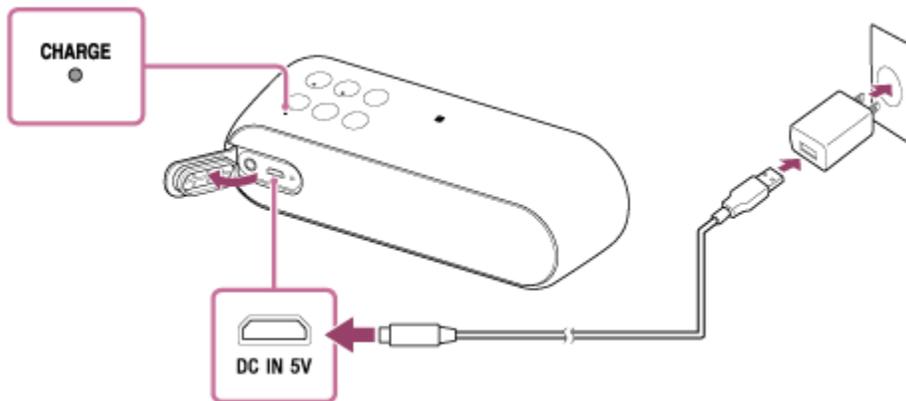


## Troubleshooting Steps for all Bluetooth Speakers

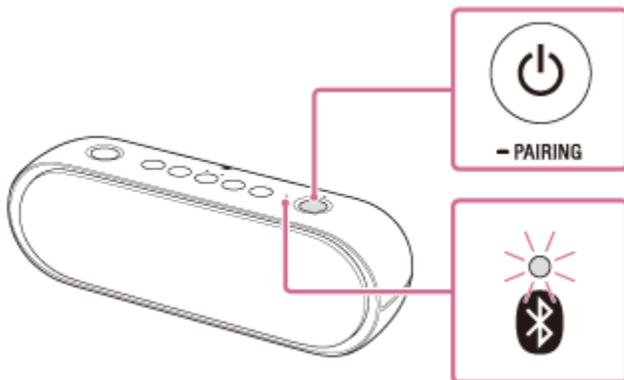
### 1. Fully charge the speaker before using it for the first time



[https://helpguide.sony.net/speaker/srs-xb2/v1/en/contents/image/i0020\\_X33.png](https://helpguide.sony.net/speaker/srs-xb2/v1/en/contents/image/i0020_X33.png)

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

- Many new devices automatically go into pairing mode the first time you turn them ON, but you will have to manually put your device into pairing mode second time onwards
- For manual pairing, you might have to press and hold the pairing button for 5- 7 seconds
- You will often hear an audio cue or see some flashing lights to inform you that your device has entered pairing mode (Check your brand manual to find out more)



[https://helpguide.sony.net/speaker/srs-xb20/v1/en/contents/image/i0230\\_XB20.png](https://helpguide.sony.net/speaker/srs-xb20/v1/en/contents/image/i0230_XB20.png)

### 3. Wireless speaker connectivity range is up to 10-15 meters

- If you're unable to connect within this range, check Bluetooth version and android version of your device (If the BT version is old the range gets decreased and in some cases it does not connect)
- Try connecting with another device to rule out issues with the speaker.

### 4. Try turning Bluetooth mode OFF and ON again

- Disable and re-enable Bluetooth on your phone/computer and see if the speaker name appears in the list
- If this doesn't solve your issue, also try restarting your phone/computer

5. Bluetooth connection with wireless speakers is suddenly disconnected

- The speakers may have automatically switched the Bluetooth connection to another paired device.
- Disconnect the Bluetooth connection and then try connecting with the desired device again.

6. Verify that your smartphone or laptop is not in any sort of battery saving mode in which Bluetooth is disabled.