How to check the Device Manager for proper installation of the portable audio driver.

A device driver allows the computer to recognize devices. If the device driver is not recognized properly by the computer, the computer will be unable to recognize the Walkman.
Check if the device driver is recognized properly. If it is not recognized properly, reload the device driver.

Follow this procedure to check the device media status in the Device Manager window:

1. Connect the Walkman to the computer using the supplied USB cable.
2. Launch Device Manager.

How to launch Device Manager in each OS:

**Windows 10 operating system**

1. Right-click the Start button in the lower left of the Desktop.
2. Click Device Manager.

- **Windows 8.1 operating system**

1. Display the charm on the Desktop.
2. Click Settings.
3. Click Computer information (PC info).
4. Click Device Manager.

- **Windows 7 operating system**

1. Click the Start button in the lower left of the Desktop.
2. Right-click Computer.
3. Click Properties.
4. Click Device Manager.
5. Check if SONY WALKMAN USB Device is displayed under Disk drives.
• If SONY WALKMAN USB Device is displayed.
The device driver is recognized properly. You do not need to reload the device driver.

• If SONY WALKMAN USB Device is not displayed.
The device driver for the Walkman is not recognized properly by the computer.

Check if "?" or "!" is indicated on the Device Manager screen.

1. Right-click the item indicated by "?" or "!
2. Select Uninstall.
3. When the Warning screen is displayed, select OK.
4. Disconnect the Walkman from the computer.
5. Restart the computer.
6. Reconnect the Walkman to the computer.  
   The device driver will be installed automatically.

Bluetooth connection and troubleshooting for audio products

Tips to help with Bluetooth connection issues

Bluetooth pairing and/or connection can sometimes be tougher than it looks. Although this simple technology is widely available, many people occasionally can experience a hiccup in their Bluetooth experience. Try one of these 8 tips to help you manage possible Bluetooth issues!

1. Make sure both devices are ready to go!

Your smartphone or laptop uses more energy when Bluetooth is ON, so verify if you are not in any sort of battery saving mode in which Bluetooth is disabled. Also, make sure that the audio device (headphones, speaker, etc.) you are trying to connect to is set to Bluetooth as source input.

2. First time pairing is not the same as second time pairing!

Many new devices immediately and automatically go into pairing mode the first time you turn them ON, fresh out of the box.

However, the second time you are going to pair a device, it is highly likely you have to manually put your device into pairing mode!
This is to avoid that your headphones start connecting with every random phone in the street.

3. The 7-second rule

Point 2 seamlessly brings us to a very important rule: check the second-pairing procedure of your product!
Do not assume your device automatically starts pairing when you turn it on or select Bluetooth as the source input: you might have to press and hold the pairing button for an extended amount of time: a common rule is 7 seconds. You will often hear an audio cue or see some flashing lights to inform you that your
device has entered pairing mode.

Be sure to check your manual or help guide to find out exactly what your products second-pairing procedure is!

4. Have you tried turning it OFF and ON again?

Sometimes you have both devices right next to each other, confident that both devices are actively scanning and trying to connect; still, nothing appears on your smartphone or computer list. **A simple trick to fix this is to disable and re-enable Bluetooth on your phone/computer and see if the target device appears in the list.** If this doesn’t solve your issue, also try restarting your phone/computer.

5. Maybe your Bluetooth device is cheating on you?

If you have connected your Bluetooth device with many other devices around, **it is possible that it automatically connects to a previous device!** Make sure you have cut that connection before attempting a new one.

6. Avoid menus, use NFC!

If you don’t like going through the Bluetooth menu, or are experiencing troubles with scanning and finding the target Bluetooth device, **NFC might offer an easy alternative.** If your smartphone is equipped with NFC (Near Field Communication), just hold both devices close to each other: it might simplify the connection process. Moreover, it is a cool gimmick at parties!

7. Mind the gap

Bluetooth is nifty technology, but it has its limits. You can take this quite literally because the connection strength between your Bluetooth devices will gradually lessen due to distance and obstacles. If you cross a certain threshold, **you will get disconnected.** Just picture your Bluetooth signal as an invisible cable and take the length of that cable into consideration. As a rule of thumb, 10 metres is your maximum limit, without obstacles of any kind between the connected devices.
Also, remember that pairing requires you to be close to the target device, preferably right next to it.

8. Make sure it’s a profile match!

It is a bit technical, but there are various Bluetooth profiles that can cause mayhem if they are not aligned. For example, there are transmitting and receiving Bluetooth devices (your phone is able to send music to a speaker, but not the other way around). **Always consider the purpose of the device you’re trying to pair with.**

Alternatively, if a device allows for more than one mode of connection—phone, music, messages, and address book,—**try disabling certain modes on either connected device to see if that helps your problem.**

I cannot connect to the headphones or speakers via a Bluetooth pairing from the mobile device.

1. Confirm how the devices you are using are combined.

There is a possibility that the Bluetooth connection is already made with a device that you did not want to connect or the Bluetooth connection is not correctly set.

Please check the following video:

**How to switch the Bluetooth pairing connection to a different device**
Tutorial:
Learn how to turn captions on or off when watching Internet videos from YouTube

When using more than one Bluetooth device with the headphones or speakers, you may not be able to connect to the intended device. Please confirm how the devices you are using are combined.

- When using NFC-compatible headphones or speakers, or a Bluetooth device.
- When using an Android device (when you do not know whether it is non NFC-compatible or NFC-compatible).
- When using an iOS device.

When using NFC-compatible headphones or speakers, or a Bluetooth device.

Touch the NFC mark on the Bluetooth device with the headphones or the speaker again.
Cancel the screen of the mobile device.

That concludes the connection.

When using an Android device (when you do not know whether it is non NFC-compatible or NFC-compatible).

Perform the connecting procedure below:
1. Set the speaker or headphones to the pairing mode.

**NOTE:** The procedure to set to the pairing mode differs according to your device. For details, refer to the manual supplied with the product.
   - Example: When pressing the **FUNCTION-PAIRING** or power button to set to the pairing mode.
   - 1. Turn off the headphones or speaker, and then wait a moment while pressing and holding the Bluetooth or power button.
   2. When the BLUETOOTH indicator or power lamp flashes in red and blue, the device enters the pairing mode.
   3. If passkey is required on the BLUETOOTH mobile device, enter “0000.” “Passkey” may be called “Passcode,” “PIN code,” “PIN number,” or “Password.”

2. Perform pairing with the Bluetooth device you want to connect.
   **NOTE:** The operating procedure of Android 6.0 is explained below.

   1. Tap the **HOME** button.

   ![Android Home Screen]

   2. Tap **Settings**.

   ![Android Settings Screen]
3. Tap **Bluetooth**.

4. Tap the device name displayed in the **Bluetooth** items.

**NOTE:** If the device name is not displayed in the **Bluetooth** items, there is a possibility that the **Bluetooth** function is set to off. Set the **Bluetooth** function to on.

When pairing is complete, **connected** is displayed in the **Bluetooth** device name.

That concludes the connection.

**When using an iOS device.**

Perform the connecting procedure below:
1. Set the speaker or headphones to the pairing mode.

**NOTE:** The procedure to set to the pairing mode differs according to your device. For details, refer to the manual supplied with the product.
- Example: When pressing the power button to set to the pairing mode.
- 1. Turn off the headphones or speaker, and then wait a moment while pressing and holding the power button.
- 2. When the power lamp flashes in red and blue, the device enters the pairing mode.

2. Perform pairing with the Bluetooth device you want to connect.

**NOTE:** The operating procedure of iOS 10 is explained below.

1. Tap **Settings** on the **HOME** screen.

2. Tap **Bluetooth**.

3. Set Bluetooth to **ON**.
4. Tap the device name displayed in the Bluetooth items.

**NOTE:** If the device name is not displayed in the **Bluetooth** items, there is a possibility that the **Bluetooth** function is set to off. Set the **Bluetooth** function to on.

When pairing is complete, **Connected** is displayed in the **Bluetooth** device name.

That concludes the connection.
2. Update the Music center (SongPal) app.

If Music Center (SongPal) is installed on your mobile device, update it to the latest version.
If you are in an environment in which you cannot use the latest version of Music Center (SongPal), try uninstalling Music Center (SongPal) and reconnecting.

3. Delete device information, and then reattempt pairing.

If the device information of the headphones or speaker is registered to your mobile device, use the following procedure to delete the device information, then reattempt pairing.

**NOTE:** For details on operation method, refer to the instructions manual supplied with the product.

**When using an Android device**

**When using an iOS device**

**When using an Android device**

1. Turn off the headphones or speaker.
2. Set the Bluetooth settings on your Android device to **ON** and delete the device information of the headphones or speaker.
3. Turn on the headphones or speaker.
4. Perform the connecting procedure again.
   For details, refer to the **Step 1**.

**When using an iOS device**

1. Turn off the headphones or speaker.
2. Delete the device information of the headphones or speaker registered to your iOS device.
   **NOTE:** The operating procedure of iOS 10 is explained below.
   1. Tap **Settings** on the **HOME** screen.
   2. Tap **Bluetooth**.
3. Tap the 🔄 mark to the right of **headphones** or **speaker** in the device list.

   **NOTE:** If the device name is not displayed in the Bluetooth items, there is a possibility that the Bluetooth function is set to off. Set the Bluetooth function to on.

4. Tap **Forget this Device**, then iOS device will be paring mode.

3. Turn on the headphones or speaker.

4. Perform the connecting procedure again. For details, refer to the [Step 1](#).

**Related Info**

For more information regarding Bluetooth connection with Walkman, Headphone, Computer or Sound Bar, refer to:

- [Frequently Asked Questions about Bluetooth for audio products.](#)
- [How to pair Bluetooth headphones with a source device.](#)
- [I cannot pair my headphones or speakers with my computer using the Bluetooth function.](#)

**Can't pair the Bluetooth headphones or speaker to a computer**

**IMPORTANT:** Not all Sony Headphones and Speakers have Bluetooth capability. To verify whether your Sony product has this function, check the specifications on the manual supplied with the product.

According to your computer setup (operating system, speakers configuration, etc.), the procedure you have to go through in order to successfully pair your headphones or speakers with your computer - and hear sound through them - will vary.

**Preparation**

- Make sure to turn up the volume level on the computer.
- Place your device within one meter of the computer.
- Make sure your computer supports the Advanced Audio Distribution Profile (A2DP) Bluetooth profile.
• The drivers needed to connect your device to a computer are already included in the operating system.
  o If your computer is asking for a Bluetooth driver, contact your computer manufacturer.
  o If you're using a VAIO computer, Bluetooth drivers are available online. Downloads are posted on your model support page.

Pair your headphones or speaker to the computer

Select your operating system below for steps on how to pair your device with a computer.

- Microsoft Windows 10
- Microsoft Windows 8.1 or 8
- Microsoft Windows 7
- Apple Mac OS

Microsoft Windows 10

1. On your audio device, press the POWER button to enter pairing mode.
   o Press the button for two seconds if this computer is the first Bluetooth device you're pairing to your device.
   o Press the button for seven seconds if this computer is the second Bluetooth device you're pairing to your device.

2. On the computer, press the Windows Key.
3. Click Settings.
4. Click Devices.
5. Click **Bluetooth & other devices** and then click on the slider under **Bluetooth** to turn the Bluetooth On.

6. Under **Bluetooth & other devices**, click on **Add Bluetooth or other device**.
7. On the Add a device window that will pop up, click on Bluetooth.

8. Click on the model number of your device. 
   On this example, we used a DR-BTN200 Bluetooth headphone.
9. A window will pop up indicating the Bluetooth connection is complete.

NOTES:

- If a passkey input is required, enter 0000.
- On some devices, you'll hear **Bluetooth is connected** after the Bluetooth connection is complete.
• If the model number of your device doesn't appear on the computer, try again from step 6.

Microsoft Windows 8.1 or 8

1. On your audio device, press the **POWER** button to enter pairing mode.
   - Press the button for two seconds if this computer is the first Bluetooth device you're pairing to your device.
   - Press the button for seven seconds if this computer is the second Bluetooth device you're pairing to your device.

2. On the computer, press the **Windows Key**.
3. Type **Add Bluetooth device**.
4. Select the **Settings category**, on the right-hand side.
5. Click **Add a device**, in the **Devices window**.

6. Locate your device model from the list of devices.
7. Select the model name of your device.
   - After the computer has loaded the device and the drivers, you should see that the device has connected successfully.

Microsoft Windows 7

**Important:** If your device won't connect to a newly purchased computer, download the most recent Bluetooth driver for the computer. Contact the computer manufacturer if you need assistance in downloading the driver.

1. On your audio device, press the **POWER** button to enter pairing mode.
   - Press the button for two seconds if the computer is the first Bluetooth device you're pairing to your device.
Press the button for seven seconds if the computer is the second Bluetooth device you're pairing to your device.

Allow approximately 20 seconds for the computer to detect your device.

After the computer detects your device, it will then automatically proceed to install the driver after which the device will be added to the computer's list of devices.

2. On the computer, double-click on your device model name that appears in the device list.

A window pops up with two options:
  - Listen to the music
  - Forward VoIP Calls to Handsfree

3. Select **Listen to music**.

A green tick will appear next to the Bluetooth connection established message after a connection is made.

To hear sound from your device, you may need to set them as the default speakers. If you don't hear sound from your device, continue with the next steps.

4. Right-click the **Volume mixer**, represented by a speaker icon in the system tray.

5. Select **Playback devices**.

6. Right-click on your device in the list of devices.
7. Select **Set as Default Device**.
8. Click **Apply**.
9. Click **OK**.

---

**Apple Mac OS**

1. On your audio device, press the **POWER** button to enter pairing mode.
   - Press the button for two seconds if this computer is the first Bluetooth device you're pairing to your device.
   - Press the button for seven seconds if this computer is the second Bluetooth device you're pairing to your device.

2. On the computer, click the **Bluetooth tray icon**.
3. Select **Open Bluetooth Preference**.
   - The image below is an example of macOS Mojave.
4. Locate your device model name from the devices list.

5. Click **Connect**.
   - After a few moments, you should see that the device pairing has completed successfully.

**Note:** If you still can't pair your device to your computer or no sound is heard, pair it to a different Bluetooth device such as a computer, smartphone, or tablet that supports A2DP profile.

**Sound from the Bluetooth headphones/speakers cuts or noise occurs.**

Various reasons can cause noise interference to the sound of Bluetooth headphones or speakers. Please check the following solution for each cause:

Case 1: When using the Bluetooth device close to Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc.
Case 2: When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio.
Case 3: When using the Bluetooth device closes to the other Bluetooth devices.
Case 4: When using the device away from the player, such as in a different room.
Case 5: When playing music (audio data) via the Bluetooth device placed in a case.
Case 6: When playing music (audio data) streamed via the Internet.
Case 7: When playing music with a large file size.
Case 8: When a lot of applications are running at the same time when use the
**Bluetooth function**

If the problem persists

<table>
<thead>
<tr>
<th>Case</th>
<th>Reasons</th>
<th>Workarounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case 1</td>
<td><strong>When using the Bluetooth device close to Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc.</strong> Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. are devices that emit radio waves. Bluetooth devices may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.</td>
<td>Please use the Bluetooth device away from Wi-Fi routers, personal computers, microwave ovens, refrigerators, etc. in order to avoid radio wave interference. If you use a headphone set with a noise canceling function, turn the noise canceling function off.</td>
</tr>
<tr>
<td>Case 2</td>
<td><strong>When using the Bluetooth device in the pocket of the chest or pants, or a bag while listening to the audio.</strong> This is because the human body blocks the Bluetooth antenna of the Bluetooth device and creates an obstacle for Bluetooth transmission.</td>
<td>Move the Bluetooth device to a position where there is no obstacle, such as a human body, to Bluetooth communication when using the Bluetooth device in a pocket or a bag.</td>
</tr>
<tr>
<td>Case</td>
<td>Scenario</td>
<td>Solution</td>
</tr>
<tr>
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<td>--------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>3</td>
<td>When using the Bluetooth device closes to the other Bluetooth devices. Bluetooth devices may be affected by these radio waves when using them in a location with a mixture of multiple radio waves.</td>
<td>Turn off the Bluetooth function of the other Bluetooth devices.</td>
</tr>
<tr>
<td>4</td>
<td>When using the device away from the player, such as in a different room. Bluetooth communication gradually becomes weaker the further away Bluetooth headphones/speakers are placed from a Bluetooth player. When using Bluetooth headphones/speakers and a Bluetooth player in different rooms with the doors closed, Bluetooth communication may be weak.</td>
<td>Keep the Bluetooth headphones/speakers as close to the Bluetooth player as possible.</td>
</tr>
<tr>
<td>5</td>
<td>When playing music (audio data) via the Bluetooth device placed in a case. If a protective case uses metal objects or thick materials, Bluetooth communication</td>
<td>Remove the case of the Bluetooth player.</td>
</tr>
<tr>
<td>Case 6</td>
<td><strong>When playing music (audio data) streamed via the Internet.</strong> Sound is affected by the communication condition of the Internet since music (audio data) that is streamed to a Bluetooth player is transferred to Bluetooth headphones/speakers. Furthermore, playing music (audio data) that has a large volume has more impact on sound.</td>
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<tr>
<td>Case 7</td>
<td><strong>When playing music with a large file size or High-Resolution audio format.</strong> The file size becomes large when music files are compatible with the High-Resolution audio format. Music files with a large size may affect Bluetooth communication.</td>
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<tr>
<td></td>
<td>Play downloaded audio contents, not stream via the Internet.</td>
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<tr>
<td></td>
<td>Change the settings Bluetooth audio streaming playback quality of your Bluetooth headphones or speaker to <strong>Priority on stable connection</strong>.</td>
<td></td>
</tr>
</tbody>
</table>
Case 8

When a lot of applications are running at the same time when use the Bluetooth function.

Quit apps which you are not using on the device to reduce the load.

If the problem persists, try the solution below:

1. Restart your devices.
2. Reconnect the Bluetooth connection.
3. If you have the Near Field Communication (NFC) function, use it to reconnect.

NOTE:

- For details on operation method, refer to the manual supplied with the product.
- If the remaining battery level of your device is low, charge the battery first and then try the procedure above.