

Home Audio System  
MHC-V13



The following explains how to use this system. Select a topic from the navigation pane.

This Help Guide mainly explains operations using the remote control, but the same operations can also be performed using the controls on the system having the same or similar names.

## Getting Started

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## Troubleshooting

What can I do to solve a problem?

- [What can I do to solve a problem?](#)
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## General

- [The power does not turn on.](#)
- [The system has entered standby mode.](#)
- [There is no sound.](#)
- [There is severe hum or noise.](#)
- [The remote control does not function.](#)
- [\[CHILD LOCK\] appears when you use any control on the system.](#)
- [A clicking sound is heard when the system is turned on.](#)

## Disc

- [The disc lid does not close.](#)
- [Playback does not start.](#)
- [The sound skips during disc playback.](#)
- [Playback does not start from the first track/file.](#)
- [Files cannot be played back.](#)
- [The name does not appear properly.](#)
- [\[READING\] is displayed for an extended time, or it takes a long time before playback starts.](#)

## USB

- [Playback does not start.](#)
- [Playback does not start from the first file.](#)
- [Files cannot be played back.](#)
- [The name does not appear properly.](#)
- [There is no sound during USB playback.](#)
- [There is noise, skipping, or distorted sound during USB playback.](#)
- [\[READING\] is displayed for an extended time, or it takes a long time before playback starts.](#)
- [\[NO FILE\] appears on the display.](#)
- [\[OVER CURRENT\] appears on the display.](#)
- [The USB device is not recognized.](#)
- [Transferring results in an error.](#)
- [Audio files or folders on the USB device cannot be erased.](#)

## BLUETOOTH device

- [Pairing cannot be performed.](#)
- [The BLUETOOTH device cannot detect the system, or \[BT OFF\] appears on the display.](#)
- [Connection is not possible.](#)
- [iPhone/iPod cannot be connected with the system.](#)
- [The sound skips or fluctuates, or the connection is lost.](#)
- [The sound of your BLUETOOTH device cannot be heard on this system.](#)
- [There is severe hum, noise, or distorted sound.](#)

## Radio

- [There is severe hum or noise, or stations cannot be received.](#)

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- [The stereo FM reception is noisy.](#)

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- [The DAB/DAB+ station is not received properly.](#)

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- [The DAB/DAB+ broadcast sound is interrupted, or the reception is poor.](#)

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#### Multiple System for Playback

- [The BLUETOOTH device cannot be connected to the system during Wireless Party Chain function.](#)

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- [The BLUETOOTH device cannot be connected to the system during Stereo Pair function.](#)

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#### Dedicated apps

- [Voice Control does not work properly.](#)

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#### Karaoke

- [There is no microphone sound.](#)

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- [There is acoustic feedback.](#)

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- [The sound loses stereo effect during playback.](#)

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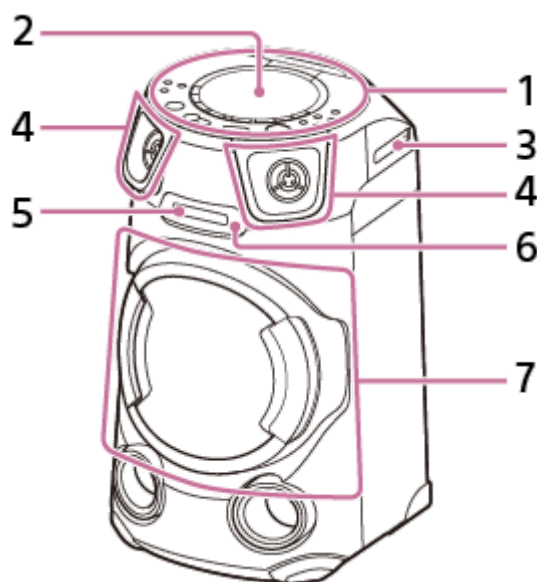
#### Reset


- [The system does not operate properly.](#)

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## Main unit

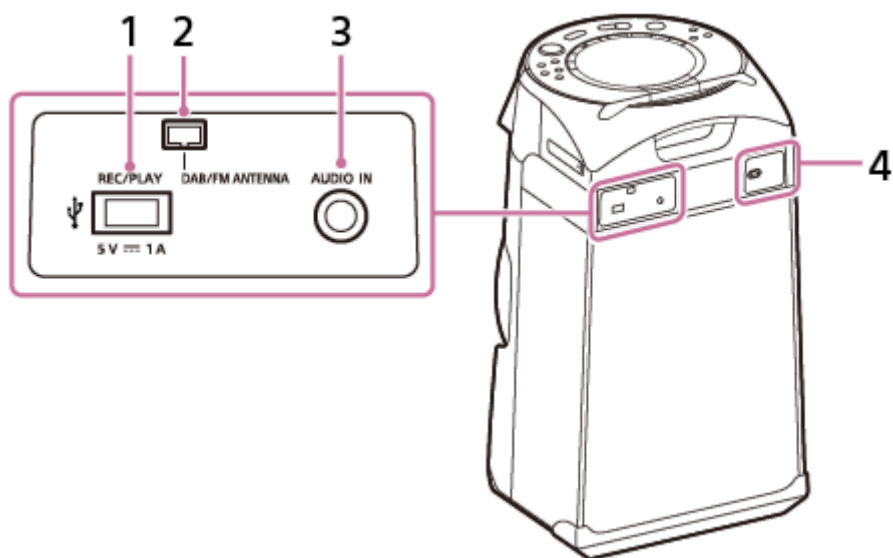
### Front



1. Top panel
2. Disc lid
3. Mic holder
4. Tweeter R/L
5. Display
6. Remote control sensor (  )
7. Subwoofer (The lighting function equipped\*)

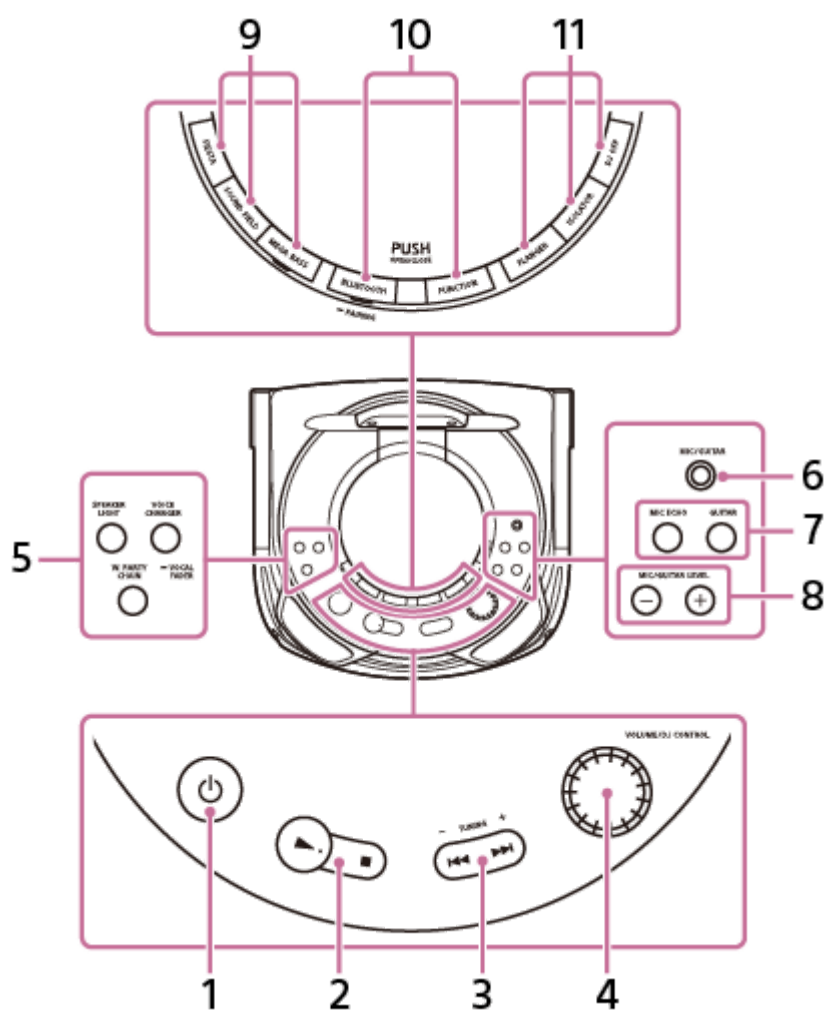
\* Do not look directly at the light-emitting part when the lighting is turned on.

### Rear



1.  $\psi$  (USB) REC/PLAY port
2. DAB/FM ANTENNA terminal
3. AUDIO IN jack
4. AC IN jack

## Top



1.  $\text{⏻}$  (power)  
Press to turn on the system, or set it to standby mode.
2.  $\text{▶}$  (play)<sup>\*1</sup>



■ (stop)

3. ◀◀ (previous)/ ▶▶ (next)  
TUNING -/+

4. VOLUME/DJ CONTROL knob  
Adjust the volume.\*2  
Adjust the FLANGER and ISOLATOR effect level.

5. SPEAKER LIGHT  
VOICE CHANGER/ ■ VOCAL FADER  
W. PARTY CHAIN

6. MIC/GUITAR jack

7. MIC ECHO  
GUITAR

8. MIC/GUITAR LEVEL -/+

9. FIESTA  
SOUND FIELD  
MEGA BASS with indicator

10. BLUETOOTH/ ■ PAIRING with indicator  
FUNCTION

11. FLANGER  
ISOLATOR  
DJ OFF

\*1 ▶ (play) has a tactile dot. Use the tactile dot as a reference when operating the system.

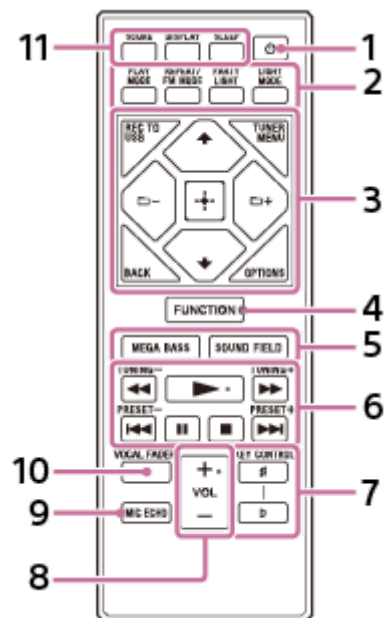
\*2 You cannot use this knob to adjust the volume when the DJ Effect is selected.

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## Related Topic

- [About the indicators](#)
- [Deactivating the controls on the system \(Child Lock\)](#)
- [Using the mic holder\(s\)](#)

## Remote control



1. (power)
2. PLAY MODE  
REPEAT/FM MODE  
PARTY LIGHT  
LIGHT MODE
3. REC TO USB  
TUNER MENU  
BACK  
OPTIONS  
  - ▲ (up)/ ▼ (down)
  - 📁 (folder) -/+
  - ⏏ (enter)
4. FUNCTION
5. MEGA BASS  
SOUND FIELD
6. ◀◀ (fast reverse)/ ▶▶ (fast forward)  
TUNING -/+  
▶ (play)\*  
◀◀ (previous)/ ▶▶ (next)  
PRESET -/+  
⏸ (pause)  
■ (stop)
7. KEY CONTROL # (sharp)/ ♭ (flat)
8. VOL (volume) +/-\*

**9. MIC ECHO**

**10. VOCAL FADER**

**11. SCORE  
DISPLAY  
SLEEP**

\* ► (play) and VOL (volume) + have a tactile dot. Use the tactile dot as a reference when operating the system.

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## Playable discs or files on discs/USB device

The system supports the following formats of files and discs.

### Playable discs

- AUDIO CD
- CD-R/-RW in AUDIO CD format
- CD-R/-RW/-ROM in DATA CD<sup>\*1</sup> format that contains the MP3 files (.mp3)<sup>\*2\*3</sup> and conforms to ISO 9660<sup>\*4</sup> Level 1/Level 2 or Joliet (extended format).

### Playable files on USB device

MP3 files (.mp3)<sup>\*2\*3</sup>, WMA files (.wma)<sup>\*3\*5</sup>, AAC files (.m4a/.mp4/.3gp)<sup>\*3\*6</sup>, WAV files (.wav)<sup>\*3</sup>

<sup>\*1</sup> DATA CD that is created in Packet Write format or which has not been correctly finalized cannot be played back.

<sup>\*2</sup> MP3 (MPEG 1 Audio Layer 3) is a standard format defined by ISO/MPEG for compressed audio data. MP3 files must be in MPEG 1 Audio Layer 3 format. The MP3 PRO audio file can be played back as MP3 file.

<sup>\*3</sup> Files with copyright protection (Digital Rights Management) cannot be played back by the system.

<sup>\*4</sup> A logical format of files and folders on CD-ROMs, defined by ISO (International Organization for Standardization).

<sup>\*5</sup> WMA file in WMA DRM, WMA Lossless, or WMA PRO format cannot be played back.

<sup>\*6</sup> AAC file in AAC DRM and AAC Lossless format or which is encoded at 96 kHz cannot be played back.

#### Note

- The system will attempt to play back any data with the extensions above, even if it is not in the supported format. Playing this data may generate a loud noise which could damage your speaker system.
- You cannot play back the following discs/files:
  - A disc that has a non-standard shape (e.g., heart, square, star)
  - A disc that has adhesive tape, paper, or a sticker attached to it
  - Files that are encrypted or protected by passwords.

### Notes on CD-R/-RW

In some cases, a CD-R/-RW cannot be played back on this system due to the recording quality or physical condition of the disc, or the characteristics of the recording device and authoring software. For more information, refer to the operating instructions of the recording device.

### Notes on discs

- This product is designed to play back discs that conform to the Compact Disc (CD) standard.
- DualDisc and some music discs encoded with copyright protection technologies do not conform to the CD standard. Therefore, these discs may not be compatible with this product.

### Note on multisession disc

This system can play back continuous sessions on a disc when they are recorded in the same format as the first session. However, the playback is not guaranteed.

## Notes on playable files

- Playback may take a longer time to start when:
  - a DATA CD/USB device is recorded with a complicated tree structure.
  - the audio files in another folder have just been played back.
  - many folders or files on the USB device.
- The system can play back a DATA CD or a USB device in the following conditions:
  - Up to a depth of 8 folders
  - Up to 256 folders
  - Up to 999 files in a disc
  - Up to 5,000 files in a USB device
  - Up to 999 files in a folder

These numbers may vary depending on the file or folder configuration.

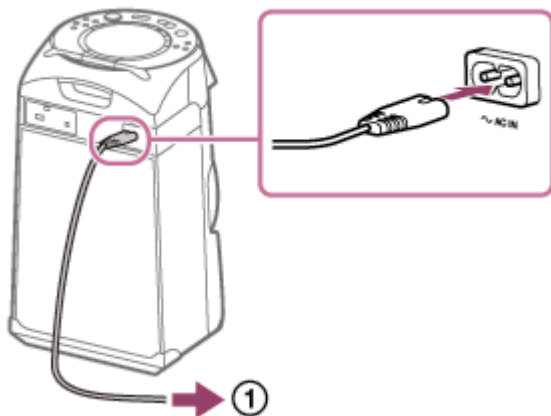
- Folders that have no audio files are skipped.
- Files transferred by a device such as a computer may not be played back in the order in which they were transferred.
- The playback order may not be applicable depending on the software used for creating the audio file.
- Compatibility with all encoding/writing software of the supported formats, recording devices, and recording media cannot be guaranteed.

## Notes about USB devices

- This system is not guaranteed to operate with all USB devices.
- Do not connect the system and the USB device through a USB hub.
- With some connected USB devices, there may be a delay before an operation is performed by this system.
- The playback order for the system may differ from the playback order of the connected USB device.
- Before using a USB device, make sure that no virus-ridden files are on the USB device.

## Connecting the system to an AC outlet

- 1 Firmly insert the end of the AC power cord (mains lead) (supplied) to the AC IN jack on the rear of the system, and then to an AC outlet (①).



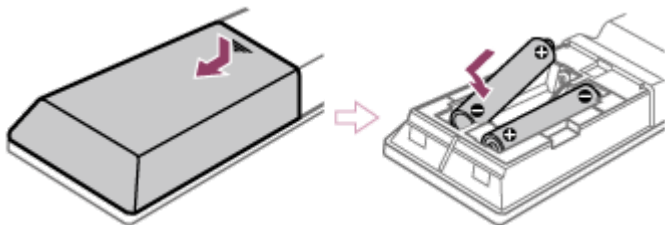
The system is turned on in the demonstration mode and lighting starts flashing automatically.

### Related Topic

- [Turning the power on](#)
- [Turning off the demonstration mode](#)

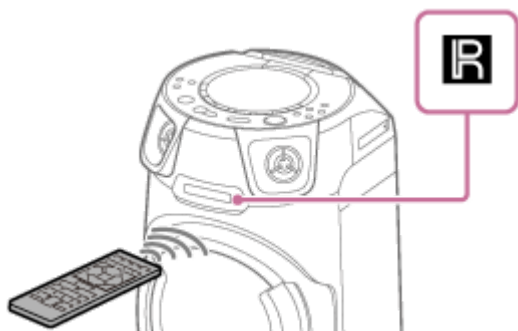
## Inserting batteries to the remote control

- 1 Insert the two supplied R03 (size AAA) batteries, matching the polarities.



## To operate the system using the remote control

Point the remote control at the system's remote control sensor.



### Hint

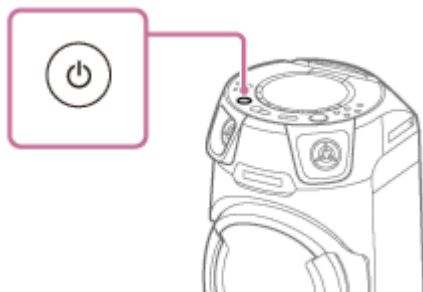
- Do not mix an old battery with a new one or mix different types of batteries.
- If you do not use the remote control for a long period of time, remove the batteries to avoid damage from battery leakage and corrosion.

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## Turning the power on

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- 1** Press  (power).



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### Related Topic

- [Turning the power off \(Standby mode\)](#)
- [Connecting the system to an AC outlet](#)

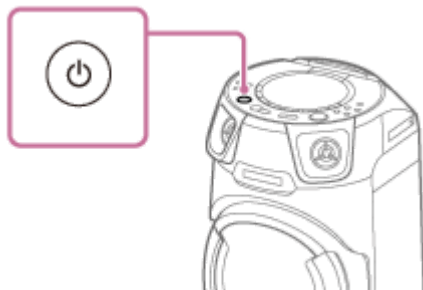


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## Turning the power off (Standby mode)

- 1 Press  (power).

[STANDBY] flashes on the display.



### Related Topic

- [Auto Standby function](#)
- [Using the BLUETOOTH standby function](#)

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## Auto Standby function

The system enters standby mode automatically in about 15 minutes when there is no operation or audio signal output. At the time of purchase, the Auto Standby function is set to on.

### Note

- The Auto Standby function does not work in the following cases:
  - during TUNER FM function.
  - during TUNER DAB function.
  - when the Sleep Timer is activated.
  - when an external device is connected to the MIC/GUITAR jack.
  - when the system is a Party Guest for the Wireless Party Chain function or the Guest system for the Stereo Pair function.

## To turn off/on the Auto Standby function

1. Press **OPTIONS**.  
The options menu appears on the display.
2. Press **▲** (up)/ **▼** (down) repeatedly to select [AutoSTBY], then press **□** (enter).
3. Press **▲** (up)/ **▼** (down) repeatedly to select [ON] or [OFF], then press **□** (enter).

## To exit the options menu

Press **OPTIONS**.

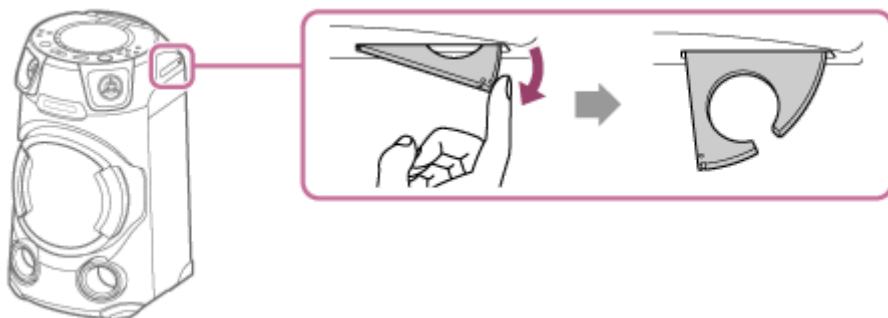
### Hint

- [AutoSTBY] flashes on the display about 2 minutes before the system enters standby mode.

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## Using the mic holder(s)

You can put a microphone (not supplied) in the mic holder. To use the mic holder, unfold it with your finger as illustrated below.



### Note

- The mic holder is designed for placing a microphone only.
- Do not hold the mic holder when carrying the system.
- Before placing a microphone in the mic holder, press MIC/GUITAR LEVEL - on the system repeatedly to reduce the microphone volume level to a minimum level.

### Related Topic

- [Singing karaoke](#)

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## Turning off the demonstration mode

The demonstration mode is set to on at the time of purchase. When you connect the system to an AC outlet using the AC power cord (mains lead), the demonstration starts automatically. The messages about the main features of this system scroll across the display and the lighting turns on.

- 1 **While the system is turned off, press DISPLAY repeatedly until the demonstration is turned off (Power Saving Mode).**

The display and the lighting are turned off to conserve power.

## To activate the demonstration mode

Press DISPLAY.

### Hint

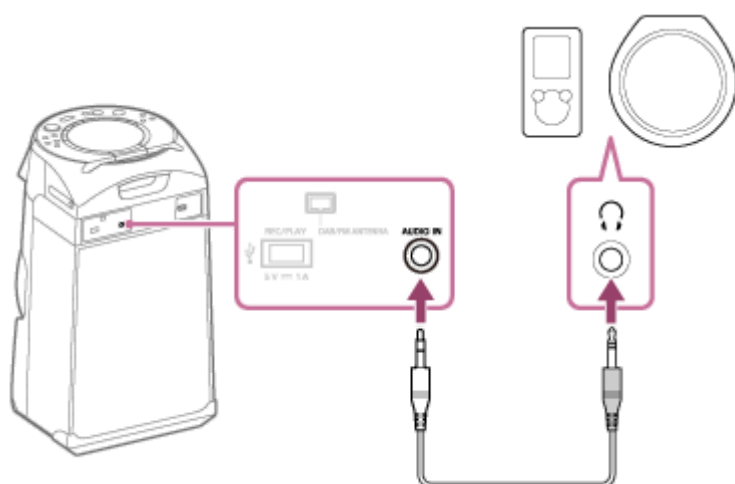
- To turn off the lighting during demonstration, press PARTY LIGHT (or press SPEAKER LIGHT on the system).

## Listening to music of an external audio device, etc.

You can listen to music of an external audio device by connecting the device to the system with an audio cable (not supplied).

- 1 Press **VOL** (volume) - repeatedly (or turn **VOLUME/DJ CONTROL** counterclockwise on the system) until **[VOL MIN]** appears on the display.

- 2 Connect an external audio device and the **AUDIO IN** jack on the system with an audio cable.



- 3 Press **FUNCTION** repeatedly to select **[AUDIO IN]**.

- 4 Turn on the connected device, and start playback.

- 5 Adjust the volume.

Adjust the volume on the system first. If the volume level is still too low, adjust the volume level of the connected device.

### Hint

- The system may enter standby mode automatically if the volume level of the connected external audio device is too low. Adjust the volume level of the device. To turn off the Auto Standby function, see [“Auto Standby function.”](#)

### Related Topic

- [Auto Standby function](#)

## Playing a disc

You can play a disc on the system by following these steps.

- 1 Press **FUNCTION** repeatedly to select [CD].
- 2 Press **PUSH OPEN/CLOSE** on the system to open the disc lid, place a disc with the label facing up in the middle of the disc drive, and push down on the center of the disc until it fits into place.



- 3 Press **PUSH OPEN/CLOSE** on the system to close the disc lid.  
Do not forcibly press the disc lid to close it as this may cause a malfunction.
- 4 Press **▶ (play)** to start playback.

## Other operations

Depending on the disc or file, the function may not work.

To	Do this
Stop playback	Press <b>■ (stop)</b> .
Pause playback	Press <b>⏸ (pause)</b> .
Resume playback or return to normal playback	Press <b>▶ (play)</b> .
Cancel the resume point	Press <b>■ (stop)</b> twice.
Select a track or file	Press <b>⏮ (previous)</b> or <b>⏭ (next)</b> during playback.
Locate a point quickly in fast forward or fast reverse (Lock Search)	Press <b>⏮ (fast reverse)</b> or <b>⏭ (fast forward)</b> during playback. Press <b>▶ (play)</b> to resume playback.

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## Using play mode

Depending on the disc or file, the function may not work.

### Playing in sequential order or random order (Normal Play/Shuffle Play) (for AUDIO CD/DATA CD)

When playback is stopped, press PLAY MODE repeatedly.  
The following indicators light up on the display.

- (None): Plays the disc.
- [FLDR]\*: Plays all playable files in the specified folder on the disc.
- [SHUF]: Shuffles all playable files on the disc.
- [FLDR SHUF]\*: Shuffles all playable files in the specified folder on the disc.



\* Cannot be selected for AUDIO CD.

#### Note

- Shuffle Play is canceled when you:
  - open the disc lid.
  - perform Synchronized Transfer.
- Shuffle Play may be canceled when you select a folder or a track to play back.

### Playing repeatedly (Repeat Play) (for AUDIO CD/DATA CD)

When playback is stopped, press REPEAT/FM MODE repeatedly.  
The following indicators light up on the display.

- : Repeats all tracks or audio files on a folder/disc.
- : Repeats a track or audio file.

#### Note

- Repeat Play is canceled when you:
  - open the disc lid.
  - perform Synchronized Transfer.

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## Viewing information of a disc

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You can view the following information of a disc on the display.

Press DISPLAY repeatedly when the system is turned on.

You can view the information as follows:

- Playing time/remaining time
- File name, folder name
- Song name, artist name, album name

### Note

- The name may not be displayed depending on the characters.
- Playing time of audio files may not be displayed correctly.
- The elapsed playing time for an audio file encoded using a VBR (variable bit rate) is not displayed correctly.



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## Connecting with a USB device

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### Compatible USB devices

- USB devices compliant with USB Mass Storage Class

Some USB devices may not work with the system even if the devices meet the above conditions.  
Using iPhone/iPod devices via a USB connection is not supported.

- 1 Press **FUNCTION** repeatedly to select **[USB]**.
- 2 Connect a USB device to the  $\Psi$  (USB) port on the system.

#### Note

- You can use a USB adaptor (not supplied) to connect the USB device to the system if the USB device cannot be plugged into the  $\Psi$  (USB) port on the system.

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### Related Topic

- [Playing a USB device](#)

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## Playing a USB device

- 1 Press **FUNCTION** repeatedly to select **[USB]**.
- 2 Connect a USB device to the  $\psi$  (USB) port on the system.
- 3 Press **▶** (play) to start playback.

## Other operations

Depending on the file, the function may not work.

To	Do this
Stop playback	Press <b>■</b> (stop).
Pause playback	Press <b>  </b> (pause).
Resume playback or return to normal playback	Press <b>▶</b> (play).
Cancel the resume point	Press <b>■</b> (stop) twice.
Select a file	Press <b>◀◀</b> (previous) or <b>▶▶</b> (next) during playback.
Select a folder	Press <b>📁</b> (folder) -/+ repeatedly.
Locate a point quickly in fast forward or fast reverse (Lock Search)	Press <b>◀◀</b> (fast reverse) or <b>▶▶</b> (fast forward) during playback. Press <b>▶</b> (play) to resume playback.

### Note

- You can use a USB adaptor (not supplied) to connect the USB device to the system if the USB device cannot be plugged into the  $\psi$  (USB) port on the system.

## Related Topic

- [Viewing information of a USB device](#)

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## Using play mode

Depending on the file, the function may not work.

### Playing in sequential order or random order (Normal Play/Shuffle Play) (for USB)

When playback is stopped, press PLAY MODE repeatedly.  
The following indicators light up on the display.



- (None): Plays the USB device.
- [FLDR]: Plays all playable files in the specified folder on the USB device.
- [SHUF]: Shuffles all playable files on the USB device.
- [FLDR SHUF]: Shuffles all playable files in the specified folder on the USB device.

#### Note

- Shuffle Play is canceled when you perform Synchronized Transfer.
- Shuffle Play may be canceled when you select a folder to play back.

### Playing repeatedly (Repeat Play) (for USB)

When playback is stopped, press REPEAT/FM MODE repeatedly.  
The following indicators light up on the display.

-  : Repeats all audio files on a folder/USB device.
-  : Repeats an audio file.

#### Note

- Repeat Play is canceled when you perform Synchronized Transfer.

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## Viewing information of a USB device

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You can view the following information of a USB device on the display.

Press DISPLAY repeatedly when the system is turned on.

You can view the information as follows:

- Playing time/remaining time
- File name, folder name
- Song name, artist name, album name

### Note

- The name may not be displayed depending on the characters.
- Playing time of audio files may not be displayed correctly.
- The elapsed playing time for an audio file encoded using a VBR (variable bit rate) is not displayed correctly.

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## Transferring music from a disc

You can transfer music from a disc (AUDIO CD or MP3 disc only) to a USB device connected to the  $\Psi$  (USB) port on the system.

The audio format of files transferred by this system is MP3.

### Note on copyright-protected content

The transferred music is limited to private use only. Use of the music beyond this limit requires permission of the copyright holders.

#### Note

- Do not remove the USB device during transfer operation. Doing so may corrupt the data on the USB device or damage the USB device itself.
- MP3 files are transferred with the same bit rate as the original files.
- When transferring from AUDIO CD, you may select the bit rate before transferring.
- USB transfer operation is prohibited when the disc lid is opened.

### 1 Connect a transferable USB device to the $\Psi$ (USB) port on the system.

#### Note

- You can use a USB adaptor (not supplied) to connect the USB device to the system if the USB device cannot be plugged into the  $\Psi$  (USB) port on the system.

### 2 Press **OPTIONS**.

The options menu appears on the display.

### 3 Press $\blacktriangle$ (up)/ $\blacktriangledown$ (down) repeatedly to select **[BIT RATE]**, then press $\boxplus$ (enter).

### 4 Press $\blacktriangle$ (up)/ $\blacktriangledown$ (down) repeatedly to select the bit rate you want, then press $\boxplus$ (enter).

- [128 Kbps]: Encoded MP3 files have smaller file size and lower audio quality.
- [256 Kbps]: Encoded MP3 files have bigger file size but higher audio quality.

Press **OPTIONS** to exit the menu.

### 5 Press **FUNCTION** repeatedly to select **[CD]**, then load a disc.

### 6 Prepare the sound source.

- Synchronized Transfer: Transfer all tracks or MP3 files from a disc to USB device.  
If the system starts playback automatically, press  $\blacksquare$  (stop) twice to stop the playback fully.  
When playback is stopped, press **PLAY MODE** repeatedly to select the play mode you want.

### Note

- If you start transferring in Shuffle Play or Repeat Play, the selected play mode changes to Normal Play automatically.

- REC1 Transfer: Transfer a single track or MP3 file during playback.  
Select the track or MP3 file you want to transfer, then start playback.

## 7 Press REC TO USB.

[PUSH ENTER] appears on the display.

## 8 Press (enter).

The transfer starts, then [DO NOT REMOVE] appears on the display. Do not remove the USB device until the transfer is complete.

When the transfer is complete, the system performs as follows:

- Synchronized Transfer:  
The disc stops automatically.
- REC1 Transfer:  
The disc continues to play the next track or file.

## To stop transfer

Press  (stop).

### Note

- You cannot transfer MP3 files on a UDF (Universal Disk Format) formatted disc to the USB device.
- While transferring, no sound is output.
- CD-TEXT information is not transferred to the created MP3 files.
- The transfer stops automatically if:
  - the USB device runs out of space during transfer.
  - the number of audio files or folders on the USB device reaches the limit that the system can recognize.
- If a folder or file that you are trying to transfer already exists on the USB device with the same name, a sequential number is added after the name without overwriting the original folder or file.
- You cannot perform the following operations during transfer:
  - Select another track or file.
  - Pause playback or find a point in the track or file.
  - Change the function.
- When transferring music to a WALKMAN® using “Media Manager for WALKMAN,” be sure to transfer in MP3 format.
- When connecting a WALKMAN® to the system, be sure to connect after the display [Creating Library] or [Creating Database] on the WALKMAN® has disappeared.

## Folder and file generation rules

Maximum number of MP3 files that can be generated.

- 9,999 folders
- 999 files in a folder
- 999 files in REC1-CD or REC1-MP3 folder

These numbers may vary depending on the file or folder configuration.

When transferring to a USB device, a [MUSIC] folder is created directly below [ROOT]. Folders and files are generated within this [MUSIC] folder according to the transfer method and source as follows:

### **Synchronized Transfer**

- When transferring all tracks from an AUDIO CD  
Folder name: [CDDA0001]<sup>\*</sup>  
File name: [TRACK001]<sup>\*</sup>
- When transferring MP3 files from a disc  
Folder name: Same as the source  
File name: Same as the source

### **REC1 Transfer**

- When transferring a track from an AUDIO CD  
Folder name: [REC1-CD]  
File name: [TRACK001]<sup>\*</sup>
- When transferring an MP3 file from a disc  
Folder name: [REC1-MP3]  
File name: Same as the source


\* Folder and file numbers are assigned serially thereafter.

## Erasing audio files or folders on the USB device

You can erase audio files or folders on the USB device connected to the system.

- 1 Press FUNCTION repeatedly to select [USB].**
- 2 Press ◀◀ (previous) or ▶▶ (next) repeatedly to select an audio file you want to erase.**  
The track number appears on the display.
- 3 When playback is stopped, press OPTIONS.**  
The options menu appears on the display.
- 4 Press ▲ (up)/ ▼ (down) repeatedly to select [ERASE], then press ⏏ (enter).**
- 5 The file name appears on the display, then press ⏏ (enter).**  
[TRACK ERASE] and [PUSH ENTER] appear on the display.  
To cancel erase operations, press ■ (stop).
- 6 Press ⏏ (enter).**  
[COMPLETE] appears on the display.  
If it is no file after erase, [NO MUSIC] appears on the display.  
To exit the options menu, press OPTIONS.

### To erase a folder

- 1. Press FUNCTION repeatedly to select [USB].**
- 2. Press  (folder) -/+ repeatedly to select a folder you want to erase.**  
The folder name appears on the display.
- 3. When playback is stopped, press OPTIONS.**  
The options menu appears on the display.
- 4. Press ▲ (up)/ ▼ (down) repeatedly to select [ERASE], then press ⏏ (enter).**
- 5. The folder name appears on the display, then press ⏏ (enter).**  
[FOLDER ERASE] and [PUSH ENTER] appear on the display.  
To cancel erase operations, press ■ (stop).
- 6. Press ⏏ (enter).**  
[COMPLETE] appears on the display.  
If it is no file after erase, [NO MUSIC] appears on the display.  
To exit the options menu, press OPTIONS.

#### Note



- You can erase the supported audio file, MP4 format file, and 3GP format file only.
- You cannot erase audio files or folders when Shuffle Play has been selected. Set the play mode to Normal Play before erasing.
- Do not remove the USB device during erase operations.


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## Pairing and connecting with BLUETOOTH devices

When pairing with two or more BLUETOOTH devices, perform the following pairing procedure for each device. Before operating the system, be sure to do the following:

- Place the BLUETOOTH device within 1 m from the system.
- Stop playback on the BLUETOOTH device.
- Turn down the volume of the BLUETOOTH device and system to avoid any sudden loud sound output from the system. Depending on the BLUETOOTH device, the volume of the device may be synchronized with the system.
- Prepare the operating instructions supplied with the BLUETOOTH device for reference.

### 1 Select the BLUETOOTH function.

1. Press  (power) to turn on the system.
2. Press FUNCTION repeatedly until [BLUETOOTH] appears on the display.

#### Hint

- When there is no pairing information on the system (for example, when you use the BLUETOOTH function for the first time after purchase), [PAIRING] flashes on the display and the system enters the pairing mode. Proceed to step 2.
- When you turn on the system, the system tries to make a BLUETOOTH connection with the last connected BLUETOOTH device. If the device is nearby and its BLUETOOTH function is on, the BLUETOOTH connection is established automatically and the BLUETOOTH device name appears on the display. In this case, turn off the BLUETOOTH function or turn off the power of the currently connected BLUETOOTH device.

### 2 Hold down BLUETOOTH/ PAIRING on the system for more than 3 seconds until [PAIRING] flashes on the display.



### 3 Perform the pairing procedure on the BLUETOOTH device to detect the system.

When a list of detected devices appears on the display of the BLUETOOTH device, select [MHC-V13]. Perform this step within 5 minutes, otherwise pairing will be canceled. In this case, repeat from step 2. If a passkey\* is required on the display of the BLUETOOTH device, enter [0000].

\* The passkey may also be called a "passcode," "PIN code," "PIN number" or "password."

### 4 Make the BLUETOOTH connection from the BLUETOOTH device.

When the BLUETOOTH connection is established, the BLUETOOTH device name appears on the display and the BLUETOOTH indicator lights up.

### To cancel the pairing operation

Press BLUETOOTH/  PAIRING on the system.

### To erase pairing information

You can erase all pairing information by resetting the system.

#### Hint

- For details on operating a BLUETOOTH device, refer to the operating instructions supplied with the BLUETOOTH device.

#### Note

- For Apple iOS devices, the system is compatible with iOS 11.0 or later.
- Once the BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after re-pair, etc.
  - The system is already paired with 8 devices and another device is to be paired.  
The system can be paired with up to 8 devices. If a new device is paired after 8 devices have already been paired, the device that was paired earliest is replaced by the new one.
  - The pairing information of the system has been deleted from the BLUETOOTH device.
  - After you reset the system, it may not be able to connect with your iPhone/iPod. In this case, delete the pairing information of the system on your iPhone/iPod, then perform the pairing operation again.
  - The system can be paired with multiple devices, but can only play music from one paired device at a time.

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### Related Topic

- [Terminating the BLUETOOTH connection \(After use\)](#)
- [The system does not operate properly.](#)

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## Connecting this system with multiple BLUETOOTH devices (Multi-device connection)

Up to 3 BLUETOOTH devices can be connected to the system at the same time. You can switch the output among the connected devices.



- 1 To pair with a second or third device, repeat steps 1 to 3 of [Pairing and connecting with BLUETOOTH devices](#).

### To switch the playback source

While playing back music on a device, if you start playback on another connected device, the system outputs sound from the newly playback device.

### To disconnect any BLUETOOTH device from a multi-device connection

Terminate the BLUETOOTH connection on the BLUETOOTH device that you want to disconnect.

### To disconnect all BLUETOOTH devices from a multi-device connection

Press BLUETOOTH/  PAIRING on the system.

#### Note

- Operations may vary depending on the BLUETOOTH devices. A BLUETOOTH device may not be connectable depending on the combination of devices. For details, refer to the operating instructions of the devices.
- If you try to connect a 4th BLUETOOTH device, the oldest playback device will be disconnected.
- Depending on the BLUETOOTH devices, you may not be able to make three BLUETOOTH connections at the same time.
- You cannot establish a multi-device connection when using the Wireless Party Chain function or Stereo Pair function.

### Related Topic

- [Pairing and connecting with BLUETOOTH devices](#)

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## Listening to music of a device via BLUETOOTH connection

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

### A2DP (Advanced Audio Distribution Profile)

Enables you to enjoy high-quality audio contents wirelessly.

### AVRCP (Audio Video Remote Control Profile)

Enables you to adjust the volume and operate to play, pause or skip to the beginning of the next/current track.

Operations may vary depending on the BLUETOOTH device. Refer also to the operating instructions supplied with the BLUETOOTH device.

#### Note

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

#### 1 Connect the system with the BLUETOOTH device.

The BLUETOOTH device name appears on the display when the BLUETOOTH connection is established.  
Once the system and the BLUETOOTH device are connected, you can control playback by pressing ► (play), || (pause), ■ (stop), ◀◀ (fast reverse), ▶▶ (fast forward), ◀◀ (previous), and ▶▶ (next).

#### 2 Start playback on the BLUETOOTH device.

#### 3 Adjust the volume by using the VOLUME/DJ CONTROL knob on the system or operating the BLUETOOTH device.

#### Note

- If the communication condition is poor, the BLUETOOTH device may react incorrectly to the operations on the system.
- Depending on the BLUETOOTH device, it may be necessary to adjust the volume or set the audio output setting on the connected device.
- Noise or sound interruption may occur depending on the BLUETOOTH device connected with the system, the communication environment or the usage environment.

## Related Topic

- [Pairing and connecting with BLUETOOTH devices](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)



## Selecting the BLUETOOTH audio streaming playback quality (Codec)

You can enable AAC, LDAC or SBC codec reception from a BLUETOOTH device.  
AAC/LDAC can be selected only when the BLUETOOTH device supports AAC/LDAC.

### 1 Press **OPTIONS**.

The options menu appears on the display.

### 2 Press **↑ (up)/ ↓ (down)** repeatedly to select **[BT CODEC]**, then press **⏏ (enter)**.

### 3 Press **↑ (up)/ ↓ (down)** repeatedly to select the setting, then press **⏏ (enter)**.

- **[AUTO]**: Enable reception in AAC or LDAC codec format depending on the BLUETOOTH device's capabilities.
- **[SBC]**: Receive in SBC codec format.

To exit the options menu, press **OPTIONS**.

#### Hint

- LDAC is an audio coding technology developed by Sony that enables the transmission of High-Resolution (Hi-Res) Audio content, even over a BLUETOOTH connection. Unlike other BLUETOOTH compatible coding technologies such as SBC, it operates without any down-conversion of the Hi-Res Audio content<sup>\*1</sup>, and allows approximately three times more data<sup>\*2</sup> than those other technologies to be transmitted over a BLUETOOTH wireless network with unprecedented sound quality, by means of efficient coding and optimized packetization.

<sup>\*1</sup> Excluding DSD format contents.

<sup>\*2</sup> In comparison with SBC (Subband Codec) when the bitrate of 990 kbps (96/48 kHz) or 909 kbps (88.2/44.1 kHz) is selected.

#### Note


- You can enjoy high quality sound if AAC or LDAC is selected. If you cannot listen to AAC or LDAC sound from your device or the sound is interrupted, select **[SBC]**.
- If you change this setting while the system is connected to a BLUETOOTH device, the BLUETOOTH device will be disconnected. To connect to the BLUETOOTH device, perform the BLUETOOTH connection again.

#### Related Topic

- [Using the BLUETOOTH standby function](#)

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## Terminating the BLUETOOTH connection (After use)

- 1 Press **BLUETOOTH/**  **PAIRING** on the system.

[BT AUDIO] appears on the display.

### Note

- Depending on the BLUETOOTH device, the BLUETOOTH connection may be terminated automatically when you stop playback.

### Related Topic

- [Turning the power on](#)
- [Auto Standby function](#)



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## Turning on or off the BLUETOOTH signal

You can connect to the system from a paired BLUETOOTH device when the system's BLUETOOTH signal is set to on. At the time of purchase, this setting is set to on.

- 1 **Hold down MEGA BASS and VOICE CHANGER on the system for about 3 seconds.**

[BT ON] or [BT OFF] appears on the display.

### Note

- You cannot perform the following operations when BLUETOOTH signal is set to off:
  - Pair and/or connect with BLUETOOTH device.
  - Use "Sony | Music Center."
  - Change the BLUETOOTH audio codecs.

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## Using the BLUETOOTH standby function

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The BLUETOOTH standby mode enables the system to turn on automatically when you establish a BLUETOOTH connection from a BLUETOOTH device. At the time of purchase, this setting is set to off.

- 1 Press **OPTIONS**.
- 2 Press **↑** (up)/ **↓** (down) repeatedly to select **[BT STBY]**, then press **⏏** (enter).
- 3 Press **↑** (up)/ **↓** (down) repeatedly to select the setting, then press **⏏** (enter).
  - **[ON]**: The system turns on automatically even when the system is in standby mode.
  - **[OFF]**: Off.

### To exit the options menu

Press **OPTIONS**.

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### Related Topic

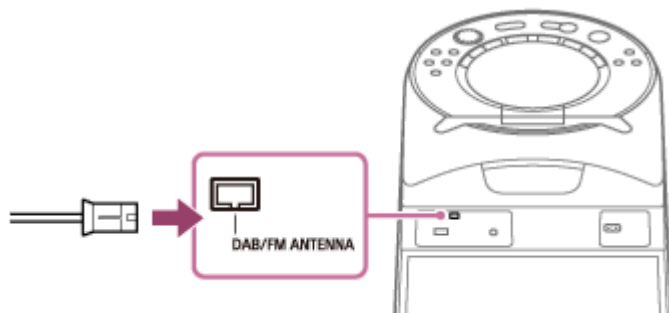
- [Pairing and connecting with BLUETOOTH devices](#)

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## Listening to FM radio

Before listening to the FM radio, you need to connect the DAB/FM lead antenna (aerial) (supplied) to the DAB/FM ANTENNA terminal on the system and tune into an FM station which you want to listen to.

- 1 **Connect the DAB/FM lead antenna (aerial) to the DAB/FM ANTENNA terminal on the system.**



Extend the antenna (aerial) horizontally. Keep the antenna (aerial) away from the AC power cord (mains lead) and the USB cable to avoid picking up noise.

- 2 **Press FUNCTION repeatedly to select [TUNER FM].**
- 3 **Hold down TUNING +/- until the frequency begins to change on the display.**

Scanning stops automatically when the system tunes into a station. [ST] (for FM stereo programs only) lights up on the display. If scanning does not stop, press ■ (stop) to stop scanning. Then, perform manual tuning (below).

### For manual tuning

Press TUNING +/- repeatedly to tune into the station which you want to listen to.

#### Hint

- To reduce static noise on a weak FM stereo station, press REPEAT/FM MODE repeatedly until [ST] lights off on the display. You will lose the stereo effect, but reception will improve.

### Related Topic

- [Presetting radio stations](#)

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## Presetting radio stations

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You can store up to 20 FM stations as your favorite stations.

- 1** Tune into a station you want to preset. (See [Listening to FM radio.](#))
- 2** Press TUNER MENU.
- 3** Press **▲** (up)/ **▼** (down) repeatedly to select the preset number you want, then press **□** (enter).  
[COMPLETE] appears on the display and the station is stored.  
If another station is already assigned to the selected preset number, that station is replaced by the new one.

### To listen to the preset station

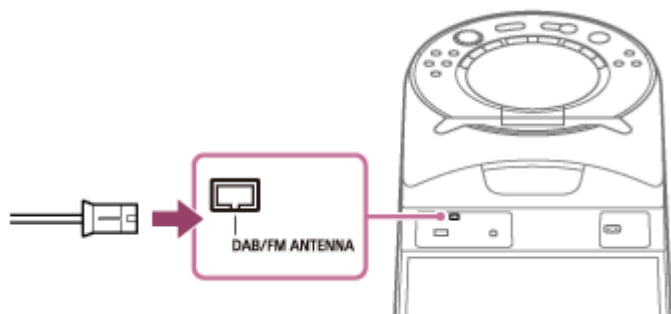
Press PRESET +/- repeatedly to select the preset number you want.


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## Listening to DAB radio

Before listening to DAB (Digital Audio Broadcasting) radio, you need to connect the DAB/FM lead antenna (aerial) (supplied) to the DAB/FM ANTENNA terminal on the system and tune into a DAB/DAB+ station which you want to listen to.

- 1 **Connect the DAB/FM lead antenna (aerial) to the DAB/FM ANTENNA terminal on the system.**



- 2 **Connect the AC power cord (mains lead), and turn on the system by pressing  (power).**

- 3 **Press FUNCTION repeatedly to select [TUNER DAB].**

When you use the TUNER DAB function for the first time after purchase or after resetting the system, scanning starts automatically. The scanning progress is indicated as [SCAN\*\*\*%].

Depending on the DAB/DAB+ stations available in your area, scanning may take a few minutes. After scanning is completed, the system stores all available DAB/DAB+ stations and tunes into the first available station.

### Note

- If your country or region does not support DAB/DAB+ broadcast, [NoSIGNAL] appears on the display.

- 4 **Press TUNING +/- repeatedly to tune into the station which you want to listen to.**

### Note

- When tuning into a DAB/DAB+ station, it may take a few seconds before you hear any sound.
- If the station you tuned into does not broadcast the program at that timing, [OFF-AIR] appears on the display.

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## Presetting radio stations

---

You can store up to 20 DAB/DAB+ stations as your favorite stations.

- 1 Tune into a station you want to preset. (See [Listening to DAB radio.](#))
- 2 Press TUNER MENU.
- 3 Press **▲** (up)/ **▼** (down) repeatedly to select [PRESET MEMORY], then press **⏏** (enter).
- 4 Press **▲** (up)/ **▼** (down) repeatedly to select the preset number you want, then press **⏏** (enter).  
[COMPLETE] appears on the display and the station is stored.  
If another station is already assigned to the selected preset number, that station is replaced by the new one.

### To listen to the preset station

Press PRESET **-/+** repeatedly to select the preset number you want.

## Performing the DAB Initial Scan

When you have moved to another area, perform the DAB Initial Scan to update the DAB/DAB+ stations.

- 1 Press **FUNCTION** repeatedly to select **[TUNER DAB]**.
- 2 Press **TUNER MENU**.
- 3 Press **↑** (up)/ **↓** (down) to select **[INITIAL SCAN]**, then press **⏏** (enter).
- 4 Press **↑** (up)/ **↓** (down) to select **[YES]**, then press **⏏** (enter).

### Note

- If your country or region does not support DAB/DAB+ broadcast, **[NoSIGNAL]** appears on the display.
- All preset stations will be erased when you perform the operation above.
- Before unplugging the DAB/FM lead antenna (aerial), make sure the system is turned off to preserve your own DAB/DAB+ settings.

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## Viewing information of the DAB radio

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Press DISPLAY repeatedly.

You can view the information as follows:

- Station name
- Broadcaster name
- Frequency band
- Signal strength
- DLS (Dynamic Label Segment)



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## Enjoying wireless playback using multiple audio systems (Wireless Party Chain function)

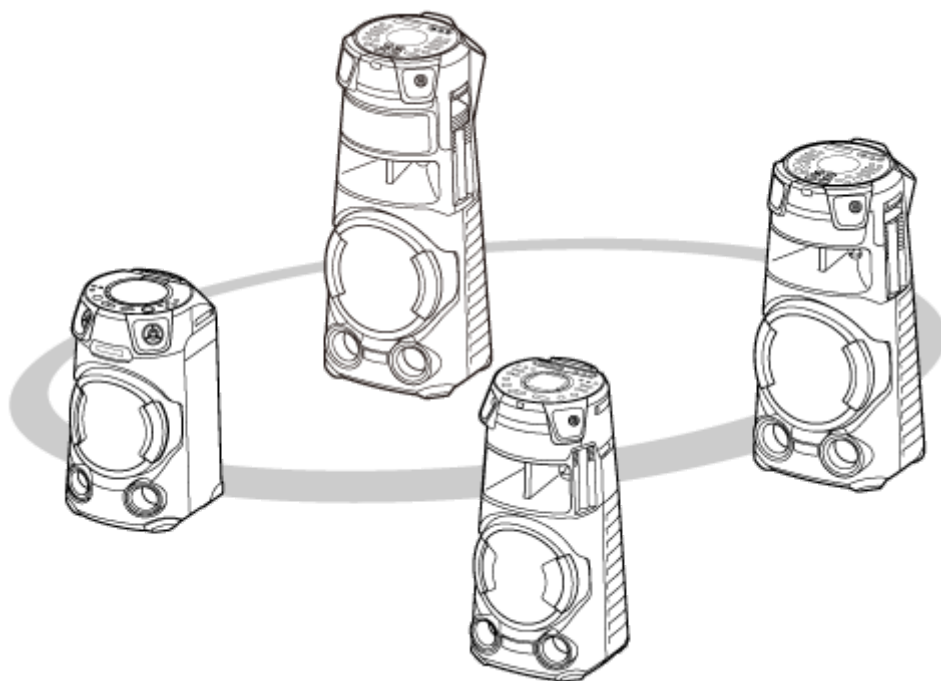
By connecting multiple devices compatible with the Wireless Party Chain function, you can liven up parties with loud volume.

The first system in the chain to be activated becomes the Party Host and shares music with other systems (Party Guests).

### Compatible devices:


Refer to <https://www.sony.net/smcqa/>.

Before operating the system, make sure that all systems to be connected within 1 m of the device.




### 1 Activate the BLUETOOTH function on all systems.

The following operation is an example of activating the BLUETOOTH function on MHC-V13. Refer to the operating instructions supplied with the device you are using to set up other devices compatible with the Wireless Party Chain function.

1. Press  (power) to turn on the system.
2. Press FUNCTION repeatedly until [BLUETOOTH] appears on the display.

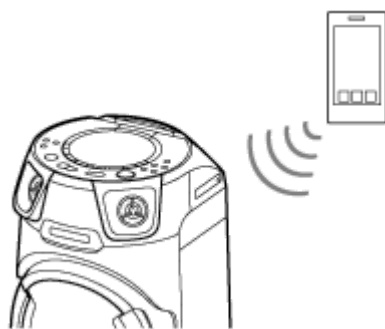
### 2 Set up the first system as the Party Host.

The following operation is an example of setting MHC-V13 as the first system. Refer to the operating instructions supplied with the device you are using to set up other devices compatible with the Wireless Party Chain function.

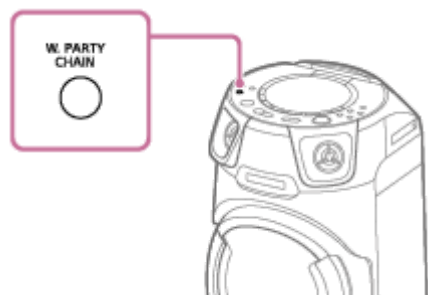
1. Make sure that [BT AUDIO] is displayed on the display.  
If not, perform step .
2. Connect the BLUETOOTH device to the system via BLUETOOTH connection.

For details, see [Pairing and connecting with BLUETOOTH devices](#).

When the BLUETOOTH device name appears on the display, the BLUETOOTH connection is established.

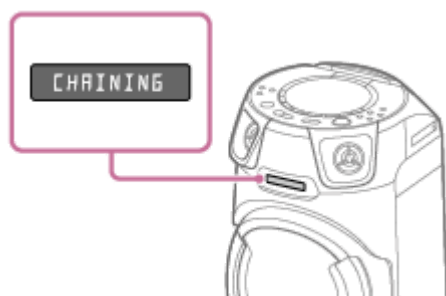


3. Press W. PARTY CHAIN on the system.



[CHAINING] flashes on the display.

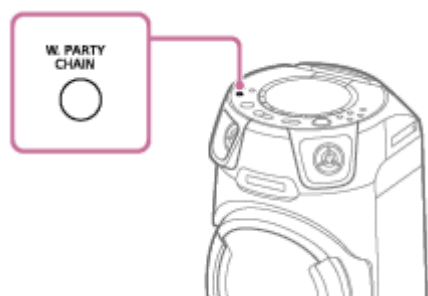
The connection to the BLUETOOTH device is terminated automatically once the system enters the Wireless Party Chain Setup mode.



### 3 Connect a second or subsequent system as a Party Guest.

The following operation is an example of connecting MHC-V13 as the second or subsequent system. Refer to the operating instructions supplied with the device you are using to connect other devices compatible with the Wireless Party Chain function.

1. Make sure that [BT AUDIO] is displayed on the display of the second or subsequent system.  
If not, perform step ❶.
2. Press W. PARTY CHAIN on the second or subsequent system.



**Hint**

- Connect the second system within 1 minute. After 1 minute or more, the system setting is canceled.

[HOST] appears on the display of the first system.



[GUEST XX]\* appears on the display of the second or subsequent system.



\* XX indicates the number that is assigned to the device connected as the Party Guest.

3. To connect additional systems, repeat steps ③ – 1 and ③ – 2.

#### Hint

- When connecting a third or subsequent systems, connect each one within 30 seconds of connecting the previous system. After 30 seconds or more, the system cannot be connected.
- If you want to add another system after connecting (30 seconds or more), hold down W. PARTY CHAIN on the first system, then operate steps ③ – 1 and ③ – 2.

#### 4 Wait 30 seconds after the last Party Guest is connected.

[P.CHAIN] stops flashing on the display of the Party Host and the BLUETOOTH device reconnects to the Party Host.

#### 5 Start playback on the BLUETOOTH device.

Start playback on the connected BLUETOOTH device and adjust the volume.

The same music is played from all systems.

When adjusting the volume on the BLUETOOTH device or the Party Host, the volumes of the Party Guests are automatically adjusted.\* For the Party Guests, you can also adjust the volume on each other.

\* Depending on the connected device, the volume may not be synchronized with the volume you adjusted on the Party Host.

## Synchronization of settings in a Wireless Party Chain

When a Wireless Party Chain has been established, the following settings on the Party Host and Party Guests are changed:

- The MEGA BASS settings on Party Guests are synchronized with the Party Host.
- The Karaoke setting (Vocal Fader, Key Control and Mic Echo) on both Party Host and Party Guests is turned off.

- The Speaker Light settings on the Party Guests are synchronized with the Party Host.
- DJ Effect on both the Party Host and Party Guests is turned off.
- The sound field settings return to the defaults on both Party Host and Party Guests.
- When the volume on the Party Host is adjusted, the volume on the Party Guests is synchronized with the volume on the Party Host. However, even if the volume on the Party Guest is adjusted, the volume on the Party Host will not change.
- When the Party Host is turned off, the Party Guests also turn off.

#### Hint

- You can also operate the Wireless Party Chain function on “Sony | Music Center.”
- What you can do with the Wireless Party Chain function depends on the systems you connect.
- When using the Wireless Party Chain function, the codec automatically switches to SBC.

#### Note

- When watching movies using the Wireless Party Chain function, there may be a delay between video and audio.
- The Wireless Party Chain function is available only when the system is in BLUETOOTH function.
- When you use the Wireless Party Chain function by connecting multiple types of audio systems, the lighting may not work depending on the order of the systems you connected. In this case, set the system whose lighting does not work as the Party Host.
- While the Wireless Party Chain function is active, you cannot select another system as a new Party Host.
- When you use the microphone or play a guitar on the Party Host, the sound is not output from the Party Guests.
- Sleep Timer and the Auto Standby function do not work on the Party Guests.

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#### Related Topic

- [Terminating the Wireless Party Chain function](#)

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## Terminating the Wireless Party Chain function

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### To terminate all connections and exit the Wireless Party Chain function

- 1 Press **W. PARTY CHAIN** on the Party Host.

### To terminate only one system

Press **W. PARTY CHAIN** on the Party Guest you want to leave.

#### Note

- When you switch to a different function or turn off the Party Host, the Wireless Party Chain function is also terminated.


## Listening to music wirelessly with two systems (Stereo Pair function)

To use this function, two same model systems are required. By connecting two systems via BLUETOOTH connection, you can enjoy music in a more powerful way.

In the following steps, the two systems are described as “Host system” and “Guest system.”

### Note

- To use this function, make sure “Sony | Music Center” has been installed to your BLUETOOTH device.
- Be sure that the BLUETOOTH device has paired with both Host system and Guest system. For details on the pairing operation, see [Pairing and connecting with BLUETOOTH devices](#).

- 1 Place two systems of the same model within 1 m of each other.**
- 2 Turn on Host system and Guest system.**
- 3 Press BLUETOOTH/  PAIRING on Host system and Guest system to select the BLUETOOTH function.**  
[BLUETOOTH] appears on the display.
- 4 Connect Host system and a BLUETOOTH device via BLUETOOTH connection. (See [Pairing and connecting with BLUETOOTH devices](#).)**
- 5 Launch “Sony | Music Center” and follow the on-screen instructions to setup the Stereo Pair for Host system and Guest system.**  
[HOST] appears on the display of Host system, and [GUEST] appears on the display of Guest system.
- 6 Set the output mode using “Sony | Music Center” on your BLUETOOTH device.**
  - [Stereo mode - right]: Outputs the monaural sound of the right channel from Host system, and the left channel from Guest system.
  - [Stereo mode - left]\*: Outputs the monaural sound of the left channel from Host system, and the right channel from Guest system.  
\* Default setting
- 7 Start playback on the BLUETOOTH device and adjust the volume.**  
For details, see [Listening to music of a device via BLUETOOTH connection](#).

## Synchronization of settings with Stereo Pair

- When a Stereo Pair connection has been established, the following settings on the Guest system are synchronized with those on the Host system:

— Volume

- MEGA BASS
  - Sound field and Custom EQ
  - DJ Effect
  - Lighting
- When the settings above are changed on either Host system or Guest system, the settings on the other system are synchronized.
  - When Host system is turned off, Guest system also turns off.

## To deactivate the Stereo Pair function

Use “Sony | Music Center” and follow the on-screen instructions.

### Hint

- If you do not deactivate the function, the system will try to re-establish the most recent connection the next time you turn on the system.
- Switch to SBC codec when using the Stereo Pair function. For details, see [Selecting the BLUETOOTH audio streaming playback quality \(Codec\)](#).

### Note

- When you use the microphone or play the guitar on Host system, the sound will not be output from Guest system.
- The following operations do not work on Guest system when using Stereo Pair:
  - Sleep Timer
  - Auto Standby
  - Child Lock
  - Vocal Fader, Key Control, and Score Mode
  - Controlling the system using the remote control
- If you reset one of the two systems while using the Stereo Pair function, make sure to turn off the other system.

---

## Related Topic

- [Installing “Sony | Music Center”](#)

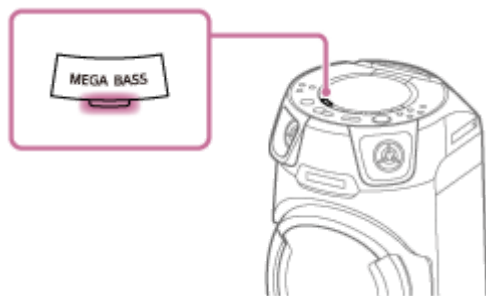
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## Reinforcing bass sound and creating more powerful sound (MEGA BASS)

You can reinforce bass sound and listen to more powerful sound (MEGA BASS). At the time of purchase, the MEGA BASS mode is set to on.

### 1 Press MEGA BASS repeatedly to select [BASS ON].

The MEGA BASS indicator lights up.



### To turn off the MEGA BASS mode

Press MEGA BASS repeatedly to select [BASS OFF].

#### Hint

- You can also use "Sony | Music Center" to turn on/off the MEGA BASS mode.



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## Selecting a sound field

You can adjust the sound by selecting a sound field.

- 1 Press **SOUND FIELD** repeatedly to select the sound field you want.

### To cancel the sound field

Press **SOUND FIELD** repeatedly to select [FLAT].

### To select FIESTA sound field directly

Press **FIESTA** on the system. This setting reproduces the sound effect of a party hall.

### To select the Virtual Football mode

You can experience the feeling of being in the stadium when watching a football match broadcast.

Note that you can only select the Virtual Football mode during **AUDIO IN** function.

Press **SOUND FIELD** repeatedly while watching a football match broadcast.

- [ON NARRATION]: You can enjoy an immersive feeling of being in a football stadium through enhanced stadium cheers.
- [OFF NARRATION]: You can enjoy a more immersive feeling of being in a football stadium by minimizing the volume level of narration in addition to the enhancement of cheers.

#### Note

- If you hear unnatural sounds in the content when [OFF NARRATION] is selected, [ON NARRATION] is recommended.
- This feature does not support monaural sound.

### To create your own sound effect

You can raise or lower the levels of specific frequency bands, then store the setting in the memory as [CUSTOM EQ].

1. Press **OPTIONS**.  
The options menu appears on the display.
2. Press **▲** (up)/ **▼** (down) repeatedly to select [CUSTOM EQ], then press **+** (enter).
3. Press **▲** (up)/ **▼** (down) repeatedly to adjust the equalizer level, then press **+** (enter).
4. Repeat step 3 to adjust the level of other frequency bands.  
To exit the options menu, press **OPTIONS**.

### To select the custom equalizer setting

Press **SOUND FIELD** repeatedly to select [CUSTOM EQ].

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## What you can do with “Sony | Music Center”

“Sony | Music Center” is an app for controlling Sony audio devices which are compatible with “Sony | Music Center” using your smartphone/iPhone.

For details about “Sony | Music Center,” refer to the following URL:

<https://www.sony.net/smcqa/>

### Operations that can be performed on the system with “Sony | Music Center”


- Changing functions of the system
- Browsing music content of a disc and USB device
- Viewing information of a disc, USB device, FM station, and DAB/DAB+ station
- Adjusting the volume
- Controlling the playback of a source in smartphone or iPhone
- Controlling the playback of a disc and USB device
- Tuning into a DAB/DAB+ station and presetting the stations
- Tuning into an FM station and presetting the stations
- Changing sound settings, DJ Effect, and MEGA BASS
- Setting the Sleep Timer
- Setting the lighting mode
- Turning on/off the Voice Guidance function
- Grouping with other audio systems (Stereo Pair function / Wireless Party Chain function)

, etc.

#### Hint

- What you can control with “Sony | Music Center” varies depending on the connected device. The specifications and design of the app may change without notice.
- Be sure to use the latest version of the app.

#### Note

- If “Sony | Music Center” does not work properly, press BLUETOOTH/  PAIRING on the system to terminate the BLUETOOTH connection, then perform the BLUETOOTH connection again so that the BLUETOOTH connection functions normally.

#### Related Topic

- [Installing “Sony | Music Center”](#)



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## Installing “Sony | Music Center”

Install “Sony | Music Center” on your smartphone, iPhone, etc. from the App Store or on Google Play.

- 1 Download “Sony | Music Center” on Google Play or the App Store and install it.



- 2 When the installation is complete, launch “Sony | Music Center.”

### Hint

- Depending on your contract, downloading the app may require communication charges.

### Related Topic

- [What you can do with “Sony | Music Center”](#)

## What you can do with “Fiestable”

“Fiestable” is an app for operating Sony audio devices compatible with “Fiestable” from smartphones, iPhone, etc.

### Operations that can be performed on the system with “Fiestable”

- DJ Control  
You can add more DJ Effects to the source played back on the system.
- Illumination  
You can control lighting of the system with more settings.
- Karaoke  
You can activate various Karaoke features.
- Motion Control  
You can operate the system by shaking the smartphone, iPhone, etc.
- Voice Control  
You can operate the system by speaking preset voice commands into smartphone/iPhone microphone.
- Party Light  
You can synchronize the screen illumination of multiple smartphones/iPhone with the lighting of this system.
- Karaoke Ranking  
You can sing Karaoke and compete with others to achieve top 10 ranking.
- Party Playlist  
You and your guests can add favorite songs to a playlist from multiple BLUETOOTH devices.

#### Hint

- What you can control with “Fiestable” varies depending on the connected device. The specification and design of the app may change without notice.  
Be sure to use the latest version of the app.

#### Related Topic

- [Installing “Fiestable”](#)

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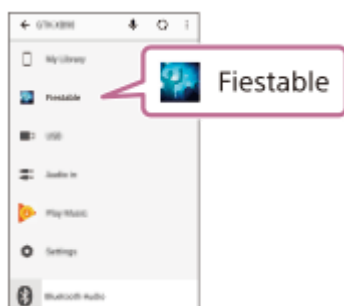
## Installing “Fiestable”

Install “Fiestable” on your smartphone, iPhone, etc. on Google Play or the App Store.

- 1 Download “Fiestable” on Google Play or the App Store and install it.



- 2 When the installation is completed, launch “Fiestable” from the “Sony | Music Center” screen.



### Related Topic

- [Installing “Sony | Music Center”](#)
- [What you can do with “Fiestable”](#)

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## Using the DJ Effect

---

You can add a DJ Effect to a music source.

**1 Establish a BLUETOOTH connection between the system and your smartphone/iPhone.**

**2 Launch “Sony | Music Center” and touch the “Fiestable” icon.**

**3 Touch [DJ Control].**

A list of the DJ Effects appears on the app screen.

**4 Touch any of the DJ Effects.**

You can create a fun DJ Effect by moving your finger inside the outlined area.

### To turn off the DJ Effect

Touch [DJ Off].

## Personalizing your own lighting

---

You can specify the pattern and color of lighting to create your own lighting by using “Fiestable.”

**1 Establish a BLUETOOTH connection between the system and your smartphone/iPhone.**

**2 Launch “Sony | Music Center” and touch the “Fiestable” icon.**

**3 Touch [Illumination].**

A list of the lighting patterns and the color palette appear on the app screen.

**4 Touch any of the lighting patterns.**

You can change the lighting color and the speed of flashing by moving your finger on the color palette.



## Using Voice Control via “Fiestable”

You can operate the system by speaking preset voice commands that appear on your smartphone/iPhone screen.

### Note

- Supported languages are as follows:  
English/Brazilian Portuguese/French/German/Italian/Polish/Russian/Spanish
- If your smartphone/iPhone is set to an unsupported language, the list of preset voice commands will be displayed in English.

### 1 Establish a BLUETOOTH connection between the system and your smartphone/iPhone.

Make sure your smartphone/iPhone is connected to the Internet.

### 2 Launch “Sony | Music Center” and touch the “Fiestable” icon.

### 3 Touch [Voice Control via Fiestable].

The preset voice commands appear on the app screen.

### 4 Touch the microphone icon on the app screen.

The system is muted. Speak into the microphone of your smartphone/iPhone. Your voice will be sent to an online speech to text conversion service. When the conversion completes, the command will be sent back to the system. Muting is canceled and the system will respond according to the command.

### Note

- The Voice Control via “Fiestable” does not work in the following cases:
  - When the online speech to text conversion service is not available, terminated or the connection failed.
  - When your smartphone/iPhone microphone is being used by other application.

### Related Topic

- [Pairing and connecting with BLUETOOTH devices](#)

## Creating party lighting atmosphere via “Fiestable”

You can synchronize the screen illumination and flash light of multiple smartphones/iPhone using this function.

- 1 Turn on the lighting of the system.
- 2 Start playing the music.
- 3 Turn on the BLUETOOTH function on your smartphone/iPhone.

### Note

- BLUETOOTH connection is not required unless you are using multiple systems. If you want to synchronize your smartphone/iPhone with a specific system, establish a BLUETOOTH connection between your smartphone/iPhone and that system. Otherwise, proceed to step 4 and your smartphone/iPhone will synchronize with the nearest system.
- Make sure to turn on the location service on your smartphone/iPhone.

- 4 Launch “Fiestable” and touch “Party Light via Fiestable.”

All smartphone/iPhone screen illumination and flash light flash synchronously.

### Related Topic

- [Enjoying music with the lighting \(Speaker Light\)](#)
- [Singing and competing in Karaoke \(Karaoke Ranking\)](#)
- [Creating playlist from multiple BLUETOOTH devices \(Party Playlist\)](#)

## Singing and competing in Karaoke (Karaoke Ranking)

You only can use the scoring function (Score mode) when the microphone is connected. Your score is calculated from a scale of 0 to 99 by comparing your voice with the music source.

- 1 Establish a **BLUETOOTH** connection between the system and your smartphone/iPhone.
- 2 Launch “Sony | Music Center” and touch the “Fiestable” icon.
- 3 Touch [Karaoke].
- 4 Touch [Scoring Start].
- 5 Start playing the music on the system and sing a song.
- 6 Touch [Mic Level], [Echo], [Key Control], or [Vocal] on the app screen and adjust the slider to change the microphone volume level, echo intensity, pitch, or vocal/non-vocal setting in accordance with your preferences.
- 7 After singing for more than a minute, touch [Scoring Stop] to view your score.

Your score will be shown on the app screen. If your score is in the top 10 ranking, the app will prompt you to input your name and song name. You can enter up to 16 alphanumeric characters for the player name and up to 24 alphanumeric characters for the song name.

Then, your ranking will be displayed.

The song name may be automatically extracted from the source if you play the source from smartphone apps.

### To reset the ranking

Touch the Ranking icon on the app screen.

The Ranking list appears. Touch the reset icon to reset the list.

#### Note

- If your score is 0, it will not be ranked.
- The Karaoke Ranking does not work in the following cases:
  - When the microphone is not connected to the system.
- The Karaoke Ranking is automatically turned off when:
  - You disconnect the microphone from the system.
  - You press FUNCTION to change the function.



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## Creating playlist from multiple BLUETOOTH devices (Party Playlist)

Party Playlist is a function that continuously plays songs favorited by guests on their smartphone in the order they were registered.

- 1 Establish a BLUETOOTH connection between the system and your smartphone/iPhone.
- 2 Make sure your smartphone/iPhone is connected to a Wi-Fi network.
- 3 Launch “Sony | Music Center” and touch the “Fiestable” icon.
- 4 Touch [Party Playlist].
- 5 Follow the on-screen instructions.

### To add songs to the playlist by the second and subsequent guests

1. Make sure your guests' smartphones/iPhone are connected to the same Wi-Fi network.
2. Launch “Sony | Music Center” and touch the “Fiestable” icon.
3. Follow the on-screen instructions.

#### Note

- Be sure to use the Party Playlist function on a secure Wi-Fi network.

## Singing karaoke

You can enjoy singing karaoke using the Karaoke function.

- 1 Press MIC/GUITAR LEVEL - on the system repeatedly to reduce the microphone volume level to a minimum level.**
- 2 Press GUITAR on the system repeatedly to select [OFF].**
- 3 Connect a microphone (not supplied) to the MIC/GUITAR jack on the system.**
- 4 Start playing the music and adjust the microphone volume.**  
Press MIC ECHO repeatedly to adjust the echo effect.
- 5 Start singing along with the music.**

### Note

- If howling occurs, the system will automatically reduce the microphone sound for a few seconds.
- If howling continues, do the following:
  - Move the microphone away from the system.
  - Change the direction of the microphone.
  - Press MIC/GUITAR LEVEL - on the system repeatedly.
  - Press MIC ECHO repeatedly to adjust the echo level.
- Microphone sound will not be transferred to the USB device during USB transfer.
- You cannot adjust the microphone volume level using VOL (volume) +/- (VOLUME/DJ CONTROL on the system). Press MIC/GUITAR LEVEL +/- on the system repeatedly to adjust the microphone volume level.
- When using the Wireless Party Chain or Stereo Pair function, sound from the microphone is only output from the system to which the microphone is connected.
- If the sound through the microphone is extremely loud, it may be distorted. Press MIC/GUITAR LEVEL - on the system repeatedly to reduce the microphone volume.

### Related Topic

- [Using the mic holder\(s\)](#)
- [Various functions for karaoke](#)

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## Various functions for karaoke


---

You can use various functions for karaoke.

### Vocal Fader

You can reduce the sound of the vocal in stereo source.

#### To activate the Vocal Fader function

Press VOCAL FADER repeatedly (or hold down VOICE CHANGER/  VOCAL FADER on the system) to select [ON V ,FADER].



#### To cancel the Vocal Fader function

Press VOCAL FADER repeatedly to select [OFF].

### Key Control

You can change the key of a song you sing.

#### To change the key of a song

Press KEY CONTROL  (flat)/  (sharp) to suit your vocal range.

### Score Mode

You only can use the scoring function (Score mode) when the microphone is connected. Your score is calculated from a scale of 0 to 99 by comparing your voice with the music source.


#### To score your singing

1. Start playing the music.
2. Press SCORE before singing a song.
3. After singing for more than a minute, press SCORE again to view your score.

### Voice Changer

You can change your voice when you talk or sing into microphone.

#### To activate the Voice Changer function

Press VOICE CHANGER/  VOCAL FADER on the system repeatedly to change your voice effect.

#### To cancel the Voice Changer function

Press VOICE CHANGER/  VOCAL FADER on the system repeatedly to select [OFF].

### Mic Echo

You can add the echo effect to your voice when you sing into microphone.

#### To add the echo effect

Press MIC ECHO repeatedly to adjust the echo effect.

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## Related Topic

- [Singing karaoke](#)

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## Enjoying sound from a guitar

You can listen to sound from a guitar (not supplied) by connecting the guitar to the MIC/GUITAR jack on the system. Additionally, you can change the guitar's sound by selecting a guitar effect.

- 1 Press MIC/GUITAR LEVEL - on the system repeatedly to reduce the guitar volume level.**
- 2 Use an instrument cable (not supplied) to connect a guitar to the MIC/GUITAR jack on the system.**
- 3 Press GUITAR on the system repeatedly to select the guitar effect that you want to apply.**
  - [CLEAN]: Original guitar sound. Recommended for electric guitar or electro-acoustic guitar.
  - [O , DRIVE]: Distorted sound similar to an overdriven guitar amplifier. Recommended for electric guitar.
  - [BASS]: Original guitar sound. Recommended for bass guitar.
- 4 Start playing the guitar and adjust the guitar volume.**

The guitar sound is output from the system.

### To turn off the guitar mode

Press GUITAR on the system repeatedly to select [OFF].

#### Note

- Howling may occur when using electro-acoustic guitar with [O , DRIVE] effect. Press MIC/GUITAR LEVEL - on the system repeatedly to reduce the guitar volume. Otherwise, change to the other guitar effect.
- Before disconnecting the guitar from the system, press MIC/GUITAR LEVEL - on the system repeatedly to reduce the guitar volume.

## Creating a party atmosphere (DJ Effect)

Use the controls on the system to perform this operation.

### 1 Press the following button to select the effect type.

- **FLANGER:** Creates a deep flanging effect that is similar to the roar of a jet plane.
- **ISOLATOR:** Isolates a specific frequency band by adjusting the other frequency bands. For example, when you want to focus on vocals.

### 2 Change the sound effect.

Turn the VOLUME/DJ CONTROL knob on the system to adjust the effect level.

To turn off the effect

- Press DJ OFF.
- Press the selected effect button again.

#### Note

- The DJ Effect is automatically turned off when you:
  - turn off the system.
  - change the function.
  - activate or deactivate the Wireless Party Chain function.
  - change the sound field.
  - use the Vocal Fader.
  - change the key (Key Control).
- If you activate the DJ Effect during transferring, the sound effect will not be transferred onto the USB device.
- You cannot use VOLUME/DJ CONTROL knob on the system to adjust the volume when the DJ Effect is activated. Press VOL (volume) +/- on the remote control to adjust the volume.

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## Using the Sleep Timer

---

The system turns off automatically after the preset time.

- 1 Press **SLEEP** repeatedly to select the time you want.

### To cancel Sleep Timer

Press **SLEEP** repeatedly to select [OFF].

#### Hint

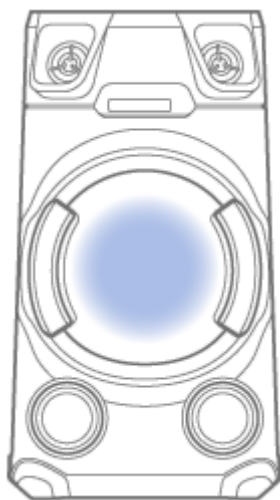
- To check the remaining time before the system turns off, press **SLEEP**.

## Enjoying music with the lighting (Speaker Light)

The system lights up with the music to liven up the atmosphere. At the time of purchase, this setting is set to on.

### 1 Press PARTY LIGHT repeatedly during playback to select [LED ON].

The part of the system illustrated below lights up.



### 2 Press LIGHT MODE repeatedly to select the lighting mode you want.

The lighting mode is different when Wireless Party Chain or Stereo Pair function is activated.

## To turn off the lighting

Press PARTY LIGHT repeatedly to select [LED OFF].

### Hint

- You can also use SPEAKER LIGHT on the system to select [LED ON]/[LED OFF].

### Note

- Do not look directly at the light-emitting part when the lighting is turned on.
- If the lighting brightness is glaring, switch on the room lights or turn off the lighting.
- You can turn on or off the lighting when the demonstration is turned on.

## Related Topic

- [Turning off the demonstration mode](#)

## Using the Voice Guidance

IMPORTANT: THE VOICE GUIDANCE FOR THIS SYSTEM IS ONLY AVAILABLE IN ENGLISH.

1 Press **OPTIONS**.

2 Press **↑** (up)/ **↓** (down) repeatedly to select **[VOICE GUIDANCE]**, then press **⏏** (enter).

3 Press **↑** (up)/ **↓** (down) to select **[ON]**, then press **⏏** (enter).

The Voice Guidance is activated.

To exit the options menu, press **OPTIONS**.

Depending on the status of the system, the Voice Guidance outputs from the system as follows:

- When setting the system to the pairing mode: "BLUETOOTH pairing"
- When connected to a BLUETOOTH device: "BLUETOOTH connected"
- When disconnected from a BLUETOOTH device: "BLUETOOTH disconnected"
- When setting the output mode during the Stereo Pair function: "Left/Right"

### To deactivate the Voice Guidance


Select **[OFF]** in step 3.


#### Note

- In some cases, there may be a delay in Voice Guidance output or the Voice Guidance may not work.

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## Deactivating the controls on the system (Child Lock)

You can deactivate the controls (except  (power)) on the system to prevent misoperation by children.

- 1 Hold down  (stop) on the system for more than 5 seconds.

[CHILD LOCK ON] appears on the display.

### To turn off the Child Lock function

Hold down  (stop) on the system for more than 5 seconds until [CHILD LOCK OFF] appears on the display.

#### Note

- The Child Lock function will be turned off automatically when you disconnect the AC power cord (mains lead).

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## Listening to the built-in sound demonstration

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Hold down ► (play) on the system for more than 2 seconds.  
The built-in sound demonstration is played back.

### To stop the demonstration

Press ■ (stop) on the system.

## About the indicators

---

### BLUETOOTH indicator

Lights up	BLUETOOTH connection is established.
Flashes twice repeatedly	The system enters the pairing mode.
Flashes slowly	The system is waiting for a BLUETOOTH device to connect to.

### MEGA BASS indicator

Lights up	The MEGA BASS mode is turned on.
Turns off	The MEGA BASS mode is turned off.

---

### Related Topic

- [Main unit](#)
- [Enjoying wireless playback using multiple audio systems \(Wireless Party Chain function\)](#)



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## Updating the pre-installed software

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The software of this system may be updated in the future. You can update your system's preinstalled software from the support website. Follow the online instructions to update the software.

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## What can I do to solve a problem?

---

If the system 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.
- Reset the system. (See [The system does not operate properly..](#))
- Look up information on the issue on the customer support website.
- Access the support websites to get support information about your system.
  - For customers in Americas:  
<https://www.sony.com/am/support>
  - For customers in Europe:  
<https://www.sony.eu/support>
  - For customers in other countries/regions:  
<https://www.sony-asia.com/support>

### Note

- If the service personnel changes some parts during repair, these parts may be retained.

---

### Related Topic

- [The system does not operate properly.](#)

## About messages

One of the following messages may appear or flash on the display during operation.

Message	Cause
CANNOT PLAY	A disc that cannot be played back was inserted.
DATA ERROR	<ul style="list-style-type: none"><li>● The file is created in unsupported format.</li><li>● The file extension does not match the file format.</li></ul>
DEVICE ERROR	The USB device could not be recognized or an unknown device is connected.
DEVICE FULL	The memory of the USB device is full.
ERASE ERROR	Erase of audio files or folders on the USB device failed.
FATAL ERROR	The USB device was removed during transfer or erase operation, and may have been damaged.
FOLDER FULL	You cannot transfer onto the USB device because the number of folders has reached its maximum.
NoDEVICE	No USB device is connected or unsupported device is connected.
NO DISC	There is no disc in the system.
NO MUSIC	No supported audio files exist in the playback source.
NO SUPPORT	An unsupported USB device is connected, or the USB device is connected through a USB hub.
NOT USE	You tried to perform a specific operation under conditions where that operation is prohibited.
OVER CURRENT	An over current from the $\psi$ (USB) port was detected. Disconnect the USB device from the port. For details, see <a href="#">[OVER CURRENT] appears on the display</a> .
PROTECT	The USB device is write-protected.
PUSH STOP	You tried to perform an operation that can be performed only when the playback is stopped.
READING	The system is reading information of the disc or USB device. Some operations are not available.
REC ERROR	The transfer did not start, stopped partway, or otherwise could not be performed.
TRACK FULL	You cannot transfer onto the USB device because the number of files has reached its maximum.

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## The power does not turn on.

---

- Check that the AC power cord (mains lead) is connected securely to the AC IN jack on the rear of the system.
- 

### Related Topic

- [Connecting the system to an AC outlet](#)
- [Turning the power on](#)

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## The system has entered standby mode.

---

- This is not a malfunction. The system enters standby mode automatically in about 15 minutes when there is no operation or audio signal output.
- 

### Related Topic

- [Auto Standby function](#)

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## There is no sound.

---

- Adjust the volume.
  - Check the connection of the optional equipment, if any.
  - Turn on the connected equipment.
  - Turn off the system, unplug the AC power cord (mains lead), then plug in the AC power cord (mains lead) again and turn on the system.
- 

### Related Topic

- [Connecting the system to an AC outlet](#)
- [Turning the power on](#)

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## **There is severe hum or noise.**

---

- Move the system away from sources of noise.
- Connect the system to a different wall outlet.
- Install a noise filter (not supplied) to the AC power cord (mains lead).
- Turn off surrounding electrical equipment.
- The noise generated by the cooling fans of the system may be heard when the system is turned on. This is not a malfunction.
- Move the system away from the neon signs or fluorescent light.

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## The remote control does not function.

---

- Check the polarity of the batteries.
  - Remove the obstacles between the remote control and the system.
  - Move the remote control closer to the system.
  - Point the remote control at the system's sensor.
  - Replace the batteries (R03/size AAA).
  - Move the system away from the fluorescent light.
- 

### Related Topic

- [Inserting batteries to the remote control](#)



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**[CHILD LOCK] appears when you use any control on the system.**

---

- Set the Child Lock function to off.
- 

#### **Related Topic**

- [Deactivating the controls on the system \(Child Lock\)](#)

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## **A clicking sound is heard when the system is turned on.**

---

- This is the operating sound and it occurs when the system is turned on or off, for example. This is not a malfunction.

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## The disc lid does not close.

---

- Load the disc correctly.

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## Playback does not start.

---

- Load a disc with the label facing up.
  - Wipe the disc clean.
  - Reload the disc.
  - Load the disc that this system can play back.
  - Remove the disc and wipe away the moisture on the disc, then leave the system turned on for a few hours until the moisture evaporates.
- 

### Related Topic

- [Turning the power on](#)
- [Turning the power off \(Standby mode\)](#)
- [Connecting with a USB device](#)
- [Playable discs or files on discs/USB device](#)

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## The sound skips during disc playback.

---

- Wipe the disc clean.
- Reload the disc.
- Move the system to a place with no vibration.
- Replace the disc with the one without defects.

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## Playback does not start from the first track/file.

---

- Set the play mode to Normal Play.
- Resume Play has been selected on the disc. Press ■ (stop) twice. Then, press ► (play) to start playback.

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## Files cannot be played back.

---

- The data is not stored in the supported format.

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## The name does not appear properly.

---

- The ID3 version is not in Version 1 (1.0/1.1) or Version 2 (2.2/2.3).
- The character codes that can be displayed by this system are as follows:
  - Upper cases (A to Z)
  - Numbers (0 to 9)
  - Symbols (< > \* + , [ ] \ \_)

Other characters appear as [ ].



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**[READING] is displayed for an extended time, or it takes a long time before playback starts.**

---

- The reading process can take a long time when the file structure is extremely complex.

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## Playback does not start.

---

- Turn off the system and reconnect the USB device, then turn on the system.
- Resume Play has been selected on the USB device. Press ■ (stop) twice. Then, press ► (play) to start playback.

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## **Playback does not start from the first file.**

---

- Set the play mode to Normal Play.

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## Files cannot be played back.

---

- The data is not stored in the supported format.
- USB devices formatted with file systems other than FAT12, FAT16 or FAT32 are unsupported.  
This system supports FAT12, FAT16 or FAT32, but some USB devices may not support all of these FAT. For details, refer to the operating instructions of each USB device or contact the manufacturer.
- If you use a partitioned USB device, only files on the first partition can be played back.

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## The name does not appear properly.

---

- The ID3 version is not in Version 1 (1.0/1.1) or Version 2 (2.2/2.3).
- The data stored in the USB device may have been corrupted, perform the transfer again.
- The character codes that can be displayed by this system are as follows:
  - Upper cases (A to Z)
  - Numbers (0 to 9)
  - Symbols (< > \* + , [ ] \ \_)

Other characters appear as [ ].

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## There is no sound during USB playback.

- The USB device is not connected correctly. Turn off the system and reconnect the USB device, then turn on the system and check if [USB] appears on the display.

---

### Related Topic

- [Turning the power on](#)
- [Turning the power off \(Standby mode\)](#)
- [Connecting with a USB device](#)
- [Playing a USB device](#)

## There is noise, skipping, or distorted sound during USB playback.

---

- Turn off the system and reconnect the USB device, then turn on the system.
  - The music data itself contains noise, or the sound is distorted. Noise may have entered during the transfer process. Delete the file, and try transfer again.
  - The bit rate used in encoding an audio file was low. Send an audio file with higher bit rate to the USB device.
- 

### Related Topic

- [Turning the power on](#)
- [Turning the power off \(Standby mode\)](#)
- [Connecting with a USB device](#)

**[READING] is displayed for an extended time, or it takes a long time before playback starts.**

---



- The reading process can take a long time in the following cases.
  - There are many folders or files on the USB device. For details, see “Notes on playable files” in [Playable discs or files on discs/USB device](#).
  - The file structure is extremely complex.
  - The memory capacity is excessive.
  - The internal memory is fragmented.



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## **[NO FILE] appears on the display.**

---

- The system has entered the software update mode, and all controls (except  (power)) are deactivated. Press  (power) on the system to cancel the software update.

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## [OVER CURRENT] appears on the display.

---

- A problem with electric current from the  $\Psi$  (USB) port is detected.
  - Disconnect the USB device from the port.  
Then, press  $\mathcal{P}$  (power) to let the system automatically restart.  
Make sure there is no problem with the USB device.
  - If the on-screen message is cleared but none of the buttons works, try resetting the system.

If none of the above works, contact your Sony dealer.

---

### Related Topic

- [Turning the power off \(Standby mode\)](#)
- [The system does not operate properly.](#)

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## The USB device is not recognized.

---

- Turn off the system and reconnect the USB device, then turn on the system.
  - The USB device is not working properly. Refer to the operating instructions of the USB device on how to deal with this problem.
- 

### Related Topic

- [Turning the power on](#)
- [Turning the power off \(Standby mode\)](#)
- [Connecting with a USB device](#)

## Transferring results in an error.

---

- The USB device is not formatted correctly. Refer to the operating instructions of the USB device on how to format.
- Turn off the system and remove the USB device. If the USB device has a power switch, turn the USB device off and on again after removing it from the system. Then, perform the transfer again.
- If the transfer and erase operations are repeated multiple times, the file structure within the USB device becomes fragmented. Refer to the operating instructions of the USB device on how to deal with this problem.
- The USB device was disconnected or the power was turned off during transfer. Delete the partially-transferred file, and perform the transfer again. If this does not fix the problem, the USB device may be broken. Refer to the operating instructions of the USB device on how to deal with this problem.



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## **Audio files or folders on the USB device cannot be erased.**

---

- Check if the USB device is write-protected.
- The USB device was disconnected or the power was turned off during the erase operation. Delete the partially-erased file. If this does not fix the problem, the USB device may be broken. Refer to the operating instructions of the USB device on how to deal with this problem.

## Pairing cannot be performed.

- You cannot perform pairing simply by holding down BLUETOOTH/  PAIRING on the system. Be sure to activate the BLUETOOTH function first, and then hold down BLUETOOTH/  PAIRING to perform pairing.
- Move the BLUETOOTH device closer to the system.
- Pairing may not be possible if other BLUETOOTH devices are present around the system. In this case, turn off the other BLUETOOTH devices.
- Make sure to enter the correct passkey when selecting the system's name (this system) on the BLUETOOTH device.

### Related Topic

- [Pairing and connecting with BLUETOOTH devices](#)

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## The BLUETOOTH device cannot detect the system, or [BT OFF] appears on the display.

- 
- Set the BLUETOOTH signal to [BT ON].
- 

### Related Topic

- [Turning on or off the BLUETOOTH signal](#)

## Connection is not possible.

---

- The BLUETOOTH device you attempted to connect does not support the A2DP profile, and cannot be connected with the system.
  - Enable the BLUETOOTH function of the BLUETOOTH device.
  - Establish a connection from the BLUETOOTH device.
  - The pairing registration information has been erased.  
Perform the pairing operation again.
- 

### Related Topic

- [Pairing and connecting with BLUETOOTH devices](#)



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## **iPhone/iPod cannot be connected with the system.**

---

- The system is compatible with iOS 11.0 or later.

## The sound skips or fluctuates, or the connection is lost.

---

- The system and the BLUETOOTH device are too far apart.
  - If there are obstacles between the system and your BLUETOOTH device, remove or avoid the obstacles.
  - If there is equipment that generates electromagnetic radiation, such as a wireless LAN, other BLUETOOTH device, or a microwave oven nearby, move them away.
  - Select the appropriate audio codec option.
- 

### Related Topic

- [Selecting the BLUETOOTH audio streaming playback quality \(Codec\)](#)

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## **The sound of your BLUETOOTH device cannot be heard on this system.**

---

- Increase the volume on your BLUETOOTH device first, then adjust the volume using the VOL (volume) +/- (VOLUME/DJ CONTROL on the system).

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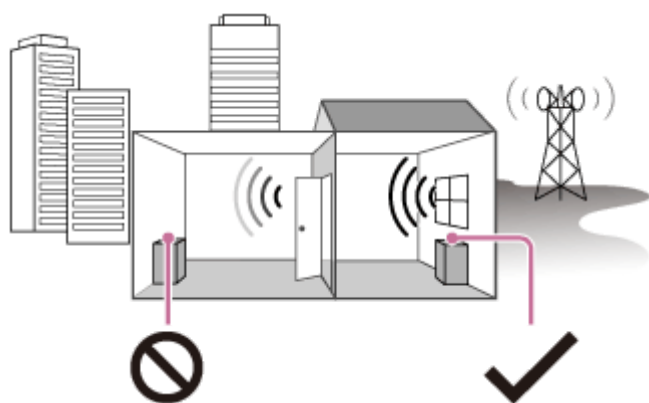
## **There is severe hum, noise, or distorted sound.**

---

- If there are obstacles between the system and your BLUETOOTH device, remove or avoid the obstacles.
- If there is equipment that generates electromagnetic radiation, such as a wireless LAN, other BLUETOOTH device, or a microwave oven nearby, move them away.
- Turn down the volume of the connected BLUETOOTH device.

**There is severe hum or noise, or stations cannot be received.**

- Connect the DAB/FM lead antenna (aerial) properly.
- Change antenna location and its orientation to obtain good reception.
- Turn off nearby electrical equipment.
- Radio may not be received depending on the radio wave conditions or the housing environment in your area.



Poor reception: Far from windows, between buildings, etc.



Good reception: Near windows, etc.

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## The stereo FM reception is noisy.

---

- To reduce static noise on a weak FM stereo station, press REPEAT/FM MODE repeatedly until [ST] lights off on the display.  
You will lose the stereo effect, but reception will improve.
- 
- 

### Related Topic

- [Listening to FM radio](#)

## The DAB/DAB+ station is not received properly.

---

- Check the DAB/FM antenna connection, then perform the DAB Initial Scan procedure.
  - The current DAB/DAB+ station may not be available.  
Press TUNING -/+ repeatedly to tune into a different station.
  - If you have moved to another area, some stations/channels may have changed and you may not be able to tune into your usual broadcast. Perform the DAB Initial Scan procedure to re-register the contents of broadcasts.
- 

### Related Topic

- [Performing the DAB Initial Scan](#)

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## **The DAB/DAB+ broadcast sound is interrupted, or the reception is poor.**

---

- Check the location of the system or adjust the orientation of the antenna to improve the signal strength.

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## The BLUETOOTH device cannot be connected to the system during Wireless Party Chain function.

- After connecting all the systems, perform the pairing and connecting operations between the BLUETOOTH device and the Party Host.

### Related Topic

- [Enjoying wireless playback using multiple audio systems \(Wireless Party Chain function\)](#)
- [Terminating the Wireless Party Chain function](#)

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## The BLUETOOTH device cannot be connected to the system during Stereo Pair function.

- After connecting two same model systems, perform the pairing and connecting operations between the BLUETOOTH device and the Host system.

### Related Topic

- [Listening to music wirelessly with two systems \(Stereo Pair function\)](#)

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## Voice Control does not work properly.

---

- Speak closer to your smartphone/iPhone microphone.
- Speak clearly at a slower speed.
- Reduce the surrounding noise.

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## **There is no microphone sound.**

---

- Adjust the microphone volume level.
- Make sure the microphone is connected to the MIC/GUITAR jack on the system correctly.
- Make sure the microphone is turned on.

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## **There is acoustic feedback.**

---

- Reduce the volume.
- Move the microphone and guitar away from the system or change the direction of the microphone.

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## The sound loses stereo effect during playback.

---

- Turn off the Vocal Fader.
  - Make sure the system is connected properly.
- 
- 

### Related Topic

- [Various functions for karaoke](#)


## The system does not operate properly.

---

Reset the system to factory default settings.

Use the controls on the system to perform this operation.

**1 Unplug the AC power cord (mains lead) from the system, then plug it back in.**

**2 Press  (power) to turn on the system.**

**3 Hold down FIESTA and GUITAR for about 3 seconds.**

After all the indicators on the system flash for more than 3 seconds, all user-configured settings, such as the pairing registration information, are reset to factory default settings.

[RESET] appears on the display.

After the reset completes, the system automatically reboots. Press  (power) to turn on the system.

All user-configured settings, such as the pairing registration information, are reset to factory default settings.