displayed, try again from the beginning of step ❶ .

3 **Select [LinkBuds UC] displayed on the screen of the Bluetooth device for pairing.**

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

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

4 **Make the Bluetooth connection from the Bluetooth device.**

The headset and Bluetooth device are connected to each other.
Some devices automatically connect with the headset when pairing is complete.
When the headset is stored in the charging case, the indicator (blue) on the charging case flashes slowly for about 5 seconds.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time.
If they are not connected, see "Connecting to a paired Bluetooth device".

Hint

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

- To delete all Bluetooth pairing information, see "Initializing the headset to restore factory settings".

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, try again from the beginning of step ❶ .

- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.

- When a 9th device is paired.
  The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
- When the pairing information for the headset has been deleted from the Bluetooth device.
- When the headset is initialized.
  All of the pairing information is deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

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

Related Topic

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

SONY

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Connecting to a paired Bluetooth device

1 **Remove the headset from the charging case.**
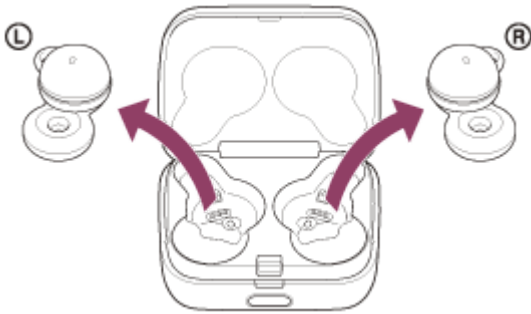
The headset turns on automatically.

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

When the headset has automatically connected to the last connected device, you will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.
Check the connection status on the Bluetooth device. If it is not connected, proceed to step **3** .

3 **Make the Bluetooth connection from the Bluetooth device.**

As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.
You will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.

Hint

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

Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

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

Related Topic

- Wearing the headset
- Using only one unit of the headset
- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a Bluetooth device

Listening to music from a device via Bluetooth connection

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

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

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

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

See "Wearing the headset" to find out how to wear the headset in your ears.

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

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

Hint

- In the factory settings, when you listen to music while wearing both units of the headset, the headset will pause music playback if one or both units are removed. When you put the removed headset unit into your ear again, the headset will resume music playback.

- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.

- Depending on the Bluetooth device, it may be necessary to adjust the volume or set the audio output setting on the device.

- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.

- You can also listen to music by removing only one unit from the charging case and putting it into your ear.
  When you are listening to music with only one unit, if you put the other unit into the other ear, you can listen to music with both units.

Note

- In the factory settings, you cannot adjust the volume with the headset. When using the headset without the functions of the headset changed to [Volume Control] on the "Sony | Headphones Connect" app, adjust the volume on the connected device. The volume can also be adjusted on the "Sony | Headphones Connect" app.

- When the headset is connected to the USB transceiver and you are playing music on the computer, the volume cannot be adjusted on the "Sony | Headphones Connect" app.

- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

Related Topic

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Controlling the audio device (Bluetooth connection)

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

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

- Play/Pause: Tap the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps).
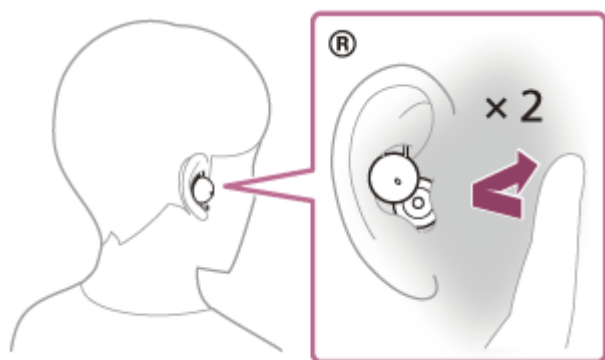
- Skip to the beginning of the next track: Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps).
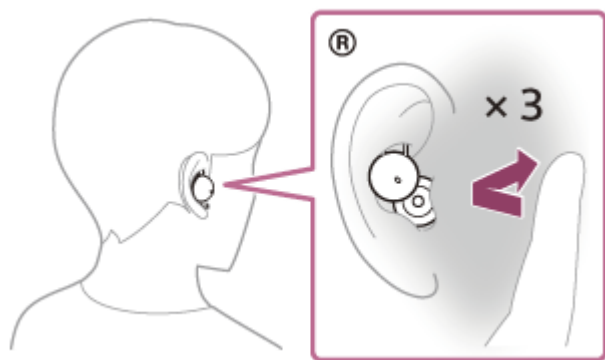
If the function of the right unit of the headset is changed to [Volume Control] with the "Sony | Headphones Connect" app, you can use the right unit of the headset to perform the following operations.

- Increase the volume: Tap the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps) during music playback. The volume increases by 1 step.
- Decrease the volume: Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) during music playback. The volume decreases by 1 step.

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

If the function of the right unit of the headset is changed to [Select Song] with the "Sony | Headphones Connect" app, you can use the right unit of the headset to perform the following operations.

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

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

Note

- In the factory settings, you cannot adjust the volume with the headset. When using the headset without the functions of the headset changed to [Volume Control] on the "Sony | Headphones Connect" app, adjust the volume on the connected device. The volume can also be adjusted on the "Sony | Headphones Connect" app.

- When the headset is connected to the USB transceiver and you are playing music on the computer, the volume cannot be adjusted on the "Sony | Headphones Connect" app.

- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

- The available operations may vary depending on the connected device, the music software, or app used. In some cases, it may operate differently or may not work even when the operations described above are performed.

- When the headset is connected to the USB transceiver and you are playing music on the computer, the play, pause, skip to the beginning of the next track, or skip to the beginning of the previous track (or the current track during playback) operations are disabled. These functions also cannot be operated on the "Sony | Headphones Connect" app. Operate them on the computer.

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Disconnecting Bluetooth connection (after use)

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

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

2 **Set the headset into the charging case.**

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

When the headset is set into the charging case, the headset will turn off automatically.

Hint

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

Related Topic

- [Turning off the headset](#)

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

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

If Speak-to-Chat is enabled in advance, the Speak-to-Chat mode starts automatically when you talk to someone.
The headset pauses or mutes the music which is being played.
When the headset does not detect the wearer's voice for a certain period of time, the Speak-to-Chat mode ends automatically.
If you want to end the mode before that, tap the left or right unit of the headset or the area near your ear 2 or 3 times quickly (with an interval of about 0.2 seconds between taps).
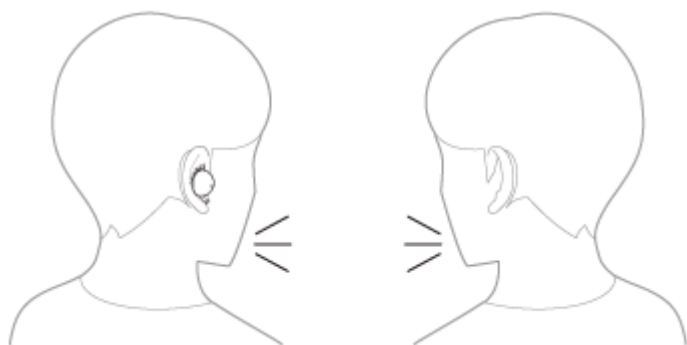
To enable Speak-to-Chat

To activate the Speak-to-Chat mode, Speak-to-Chat must be enabled in advance.
In the factory settings, Speak-to-Chat is disabled. To enable, change the setting with the "Sony | Headphones Connect" app.

To disable Speak-to-Chat

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

About the instruction manual video

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

Hint

- The Speak-to-Chat mode also ends in the following instance.
  - When operating the connected device to play music.
  - When both units of the headset are removed while the wearing detection automatic power off function is enabled

- When you use the "Sony | Headphones Connect" app, you can change the sensitivity of the automatic audio detection and change the time until the Speak-to-Chat mode ends, in addition to the mode to switch between enabling and disabling. In the factory settings, the time until the mode ends is set to about 15 seconds.

Note

- The Speak-to-Chat mode activates when the headset detects the speech of the person wearing the headset, but in rare cases it may activate in response to vibrations caused by devices such as electric toothbrushes, electric massagers, and electric shavers, or by activities such as brushing your teeth, coughing, or humming. In cases where the Speak-to-Chat mode frequently activates by accident, set Speak-to-Chat to "L Sensitivity".

- The connected device or playback application you are using may not support the pausing of music or video content playback when the Speak-to-Chat mode is activated or the resuming of music playback when the Speak-to-Chat mode is deactivated.

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

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

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Related Topic

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

SONY

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

About the sound quality mode

The following 2 sound quality modes during Bluetooth playback can be selected. You can switch the settings and check the sound quality mode with the "Sony | Headphones Connect" app.
Priority on sound quality: Prioritizes the sound quality.
Priority on stable connection: Prioritizes the stable connection (default).

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

Note

- The playback time may shorten depending on the sound quality and the conditions under which you are using the headset.

- Depending on the ambient conditions in the area where you are using the headset, intermittent sound may still occur even if "Priority on stable connection" is selected.

Related Topic

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

SONY

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Supported codecs

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

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

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

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

Related Topic
- About the sound quality mode

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

About the DSEE function

The DSEE function complements the high-range sound, which is often lost from compressed sound sources, in the headset to the equivalent of CD sound quality.
Sound sources compressed by streaming playback, MP3, Bluetooth transmission codec, etc. are played with natural and expansive sound.
The DSEE function can be set up on the "Sony | Headphones Connect" app, and is only available when connected to the headset via Bluetooth connection.

Related Topic

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

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Receiving a call

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

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

Ring tone

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

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

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

2 **When you hear a ring tone, tap the right unit of the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps) to receive the call.**

A voice will be heard from the headset.
When you receive an incoming call while listening to music, playback pauses automatically and a ring tone will be heard from the headset.
If playback is not paused, operate the headset to pause playback.
You can talk using the microphones on the headset.
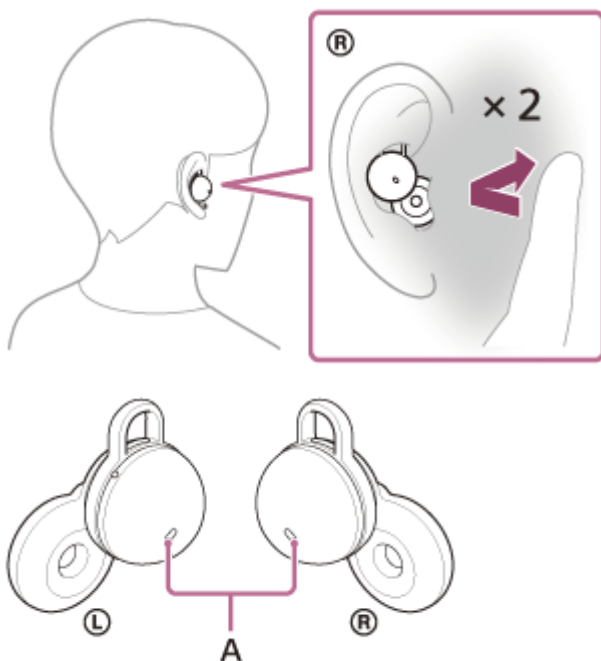
A: Microphones (left, right)

If no ring tone is heard via the headset

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

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

4 **When you have finished your call, tap the right unit of the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps) to end the call.**

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

Hint

- When receiving a call on a smartphone or mobile phone, some smartphones or mobile phones may receive a call on the phone instead of the headset. When using HFP connection, transfer the call to the headset by tapping the right unit of the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps), or by using your smartphone or mobile phone.

- The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.

- You can also enjoy hands-free calls even when you are wearing only one unit of the headset. If only the right unit is worn in your ear, when an incoming call arrives, you can answer the call by operating the headset. When only the left unit is worn on your ear, answer the call by operating the connected device. If you put the other unit into the other ear while you are talking with only one unit, you can talk with both units.

Note

- Depending on the connected device or playback application you are using, playback may not pause even when you receive an incoming call while playing back music. When you receive an incoming call while playing back music, playback may not resume automatically even if you finish the call.

- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.

- In the factory settings, you cannot adjust the volume with the headset. When using the headset without the functions of the headset changed to [Volume Control] on the "Sony | Headphones Connect" app, adjust the volume on the connected device. The volume can also be adjusted on the "Sony | Headphones Connect" app.

- Depending on the caller's voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Making a call

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

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

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

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

When you make a call, the dial tone is heard from the headset.
If you make a call while listening to music, playback pauses automatically.
If playback is not paused, operate the headset to pause playback.
You can talk using the microphones on the headset.
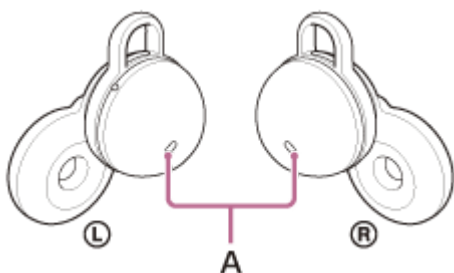
A: Microphones (left, right)

If no dial tone is heard via the headset

Use your smartphone or mobile phone or tap the right unit of the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) to transfer the call to the headset.
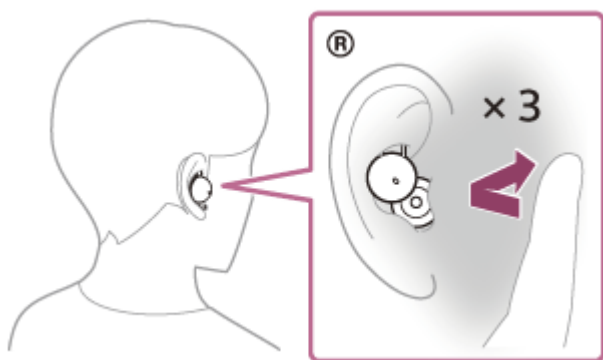
3 **Operate the smartphone or mobile phone to adjust the volume.**

4 **When you have finished your call, tap the right unit of the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps) to end the call.**

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

Hint

- The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.

- You can also enjoy hands-free calls even when you are wearing only one unit of the headset. If you put the other unit into the other ear while you are talking with only one unit, you can talk with both units.

Note

- Depending on the connected device or playback application you are using, when you make a call during music playback, playback may not resume automatically even after you finish the call.

- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.

- In the factory settings, you cannot adjust the volume with the headset. When using the headset without the functions of the headset changed to [Volume Control] on the "Sony | Headphones Connect" app, adjust the volume on the connected device. The volume can also be adjusted on the "Sony | Headphones Connect" app.

- Depending on the caller's voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.

Related Topic

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

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Functions for a phone call

The functions available during a call may vary depending on the profile supported by your smartphone or mobile phone.
In addition, even if the profile is the same, the available functions may vary depending on the smartphone or mobile phone.
Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.
Refer to the operating instructions supplied with the smartphone or mobile phone.

Supported profile: HFP (Hands-free Profile)

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

Outgoing call

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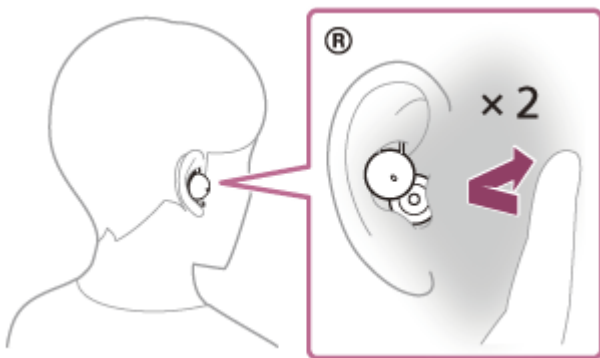
- Tap the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps) to switch the call device back and forth between the headset and the smartphone/mobile phone.
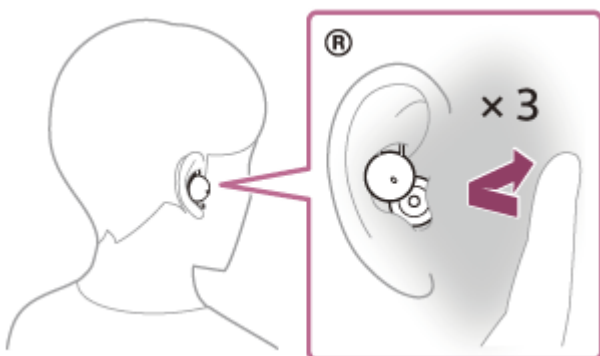
Incoming call

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

During call

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

Supported profile: HSP (Headset Profile)

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

Outgoing call

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

Incoming call

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

During call

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Disconnecting Bluetooth connection (after use)

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

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

2 **Set the headset into the charging case.**

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

When the headset is set into the charging case, the headset will turn off automatically.

Hint

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

Related Topic

- Turning off the headset

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Using the voice assist function (Google™ app)

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

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

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

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

3 **Set the function of the right unit of the headset as [Voice Assist Function] with the "Sony | Headphones Connect" app.**

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

4 **When the Android smartphone is in standby or playing music, tap the right unit of the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps).**
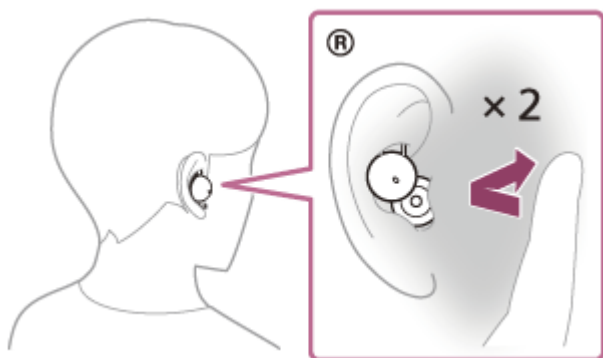
The Google app is activated.

5 **Make a request to the Google app through the headset's microphone.**
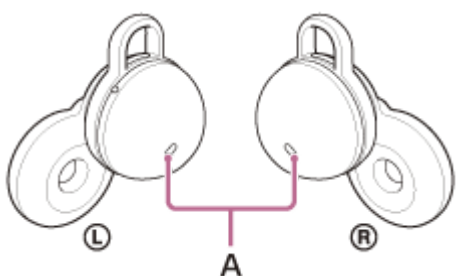
A: Microphones (left, right)

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

Note

- The Google app cannot be activated when you say "Ok Google" even when the Android smartphone's "Ok Google" setting is on.

- The Google app may not be activated depending on specifications of the smartphone or application version.

- The Google app does not work when connected to a device not compatible with the voice assist function.

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Using the voice assist function (Siri)

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

1 **Turn Siri on.**

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

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

3 **Set the function of the right unit of the headset as [Voice Assist Function] with the "Sony | Headphones Connect" app.**

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

4 **When the iPhone is in standby or playing music, tap the right unit of the headset or the area near your ear twice quickly (with an interval of about 0.2 seconds between taps).**
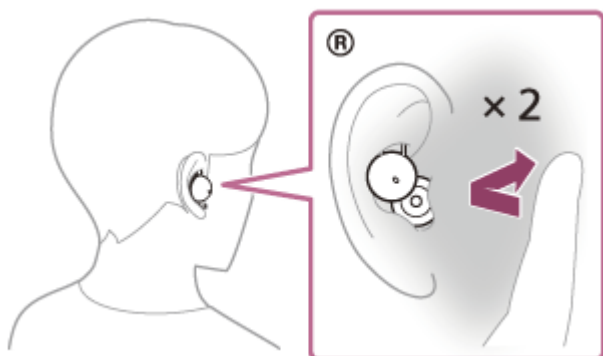
Siri is activated.

5 **Make a request to Siri through the headset's microphones.**
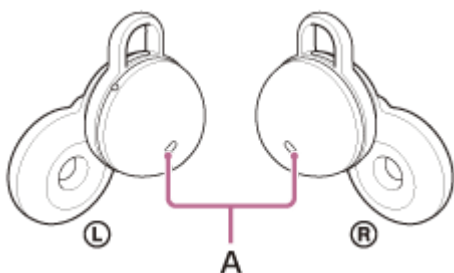
A: Microphones (left, right)

For details on the apps which work with Siri, refer to the operating instructions of the iPhone.
After activating Siri, when a certain time has passed without requests, Siri will be deactivated.
You can also cancel a voice command by tapping the right unit of the headset or the area near your ear 3 times quickly (with an interval of about 0.2 seconds between taps).

Note

- Siri cannot be activated when you say "Hey Siri" even when the iPhone's "Hey Siri" setting is on.

- Siri may not be activated depending on specifications of the smartphone or application version.

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What you can do with the "Sony | Headphones Connect" app

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

- Switch the voice guidance language
- Turn the notification sound and voice guidance on/off
- Change the function of the right unit of the headset
- Set the Quick Access function
- Set the Bluetooth connection mode (sound quality mode)
- Turn off the headset
- Set the wearing detection automatic music playback pause/resume function
- Set the wearing detection automatic power off function
- Initialize the headset
- Turn Service Link on/off
- Set the wide area tap function
- Display the model information of the headset
- Check the headset software version
- Display the Bluetooth connection status between left or right units of the headset and the smartphone
- Display the Bluetooth connection codec
- Display the DSEE (completion for high-range sound) function setting status
- Set the DSEE (completion for high-range sound) function
- Display the remaining battery charge of the headset
- Display the remaining battery charge of the charging case
- Display notifications alerting you to charge the headset (when the remaining battery charge of the charging case is low)
- Select the Equalizer/CLEAR BASS setting
- Customize the Equalizer setting
- Enable/disable the automatic audio detection for Speak-to-Chat and set it up
- Turn Adaptive Volume Control on/off
- Adjust the volume during music playback/phone call on a Bluetooth device
- Play/pause music or skip to the beginning of the previous track (or the current track during playback)/skip to the beginning of the next track on a Bluetooth device
- Easy pairing
- Record and display information on the usage of the headset

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

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

Related Topic
- Installing the "Sony | Headphones Connect" app
- About the voice guidance
- Using Quick Access

- About wide area tap
- About the sound quality mode
- Wearing the headset
- Supported codecs
- Checking the remaining battery charge
- About the DSEE function
- Speaking with someone while wearing the headset (Speak-to-Chat)

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Installing the "Sony | Headphones Connect" app

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

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

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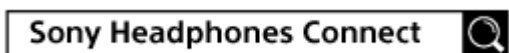
2 **After installing the app, launch the "Sony | Headphones Connect" app.**

Related Topic

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

Wireless Stereo Headset
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Accessing support information from the "Sony | Headphones Connect" app

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

1 **Select [Help] on the "Sony | Headphones Connect" app screen.**

2 **The [Headphones Connect Help] screen appears and support information is displayed.**

3 **Select the desired item.**

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What you can do with partner services

After setting up on the "Sony | Headphones Connect" app, you can use the following apps[*] linked with the headset.

[*] Services that can be linked as of May 19, 2022 are listed.

For details on the latest services and experiences you can have by linking, refer to the [Services] tab of the "Sony | Headphones Connect" app.

1 **Launch the "Sony | Headphones Connect" app.**

2 **Set up each service on the [Services] tab.**

Note

- The services that can be linked differ depending on the country or region.

- The specifications of the service that can be linked are subject to change without notice.

- When you use Endel, you need to install the corresponding "Endel" app. For details, refer to the following Endel website:
  https://endel.io/

Related Topic

- Installing the "Sony | Headphones Connect" app

SONY

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

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

Install the latest headset software to enjoy new functions or to resolve a certain number of issues with the headset.
Always use the headset with the latest software installed.

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

1 **Download the update program from the support site to your computer.**

2 **Remove both units of the headset from the charging case.**
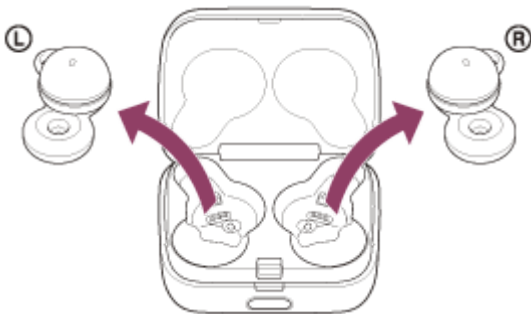
The headset turns on automatically.

3 **Connect the supplied USB transceiver to a USB port of your computer.**

The connection is automatically established between the USB transceiver and headset.
When you put the headset units into both ears, you will hear a notification sound indicating that the connection is established from both headset units.

4 **Launch the update program.**

5 **Update the headset software following the on-screen instructions.**

Note

- Note the following if the update cannot be completed.
  - Charge the headset sufficiently.
  - Put the headset and the computer as close to each other as possible, and then update the headset software.
  - Keep wireless LAN devices and other Bluetooth devices away from the headset when updating.

- Tap operations are disabled during software updates. In addition, calls cannot be made and music cannot be played because sound cannot be played on the headset during an update.

Wireless Stereo Headset
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Precautions

On Bluetooth communications

- Bluetooth wireless technology operates within a range of about 10 m (30 feet). The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.
- Microwaves emitting from a Bluetooth device may affect the operation of electronic medical devices. Turn off the headset and other Bluetooth devices in the following locations, as it may cause an accident:

  - in hospitals, near priority seating in trains, locations where inflammable gas is present, near automatic doors, or near fire alarms.

- This product emits radio waves when used in wireless mode. When used in wireless mode on an airplane, follow flight crew directions regarding permissible use of products in wireless mode.
- The audio playback on the headset may be delayed from that on the transmitting device, due to the characteristics of Bluetooth wireless technology. As a result, the sound may not be in sync with the image when viewing movies or playing games.
- The headset supports security functions that comply with the Bluetooth standard as a means of ensuring security during communication using Bluetooth wireless technology. However, depending on the configured settings and other factors, this security may not be sufficient. Be careful when communicating using Bluetooth wireless technology.
- Sony shall assume no responsibility for any damages or loss resulting from information leaks that occur when using Bluetooth communications.
- Bluetooth connections with all Bluetooth devices cannot be guaranteed.

  - Bluetooth devices connected with the headset must comply with the Bluetooth standard prescribed by Bluetooth SIG, Inc., and must be certified as compliant.
  - Even when a connected device complies with the Bluetooth standard, there may be cases where the characteristics or specifications of the Bluetooth device make it unable to connect, or result in different control methods, display, or operation.
  - When using the headset to perform hands-free talking on the phone, noise may occur depending on the connected device or the communication environment.

- Depending on the device to be connected, it may require some time to start communications.

Note on temperature rise

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

Note on sound leakage

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

Note on static electricity

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

Notes on wearing the headset

- After use, remove the headset from your ears slowly.

- The long-term use of the headset may cause symptoms such as itching and irritation in the ears.
  If you experience any of the above symptoms while using the headset, stop using it immediately and consult a doctor or your nearest Sony dealer.
- For long-term use, it is recommended that you remove the headset from your ears on a regular basis.

Other notes

- Do not subject the headset to excessive shock as it is a precision device.
- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- If you experience discomfort while using the headset, stop using it immediately.
- If water or foreign matter enters the headset, it may result in fire or electric shock. If water or foreign matter enters the headset, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
  - When using the headset near a sink or liquid container
    Be careful that the headset does not fall into a sink or container filled with water.
  - When using the headset in the rain or snow, or in humid locations

Cleaning the headset

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

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

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

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

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

Wireless Stereo Headset
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When you have finished using the headset

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

Note

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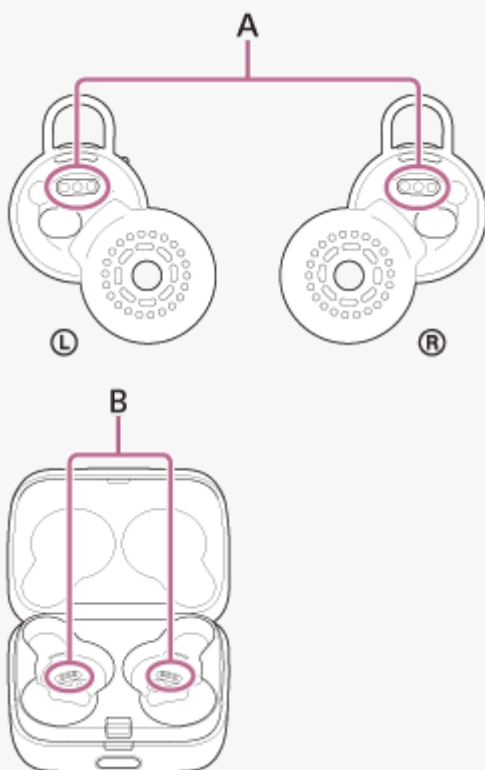
A: Charging ports of the headset units
B: Charging ports of the charging case

When the headset gets wet

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

2. Turn the sound output part downward and gently tap it about 10 times on a dry cloth, etc. to remove any water collected inside.
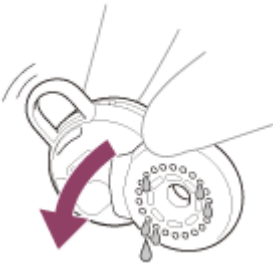
3. Turn the microphone part downward and gently tap it about 5 times on a dry cloth, etc. to remove any water collected inside.

4. Leave the headset to dry in room temperature.

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To prevent burning or malfunction due to getting wet

Be sure to clean after use

Charging with liquid such as water or sweat or foreign objects such as dust attached to the USB Type-C port of the charging case or charging port of the headset may cause an accident such as burns or serious wounds due to fire, electrocution, heat generation, smoke, or ignition. It may also cause a malfunction.

Avoid the following situations and be careful not to get moisture or dirt on the headset or charging case.
If the headset or charging case gets wet or dirty, see "When the headset or charging case gets wet " and clean them as described before use.

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

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

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

- Spilling a drink while eating or drinking

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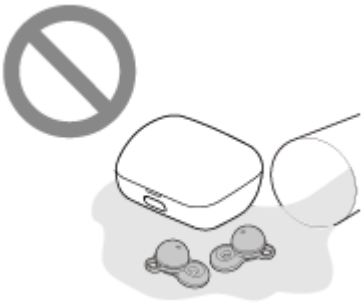
When the headset or charging case gets wet

On water resistant performance of the headset

- The charging case is not water resistant.
- The water resistant specifications of this headset are equivalent to IPX4 in IEC 60529 "Degrees of protection against ingress of water (IP Code)", which specifies the degree of protection provided against the entry of water. The headset cannot be used in water.
  Unless the headset is used correctly, water may get into the headset and cause fire, electrocution, or malfunctions. Note the following cautions carefully and use the headset correctly.
  IPX4: Protected against water splashing from any direction.
- The inside of the sound output parts and air holes on the headset are not completely watertight.
  If any water droplets are left inside the sound output parts or air holes on the headset, the following issues may occur temporarily, but they are not malfunctions.

  - Sounds become difficult to hear.
  - Unusual sounds are heard.
  - Voices during phone calls become difficult to hear.

Liquids that the water resistant performance specifications of the headset apply to

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

The water resistant performance of the headset is based on measurements performed by Sony under the conditions described above. Note that malfunctions resulting from water immersion caused by customer misuse are not covered by the warranty.

To protect the headset and charging case from being damaged

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

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

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

  2. Turn the sound output part downward and gently tap it about 10 times on a dry cloth, etc. to remove any water collected inside.
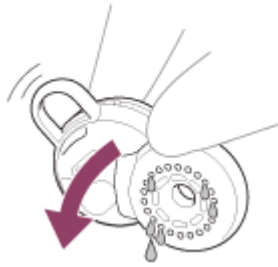
3. Turn the microphone part downward and gently tap it about 5 times on a dry cloth, etc. to remove any water collected inside.

4. Leave the headset to dry in room temperature.

- If the headset units and charging case are charged while they are wet with sweat, etc., the charging ports will corrode. Before charging, wipe off any moisture with a soft dry cloth and leave to dry in room temperature. Repairs in case of a malfunction without care are not covered by the free warranty.
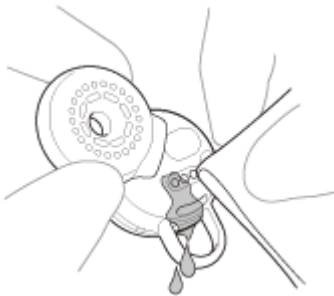
- When the charging ports of the headset or charging case get dirty, wipe them clean with a soft dry cloth.
- Do not wash pants or shirts with the headset units left in the pockets.

- If the headset is cracked or deformed, refrain from using the headset near water, or contact your nearest Sony dealer.

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Customer support websites

For customers in the USA and Canada:
https://www.sony.com/am/support

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What can I do to solve a problem?

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

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

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

Related Topic

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

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Unable to turn on the headset.

- Make sure the battery is fully charged.
- You cannot turn on the headset when the headset is stored and being charged in the charging case. Remove the headset from the charging case to turn it on.
- Charge the charging case.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- If the fitting supporters are not properly attached to the headset, the headset cannot be charged. Check that the fitting supporters are attached properly when you set the headset into the charging case.
- When Service Link is turned on with the "Sony | Headphones Connect" app, use the right unit of the headset. You cannot use only the left unit of the headset.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Charging cannot be done.

Common

- Make sure the headset is stored securely in the charging case.
- Make sure to set the left and right headset units correctly into the charging case.
- Be sure to use the supplied USB Type-C cable and check that the cable is firmly connected to the charging case.
- If the fitting supporters are not properly attached to the headset, the headset may not be charged with the supplied charging case. Check that the fitting supporters are attached properly when you set the headset into the charging case.
- When the charging ports of the headset or the charging case get dirty, the headset may not be charged. Clean the charging ports with a soft dry cloth.
- It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.
- While charging, be sure to keep the lid of the charging case closed to prevent the battery of the charging case from being wasted.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

When charging with a USB AC adaptor

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

When charging with a computer

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

Related Topic

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

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

- If you set the following functions, the available operating time of the battery becomes short.

  - Sound quality mode during Bluetooth playback: Priority on sound quality
  - Equalizer
  - DSEE
  - Speak-to-Chat
  - Service Link
  - Adaptive Volume Control

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

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

Related Topic

- Available operating time

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Charging time is too long.

- When charging with a computer, check that the charging case and the computer are directly connected and not via a USB hub. Also, this may be improved by restarting the computer and trying the USB connection again.
- Check that you are using the supplied USB Type-C cable.
- Depending on the settings for the headset functions and usage conditions, the speed of energy consumption for the rechargeable battery may vary between the left and right units.
  As a result, the charging time of the rechargeable batteries for the left and right units may differ. However, this is not a malfunction.
- It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.
- When using a commercially available USB AC adaptor, use one capable of supplying an output current of 0.5 A (500 mA) or more.

Related Topic

- Charging

SONY

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

No sound, no sound from one side

Common

- Pair the headset and the Bluetooth device again.
- Charge the charging case.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- The headset will not be charged properly and cannot connect to a device if the headset is not stored securely in the charging case, such as when the fitting supporters are not properly attached to the headset. Make sure the headset is stored securely in the charging case.
- Restart the smartphone or the computer you use.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.
- When the Speak-to-Chat mode is activated, music playback will pause. In this case, operate the headset to exit the Speak-to-Chat mode.
  You can use the "Sony | Headphones Connect" app to switch between enable or disable for Speak-to-Chat.

When connected to the USB transceiver

- Remove the USB transceiver from the USB port of your computer and then insert it again.
- When the headset is connected to the USB transceiver and a Bluetooth device such as a smartphone at the same time, it may take several seconds to switch the sound between the computer and the Bluetooth device.

When connecting to a computer via Bluetooth connection

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

When there is no sound on only one side

- When Service Link is turned on with the "Sony | Headphones Connect" app, use the right unit of the headset. You cannot use only the left unit of the headset.
- Depending on the smartphone app or computer application (which requires HFP (Hands-free Profile)/HSP (Headset Profile)), you may hear a voice from only one unit.

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Low sound level

- If the headset is not worn properly in your ears, you may not obtain proper sound quality or volume.
  Check that you are wearing the headset properly in your ears.
- Turn up the volume of the connected device.
  If the function of the headset is changed to [Volume Control] with the "Sony | Headphones Connect" app, you can adjust the volume with the headset during music playback or while talking.
- Connect the Bluetooth device to the headset once again.
- The inside of the sound output parts and air holes on the headset are not completely watertight. If any water droplets are left inside the sound output parts or air holes on the headset, the sound level becomes low temporarily, but this is not a malfunction. See "When you have finished using the headset" and dry the headset as described before use.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Note

- Depending on the connected device, the volume of the device and the headset may or may not be synced. If the volume on a device is not synced to the volume on the headset, it will not be possible to use the device to turn up the volume on the headset once the volume is turned down on the headset.
  In that case, turn up the volume of both the headset and the connected device.
  If the sound is still low even after adjusting the volume on the connected device, adjust the volume with the "Sony | Headphones Connect" app.
  However, when the headset is connected to the USB transceiver and you are playing music on the computer, the volume cannot be adjusted on the "Sony | Headphones Connect" app.

Related Topic

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

SONY

Wireless Stereo Headset
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Low sound quality

- If the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain the correct sound qualities or call performance. If the part of the headset where sound is output is not oriented correctly toward the ear canal, the sound quality may sound poor or the left and right sound localization may sound misaligned.
  If any of this is the case, check that you are wearing the headset properly in your ears.
- Turn down the volume of the playback device if it is too loud.
- Switch the Bluetooth connection to A2DP with the connected device when the headset and the transmitting Bluetooth device are connected via an HFP or HSP Bluetooth connection.
- If the headset connects to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it is turned on. Use the connected device to connect via an A2DP Bluetooth connection.
- If the sound quality is poor when listening to music from a computer to which the USB transceiver is connected, change the microphone setting of the computer to the built-in microphone of the computer instead of [LinkBuds UC via USB Transceiver].
  This will change the sound quality from calling quality to music playback quality.
- When connecting to a computer via Bluetooth connection without using the USB transceiver and listening to music from a computer on the headset, the sound quality may be poor (difficult to hear the singer's voice, etc.) for the first few seconds after a connection is established. This is due to the computer specifications (priority on stable connection at the start of transmission and then switches to priority on sound quality several seconds later) and is not a headset malfunction.
  If the sound quality does not improve after a few seconds, use the computer to establish an A2DP connection. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic
- Wearing the headset

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Sound skips frequently.

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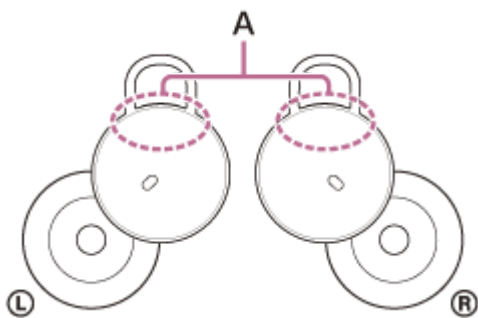
A: Locations of the built-in antennas (left, right)

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

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

Related Topic

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

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Noise is heard during music playback.

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

Related Topic

- When you have finished using the headset
- Resetting the headset
- Initializing the headset to restore factory settings

The headset cannot connect to the USB transceiver/The headset is not working properly/The headset cannot be operated/Cannot hear the other person or the call volume is low during calls/The other person cannot hear you or their call volume is low during calls.

- Check that the computer and headset are turned on.
- Connect the USB transceiver directly to the USB port on your computer and not via a USB hub or a USB port on the monitor.
- Remove the USB transceiver from the USB port of your computer and then insert it again.
- You cannot operate the headset when you are not wearing the headset. Put the headset into your ears to operate.
- If wide area tap is turned on (default setting) on the "Sony | Headphones Connect" app and the headset is having difficulty detecting tap operations, it may respond if you change the tap strength or where you tap. The headset may also respond if you tap with 2 fingers.
- When wide area tap is turned off on the "Sony | Headphones Connect" app, tap the headset to operate.
  If the headset still cannot be operated, tap harder with an interval of about 0.2 seconds between taps.
- Turn up the volume on the computer if it is too low.
- Make sure the audio output on the computer is set to [LinkBuds UC via USB Transceiver].
- If the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain the correct sound qualities or call performance.
  If any of this is the case, check that you are wearing the headset properly in your ears.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset and reconnect to the USB transceiver.

Related Topic
- Connecting the headset to the USB transceiver
- Wearing the headset
- About wide area tap
- What you can do with the "Sony | Headphones Connect" app
- Using Microsoft Teams
- Making a video call on your computer
- Resetting the headset
- Initializing the headset to restore factory settings

SONY

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Noise is heard during a call.

- Remove the USB transceiver from the USB port and then insert it into another USB port on your computer.
- If there are cables connected to your computer or USB 3.0 compatible devices in use around the USB transceiver, keep the cables and devices away from the USB transceiver as much as possible.
- When an unused USB device or cable is connected to your computer, remove it from the USB port of your computer.
- If there is a metal object such as a desk leg near the USB transceiver, insert the USB transceiver into the USB port that is as far away from the metal object as possible.
- Use the headset and the USB transceiver as close to each other as possible.
- The issue may be improved by closing unnecessary applications or windows running on your computer, or restarting your computer.
- Connect the headset to the USB transceiver again.
- Reset the headset.
- Initialize the headset and reconnect to the USB transceiver.

Related Topic

- Connecting the headset to the USB transceiver
- Resetting the headset
- Initializing the headset to restore factory settings

SONY

Wireless Stereo Headset
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Pairing with a Bluetooth device cannot be done.

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Unable to make a Bluetooth connection.

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

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

The headset cannot be operated.

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

Related Topic

- Wearing the headset
- About wide area tap
- What you can do with the "Sony | Headphones Connect" app
- Resetting the headset
- Initializing the headset to restore factory settings
- Functions for a phone call

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

Cannot hear the other person or the call volume is low during calls/The other person cannot hear you or their call volume is low during calls.

- Check that both the headset and the connected device are turned on.
- Turn up the volume of the connected device if it is too low.
- When you use the video calling application, open the settings[*] of the video calling application, and check that the speaker or microphone setting is specified as [LinkBuds UC via USB Transceiver][**]. When the settings of the video calling application cannot be checked or calling connections [LinkBuds UC via USB Transceiver] cannot be selected, select [LinkBuds UC via USB Transceiver] on the settings of your computer to make connections.

  [*] Depending on the video calling application you are using, this function may not be available.
  [**] Names may vary according to the computer or the video calling application you are using.

- If the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain the correct sound qualities or call performance.
  If any of this is the case, check that you are wearing the headset properly in your ears.
- Set the headset into the charging case and close the lid of the charging case. Then, take out the headset, and reconnect with the Bluetooth device.
- Restart the Bluetooth device such as your smartphone or computer, and reconnect with the headset.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

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

Wireless Stereo Headset
LinkBuds UC for Microsoft Teams

The headset is not working properly or wide area tap is activated when you did not tap the designated area.

- Wide area tap is a function that detects vibration around the ears with the acceleration sensors that are built into the headset and determines the tap operations. Therefore, it may be erroneously detected as tapped by actions such as putting on or taking off surgical masks or glasses, and chewing.
- If the headset is frequently not working properly, this may be improved by using the "Sony | Headphones Connect" app to turn wide area tap off and switch to headset tap instead.
- Charge the charging case.
- Set the headset into the charging case and close the lid of the charging case.
  You may be able to resolve some issues by setting the headset into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

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

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An earache occurs.

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

Related Topic

- Replacing the fitting supporters
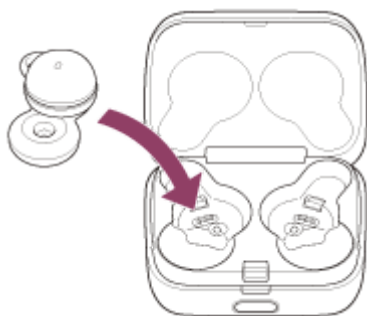- Wearing the headset

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Resetting the headset

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

1. **Set one of the headset units into the charging case.**

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

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

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

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

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

   After about 15 seconds, the indicator (orange) on the charging case flashes slowly for about 5 seconds.
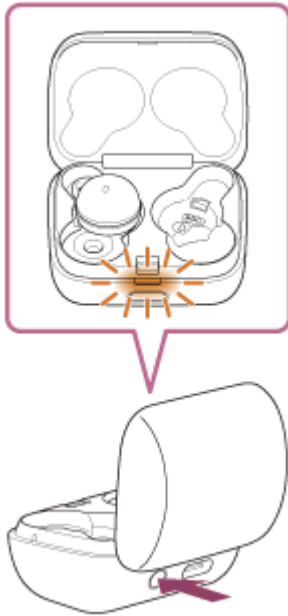
Then, the indicator on the charging case turns off and the headset will be reset.
When resetting is complete, the indicator (orange or green) on the charging case lights up for about 3 seconds to show the remaining battery charge of the headset, and then turns off.

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

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

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

About the instruction manual video

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

Related Topic

- Initializing the headset to restore factory settings

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Initializing the headset to restore factory settings

If the headset does not operate correctly even after resetting, initialize the headset.

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

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

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

By closing the lid once, the headset units are straightened and locked in place, even if they were not locked in the charging case before.
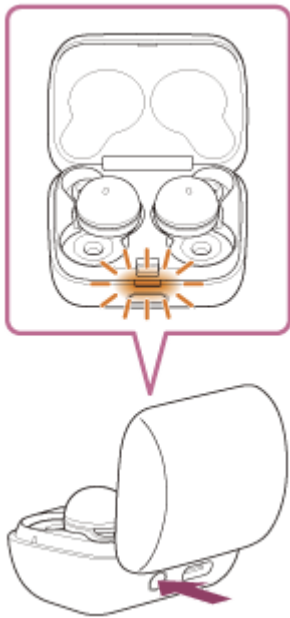
3 **Hold the charging case in your hand and press the lid open button to open the lid.**

4 **Press and hold the initialize button of the charging case for about 15 seconds or more.**
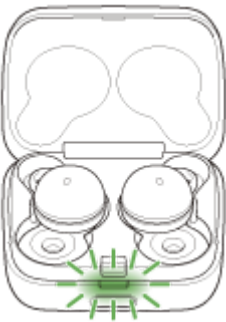
The indicator (blue) on the charging case repeatedly flashes twice in a row, and then the indicator (orange) starts flashing.

5 **Release your finger within 5 seconds after the indicator (orange) on the charging case starts flashing.**

When the initializing is complete, the indicator (green) on the charging case flashes 4 times.

This operation resets volume settings, etc. to the factory settings, and deletes all pairing information. In this case, delete the pairing information for the headset from the connected device and then pair them again.
If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

About the instruction manual video

Watch the video to find out how to initialize.
https://rd1.sony.net/help/mdr/mov0037/h_zz/

Hint

- You can also initialize the headset with the "Sony | Headphones Connect" app.

Note

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

- If the indicator (green) on the charging case does not flash 4 times after performing step **5**, the headset has not been initialized. Try again from step **4**.

- If you have updated the software after purchasing the headset, the software is retained updated even if you initialize the headset.

- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will also return to the factory settings.

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Specifications

Headset

Power source:

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

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Charging time:

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

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

Charging temperature:

5 °C to 35 °C (41 °F to 95 °F)

Mass:

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

Communication specification

(Excluding communication with the USB transceiver)

Communication system:

Bluetooth Specification version 5.2

Output:

Bluetooth Specification Power Class 1

Maximum communication range:

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

Frequency band:

2.4 GHz band (2.4000 GHz - 2.4835 GHz)

Compatible Bluetooth profiles[2]:

A2DP
AVRCP
HFP
HSP

Supported Codec[3]:

SBC
AAC

Transmission range (A2DP):

20 Hz - 20 000 Hz (Sampling frequency 44.1 kHz)

1) The actual range will vary depending on factors such as obstacles between devices, magnetic fields around a microwave oven, static electricity, reception sensitivity, antenna's performance, operating system, software application, etc.
2) Bluetooth standard profiles indicate the purpose of Bluetooth communications between devices.
3) Codec: Audio signal compression and conversion format

Design and specifications are subject to change without notice.

Compatible iPhone/iPod models

iPhone 12 Pro Max
iPhone 12 Pro
iPhone 12
iPhone 12 mini
iPhone SE (2nd generation)
iPhone 11 Pro Max
iPhone 11 Pro
iPhone 11
iPhone XS Max
iPhone XS
iPhone XR
iPhone X
iPhone 8 Plus
iPhone 8
iPhone 7 Plus
iPhone 7
iPhone SE
iPhone 6s Plus
iPhone 6s
iPhone 6 Plus
iPhone 6
iPhone 5s
iPod touch (7th generation)
iPod touch (6th generation)
(As of September 2022)

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Text for video on how to wear the headset

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

Part name and shape descriptions

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

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

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

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

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

Alternative text for video

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

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

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

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

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

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

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

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

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

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