

Wireless Speaker
SRS-RA3000



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

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Network connection

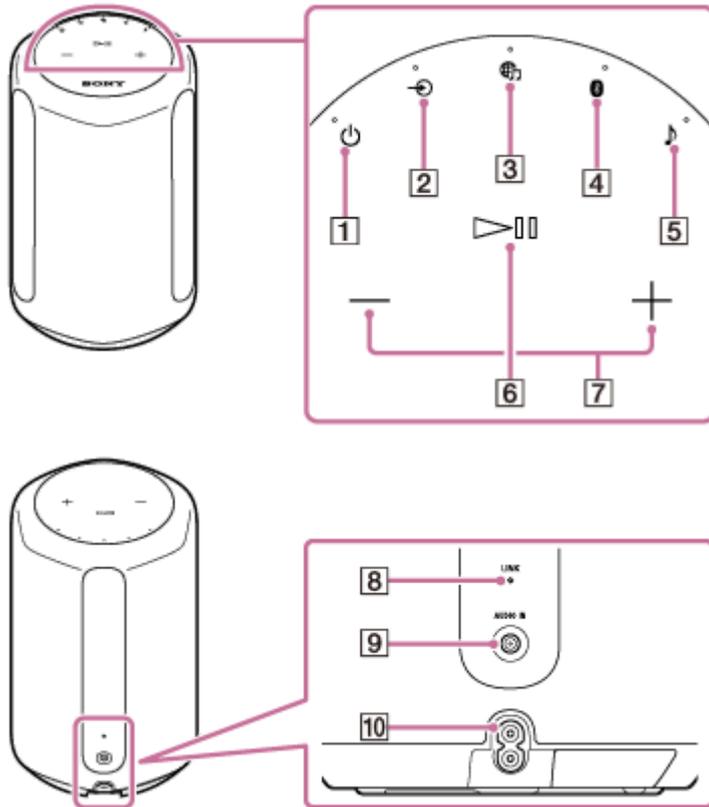
[Unable to connect to a network via a Wi-Fi® connection](#)

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BLUETOOTH

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

Parts and controls



1. ⏻ (Power) button/indicator
2. → (AUDIO IN) button/indicator
3. 🌐 (Music Service) button/indicator
4. 📶 (BLUETOOTH) button/indicator
5. 🎵 (Sound Mode) button/indicator
6. ▶|| (Play/Pause) button
7. — (Volume -) / + (Volume +) buttons
8. LINK indicator
9. AUDIO IN jack
10. AC IN jack

Related Topic

- [About the indicators](#)

About the indicators

(Power) indicator

Lights up (green)	The speaker is turned on.
Flashes (green)	The speaker is in the process of turning on or shifting into BLUETOOTH/Network Standby mode.
Flashes quickly (green)	The speaker is updating the software. While the speaker is downloading software updates, the LINK indicator (amber) also flashes along with this indicator.
Lights up (amber)	The speaker is in BLUETOOTH/Network Standby mode.
Turns off	The speaker is turned off.
Flashes (red)	The speaker has detected an error and shifted into protect mode. For details, see The Power indicator (red) is flashing .

(Music Service) indicator

Lights up (white)	Wi-Fi network input is selected.
Lights up (green)	<ul style="list-style-type: none"> • The speaker is connected to a music service and receiving input via a Wi-Fi network. • While the speaker is linked with an Alexa Built-in device, it is playing audio from Alexa.

(AUDIO IN) indicator

Lights up (white)	Audio input is selected.
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BLUETOOTH indicator

Lights up (blue)	The speaker is connected to an audio device via a BLUETOOTH connection.
Flashes (blue)	BLUETOOTH input is selected.
Flashes quickly (blue)	The speaker is in BLUETOOTH pairing mode.

(Sound Mode) indicator

Lights up (cyan)	Playback of 360 Reality Audio music is in progress.
Lights up (white)	The Immersive Audio Enhancement is turned on. For details about the Immersive Audio Enhancement, see Changing the sound effects .

Blinks slowly (cyan)	The Sound Calibration is in progress along with playback of 360 Reality Audio music.
Blinks slowly (white)	The Sound Calibration is in progress along with playback of music other than 360 Reality Audio music.
Turns off	The Immersive Audio Enhancement is turned off.

LINK indicator

Lights up (amber)	The Wi-Fi network setup is completed and the speaker is connected to a Wi-Fi network.
Flashes (amber)	The speaker is downloading software updates.

Related Topic

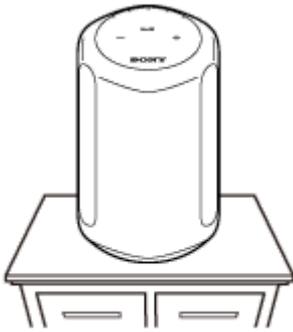
- [Parts and controls](#)

Wireless Speaker
SRS-RA3000

Setting up the speaker

Follow the following procedure to set up the speaker.

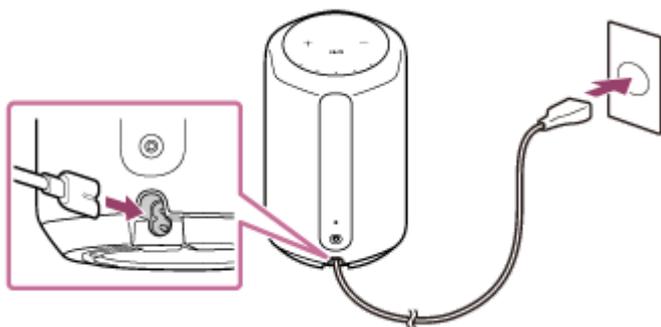
- 1** Place the speaker where you are going to use it.



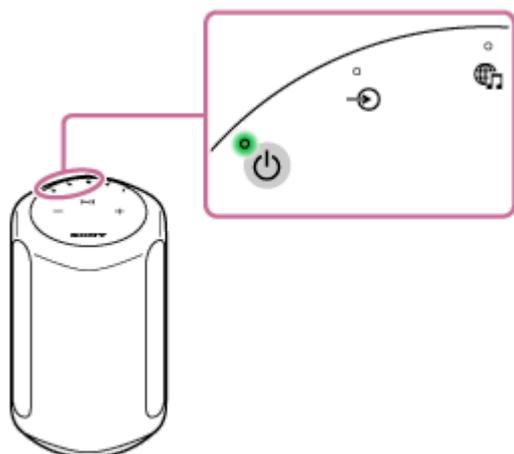
Connecting the speaker to an outlet

1 Connect the speaker to an outlet.

1. Connect the AC power cord to the AC IN jack on the back of the speaker.
2. Plug in the AC power cord to an outlet.



2 Touch the (Power) button to turn on the speaker.



The  (Power) indicator (green) lights up.

To turn off the speaker

- When the BLUETOOTH/Network Standby function is turned off (the default setting):
Touch the  (Power) button.
The  (Power) indicator turns off.
- When the BLUETOOTH/Network Standby function is turned on:
Touch the  (Power) button.
The  (Power) indicator (amber) lights up.

Related Topic

- [Adjusting sound to work best in the speaker's location \(Sound Calibration\)](#)
- [Using the BLUETOOTH/Network Standby function](#)

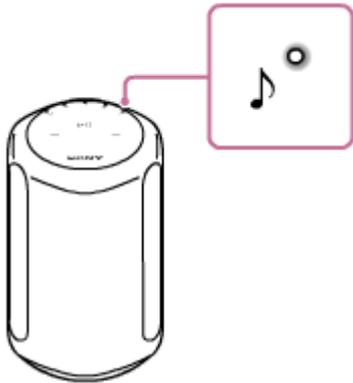
Wireless Speaker
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Adjusting sound to work best in the speaker's location (Sound Calibration)

Through the Sound Calibration, the speaker adjusts sound to work best for music playback in its location.

When you turn on the speaker and play music, the sound of the music is automatically adjusted to work best in the room where the speaker is set up.

During the Sound Calibration, the  (Sound Mode) indicator (white) blinks slowly. While playback of 360 Reality Audio music is in progress, the indicator blinks slowly in cyan.



Hint

- The efficacy of the Sound Calibration may vary, depending on the surrounding environment and music being played back.

Related Topic

- [Setting up the speaker](#)
- [Connecting the speaker to an outlet](#)

Prerequisite 1: Installing “Sony | Music Center” and connecting to the Wi-Fi network

Use “Sony | Music Center” to connect the speaker to a Wi-Fi network.

1 Download and install “Sony | Music Center” on your smartphone/iPhone.

For details, see [Installing “Sony | Music Center”](#).

2 Place the speaker as close to a Wi-Fi router as possible.

1. Establish a wireless connection from the smartphone/iPhone to the Wi-Fi router.
2. Take a note of the SSID and the password (encryption key) of the connected Wi-Fi router.
Some of the Wi-Fi routers have multiple SSIDs.
Be sure to take a note of the SSID that you used for establishing the wireless connection from the smartphone/iPhone.
For details, refer to the operating instructions supplied with the Wi-Fi router.
3. In advance, you must turn on the BLUETOOTH function on the smartphone/iPhone.

3 Tap [Music Center] on your smartphone/iPhone to start up the application.



4 Select the speaker's name on the “Sony | Music Center” screen.

5 Follow the on-screen instructions in “Sony | Music Center” to connect your speaker to the same Wi-Fi network as your smartphone/iPhone.



Note

- For details on the Wi-Fi settings, refer to the operating instructions supplied with the Wi-Fi router.

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Prerequisite 2: Making the initial settings for Alexa with “Sony | Music Center”

With “Sony | Music Center,” you can play music from Amazon Music or link the speaker with an Amazon Alexa Built-in device.

- 1 Tap [Music Center] on your smartphone/iPhone to start up the application.



- 2 On the screen you selected the speaker's name, select [Settings] - [Amazon Alexa] - [Initial Setup].



- 3 Follow the on-screen instructions to do the settings for operating the speaker with Alexa.

Note

- Amazon Alexa is not available in all languages and countries/regions.
- Before you use “Sony | Music Center,” make sure that a Wi-Fi network connection is established.

Related Topic

- [Prerequisite 1: Installing “Sony | Music Center” and connecting to the Wi-Fi network](#)
- [Installing “Sony | Music Center”](#)

Wireless Speaker
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Playing music with the Amazon Music app

By operating a smartphone/iPhone on which the Amazon Music app is installed, you can play music from Amazon Music.

You can play 360 Reality Audio compatible music available on Amazon Music as well.

To play 360 Reality Audio compatible music, you need to subscribe to Amazon Music Unlimited.

Note

- To download the app and use network services, additional registrations and payment of communication charges and other fees may be required.

1 Download and install the Amazon Music app on your smartphone/iPhone.



2 Start the Amazon Music app and select music of your choice for playback.

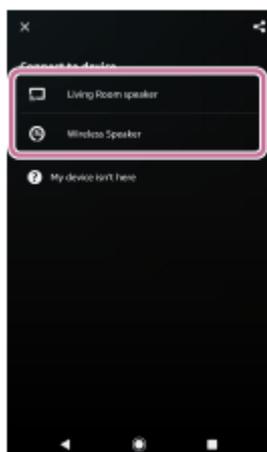
Music tracks compatible with 360 Reality Audio are indicated with the [360] icon.

3 Tap (Cast).

4 Select your speaker as the music playback destination.

Tap the speaker's name indicated with the Alexa Cast () icon or the Cast () icon.

If you specified "Wireless Speaker" for the speaker's name in the initial settings for Alexa, [Wireless Speaker] appears on the device list.



Note

- With "Sony | Music Center," you can check the streaming services that provide 360 Reality Audio compatible music. On "Sony | Music Center," select the speaker and then select [Settings] - [About 360 Reality Audio] - [Next].

- The specifications and design of the app may change without notice.

Related Topic

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

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Wireless Speaker
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Playing music by talking to an Alexa Built-in device

By talking to an Alexa Built-in device, you can stream music to the speaker from a streaming service that supports Alexa.

1 Talk to the Alexa Built-in device to play music.

For details on voice commands for Alexa Built-in device, find them out on “Sony | Music Center.”



Note

- Amazon Alexa is not available in all languages and countries/regions.
- An Amazon Alexa Built-in device (not supplied), such as an Amazon Echo, is required for using voice command features. By using an Alexa Built-in device along with the speaker, you can use voice commands to play, skip to the beginning of the next/current track, and adjust the volume.
- Not all of the Amazon Alexa functions are available on the speaker.

Related Topic

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

Wireless Speaker
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Installing “Google Home” and connecting to the Wi-Fi network

Install “Google Home” on your smartphone/iPhone and connect the speaker to a Wi-Fi network.

Note

- To use “Google Home,” you need to create a Google account and log in to the account beforehand.
- To download the app and use network services, additional registrations and payment of communication charges and other fees may be required.

1 Access Google Play or the App Store from the smartphone/iPhone.

2 Install “Google Home” on the smartphone/iPhone.



3 Place the speaker as close to a Wi-Fi router as possible.

1. Establish a wireless connection from the smartphone/iPhone to the Wi-Fi router.
2. Take a note of the SSID and the password (encryption key) of the connected Wi-Fi router.
Some of the Wi-Fi routers have multiple SSIDs.
Be sure to take a note of the SSID that you used for establishing the wireless connection from the smartphone/iPhone.
For details, refer to the operating instructions supplied with the Wi-Fi router.
3. In advance, you must turn on the BLUETOOTH function on the smartphone/iPhone.

4 Start “Google Home” and follow the on-screen instructions to connect your speaker to the same Wi-Fi network as your smartphone/iPhone.



5 Follow the on-screen instructions to make the initial settings for the speaker.

Depending on your service, you may have to create an account in advance.

Note

- For details on the Wi-Fi settings, refer to the operating instructions supplied with the Wi-Fi router.

Wireless Speaker
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Playing music with the TIDAL app

By operating a smartphone/iPhone on which the TIDAL app is installed, you can play music from TIDAL. You can play 360 Reality Audio compatible music available on TIDAL as well. To play 360 Reality Audio compatible music, you need to subscribe to the TIDAL HiFi plan.

Note

- TIDAL may not be available in all languages and countries/regions.
- To download the app and use network services, additional registrations and payment of communication charges and other fees may be required.

1 Download and install the TIDAL app on your smartphone/iPhone.



2 Start the TIDAL app and select music of your choice for playback.

3 Tap (Cast).

4 Select your speaker as the music playback destination.

Tap the speaker's name ([SRS-RA3000] or the device name you specified in the initial settings for "Google Home"). When you select either 2-channel audio or 360 Reality Audio compatible music, [360RACast] appears.

Note

- With "Sony | Music Center," you can check the streaming services that provide 360 Reality Audio compatible music. On "Sony | Music Center," select the speaker and then select [Settings] - [About 360 Reality Audio] - [Next].
- The specifications and design of the app may change without notice.

Related Topic

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

Installing “Google Home” and connecting to the Wi-Fi network

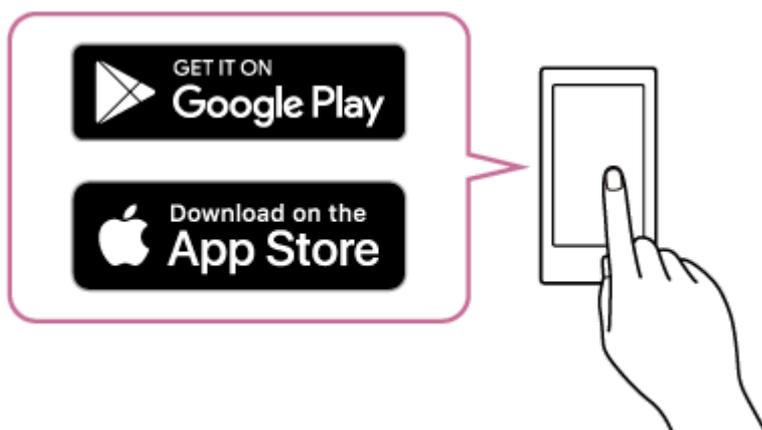
Install “Google Home” on your smartphone/iPhone and connect the speaker to a Wi-Fi network.

Note

- To use “Google Home,” you need to create a Google account and log in to the account beforehand.
- To download the app and use network services, additional registrations and payment of communication charges and other fees may be required.

1 Access Google Play or the App Store from the smartphone/iPhone.

2 Install “Google Home” on the smartphone/iPhone.



3 Place the speaker as close to a Wi-Fi router as possible.

1. Establish a wireless connection from the smartphone/iPhone to the Wi-Fi router.
2. Take a note of the SSID and the password (encryption key) of the connected Wi-Fi router.
Some of the Wi-Fi routers have multiple SSIDs.
Be sure to take a note of the SSID that you used for establishing the wireless connection from the smartphone/iPhone.
For details, refer to the operating instructions supplied with the Wi-Fi router.
3. In advance, you must turn on the BLUETOOTH function on the smartphone/iPhone.

4 Start “Google Home” and follow the on-screen instructions to connect your speaker to the same Wi-Fi network as your smartphone/iPhone.



5 Follow the on-screen instructions to make the initial settings for the speaker.

Depending on your service, you may have to create an account in advance.

Note

- For details on the Wi-Fi settings, refer to the operating instructions supplied with the Wi-Fi router.

Wireless Speaker
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Playing music with apps compatible with other streaming services

By operating a smartphone/iPhone on which an app compatible with a streaming service of your choice is installed, you can play 2-channel audio or 360 Reality Audio compatible music.

Depending on the streaming service, you need to subscribe to the premium plan to play 360 Reality Audio compatible music.

Note

- To download the app and use network services, additional registrations and payment of communication charges and other fees may be required.

- 1 Download and install an app compatible with a streaming service of your choice on your smartphone/iPhone.**
- 2 Start the app you downloaded in step 1 and select music of your choice for playback.**
- 3 Tap the cast icon.**

The cast icon varies depending on the app.
- 4 Select your speaker as the music playback destination.**

Tap the speaker's name ([SRS-RA3000] or the device name you specified in the initial settings for "Google Home").

Note

- With "Sony | Music Center," you can check the streaming services that provide 360 Reality Audio compatible music. On "Sony | Music Center," select the speaker and then select [Settings] - [About 360 Reality Audio] - [Next].
- The specifications and design of the app may change without notice.

Related Topic

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

Wireless Speaker
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Enjoying music from Spotify

Use your phone, tablet or computer as a remote control for Spotify.

Go to <https://www.spotify.com/connect/> to learn how.



Wireless Speaker
SRS-RA3000

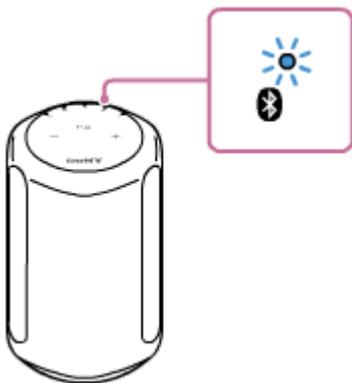
Pairing and connecting with BLUETOOTH devices

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

- Place the BLUETOOTH device within 1 m (3.3 feet) from the speaker.
- Connect the speaker to an outlet via the AC power cord (supplied).
- To avoid any sudden loud sound output from the speaker, turn down the volume of the BLUETOOTH device that you connect with the speaker, or stop playback on the device.
Depending on the paired BLUETOOTH device, the volume of the BLUETOOTH device may be synchronized with the volume of the speaker when you start playing music after a BLUETOOTH connection is established.
- Prepare the operating instructions supplied with the BLUETOOTH device for reference.

1 Touch and hold the speaker's BLUETOOTH button for more than 2 seconds.

The BLUETOOTH indicator (blue) flashes quickly and the speaker enters pairing mode.



Hint

- If the BLUETOOTH indicator does not flash, the speaker may already be connected to the BLUETOOTH device. If this is the case, once you have turned off the speaker, do the operations for pairing again.

2 Perform the pairing procedure on the BLUETOOTH device to detect the speaker.

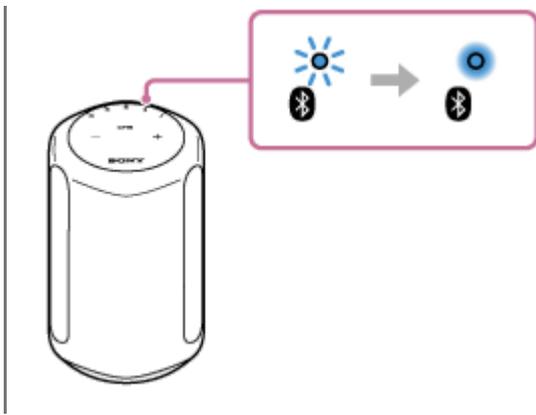
When a list of detected devices appears on the display of the BLUETOOTH device, select the speaker's name ([SRS-RA3000] or the one you provided during the Wi-Fi network setup).

If passkey* entry is prompted on the BLUETOOTH device, enter "0000."

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

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

When the BLUETOOTH connection is established, the speaker beeps and the BLUETOOTH indicator switches from flashing to a steady light.



Hint

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

Note

- If the speaker goes out of BLUETOOTH pairing mode before you finish the procedure and the name of the speaker does not appear on the BLUETOOTH device screen, repeat the procedure from step ①.
- Once the speaker is paired with the BLUETOOTH device, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted due to repair work, etc.
 - The pairing information of the speaker is deleted from the BLUETOOTH device.
 - The speaker is initialized.
All pairing information will be deleted.
- Video viewing using a BLUETOOTH connection is not recommended. A slight misalignment occurs in video and audio.
- This speaker does not support the BLUETOOTH profile HFP (Hands-free Profile)/HSP (Headset Profile) that enables hands-free calls with a BLUETOOTH mobile phone.

Related Topic

- [Listening to music from the connected BLUETOOTH device](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)

Pairing with a computer (Windows)

Pairing is the process required to mutually register the information on BLUETOOTH devices to be connected wirelessly. It is necessary to pair a device with the speaker to be able to make a BLUETOOTH connection for the first time. Perform the same procedures to pair to other devices.

Supported operation systems

Windows 10, Windows 8.1

Do the following before starting.

- Place your computer within 1 m (3.3 feet) of the speaker.
- Connect the speaker to an outlet via the AC power cord (supplied).
- To avoid any sudden loud sound output from the speaker, turn down the volume of the computer and speaker that you connect with each other, or stop playback.
- Set the speaker of your computer to on.
If the speaker of your computer is set to  (mute), sound does not output on the BLUETOOTH speaker.

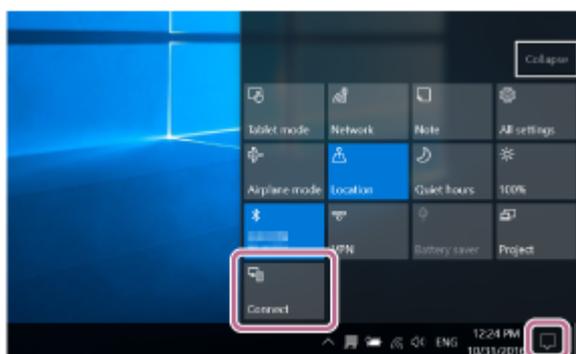
– When the speaker of your computer is set to on:



1 Prepare to search for the speaker on the computer.

For Windows 10

Select [ (Action Center)] - [Connect] in the taskbar on the right-bottom of the screen.



For Windows 8.1

Right-click on [Start], and then click [Control Panel].

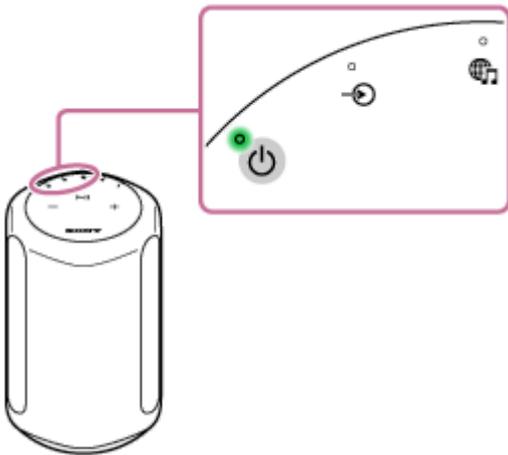
When [All Control Panel Items] is displayed, select [Devices and Printers].

If the [Control Panel] screen appears instead of [All Control Panel Items], select [Large icons] or [Small icons] from the [View by] menu in the top right corner of the screen.



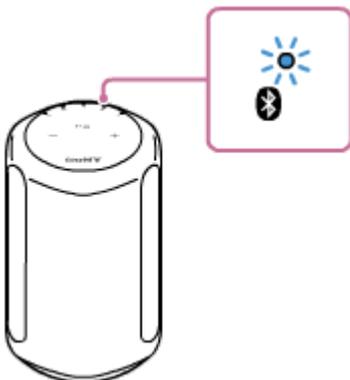
2 Touch the  (Power) button to turn on the speaker.

The  (Power) indicator (green) lights up.



3 Touch and hold the speaker's BLUETOOTH button for more than 2 seconds.

The BLUETOOTH indicator (blue) flashes quickly and the speaker enters pairing mode.



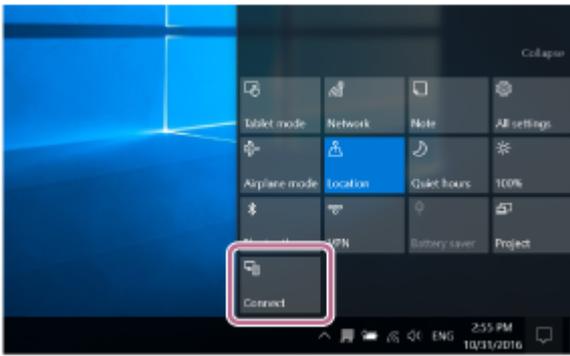
Hint

- If the BLUETOOTH indicator does not flash, the speaker may already be connected to the BLUETOOTH device. If this is the case, once you have turned off the speaker, do the operations for pairing again.

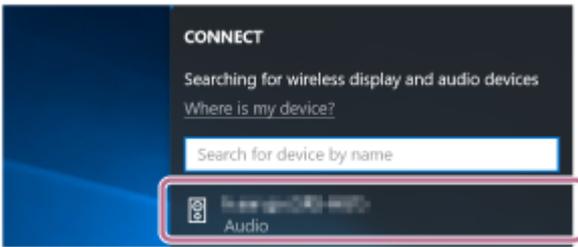
4 Search for the speaker on the computer.

For Windows 10

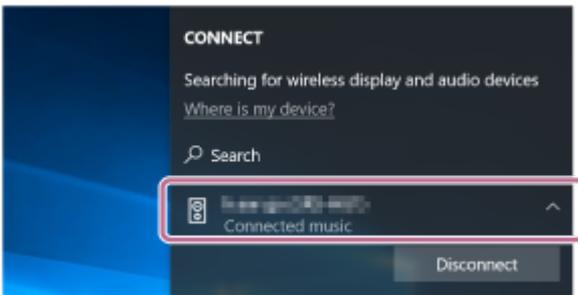
1. Select [Connect] in the Action Center on the right-bottom of the screen.



2. Select the speaker's name ([SRS-RA3000] or the one you provided during the Wi-Fi network setup).

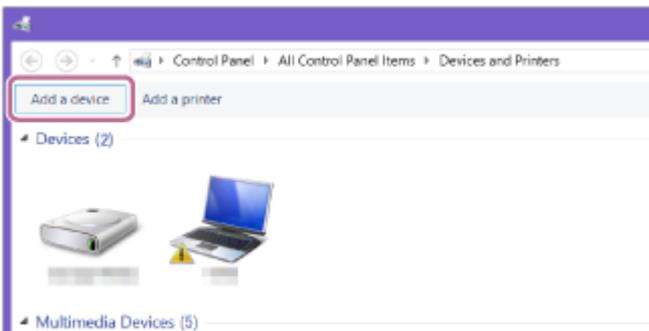


If the speaker's name does not appear on the screen, repeat the procedure from step 3 .
 After pairing, the BLUETOOTH connection establishes automatically and [Connected music] will be displayed on the screen. Proceed to step 6 .

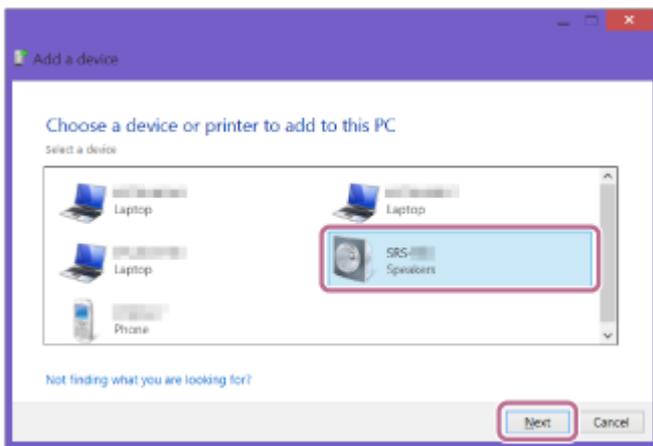


For Windows 8.1

1. Click [Add a device].



2. Select the speaker's name ([SRS-RA3000] or the one you provided during the Wi-Fi network setup), and then click [Next].

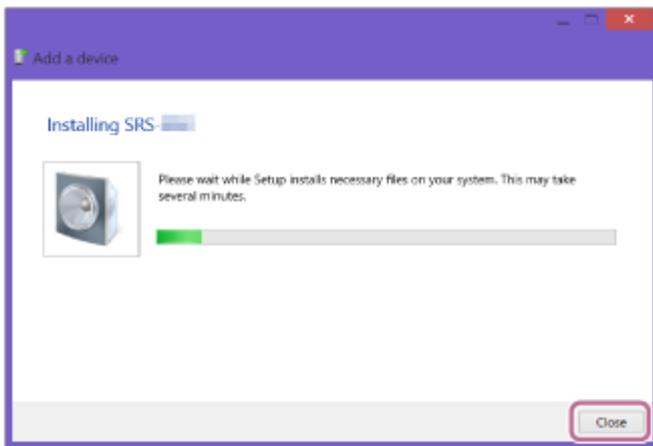


If a passkey* is required, enter "0000."

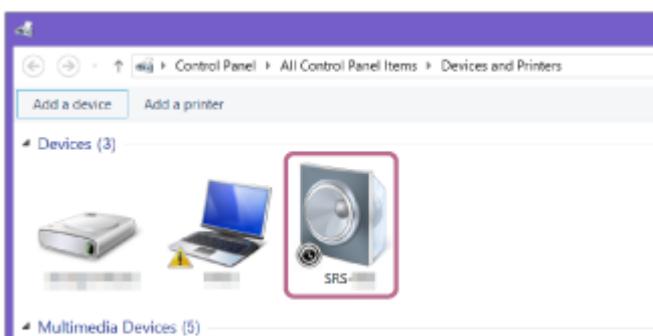
If speaker's name does not appear, perform the operation again from step 3 .

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

3. When the screen for driver installation appears, click [Close].
The computer begins installing the driver.



The "Ⓢ" mark will appear in the bottom left of the speaker icon during installation. When the "Ⓢ" mark disappears, driver installation is complete. Proceed to step 5 .



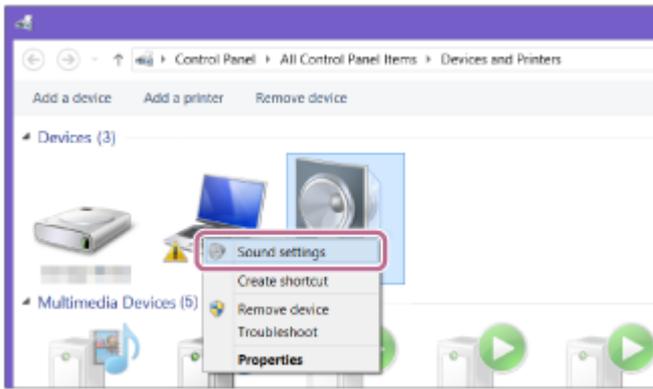
- 5 Register the speaker to the computer.

For Windows 10

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

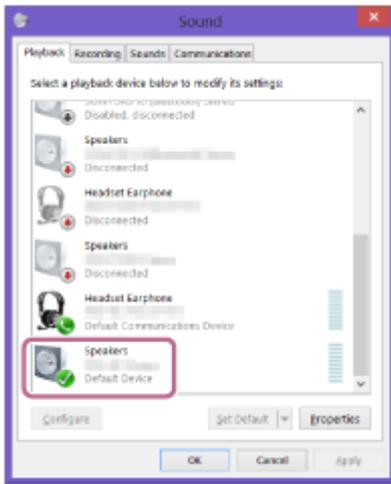
For Windows 8.1

1. Right-click on the speaker's name ([SRS-RA3000] or the one you provided during the Wi-Fi network setup) in [Devices], and then select [Sound settings] from the menu that appears.

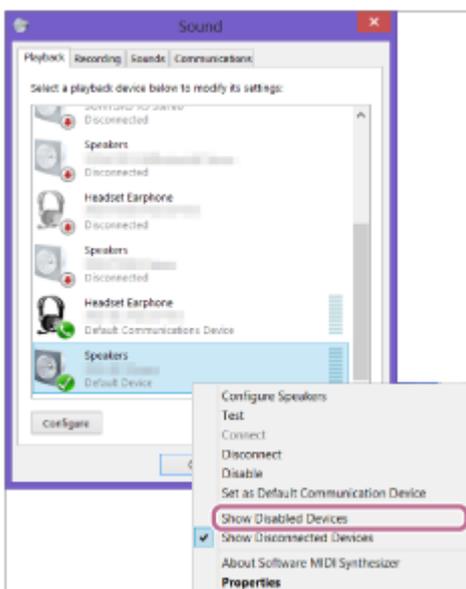


2. Confirm the speaker's name on the [Sound] screen.

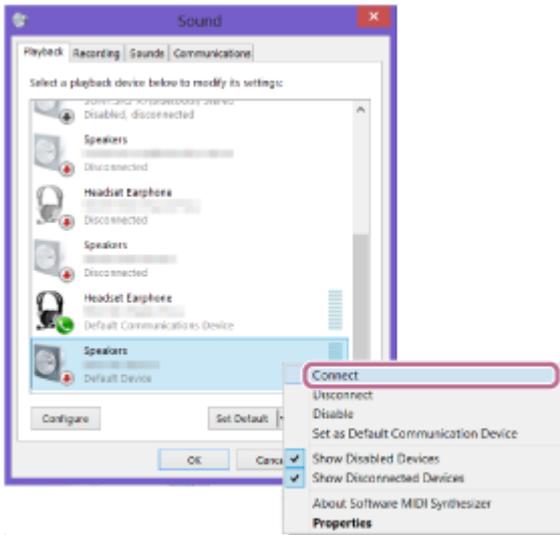
- If there is a checkmark (green) on the speaker icon, proceed to step 6.



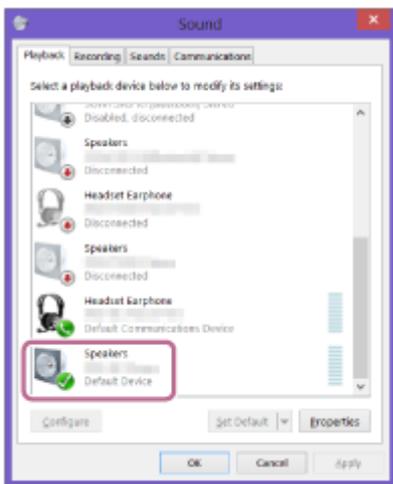
- If there is not a checkmark (green) on the speaker icon, proceed to step 5-3.
- If the speaker's name ([SRS-RA3000] or the one you provided during the Wi-Fi network setup) does not appear, right-click on the [Sound] screen, and select [Show Disabled Devices] from the menu that appears. Then proceed to step 5-3.



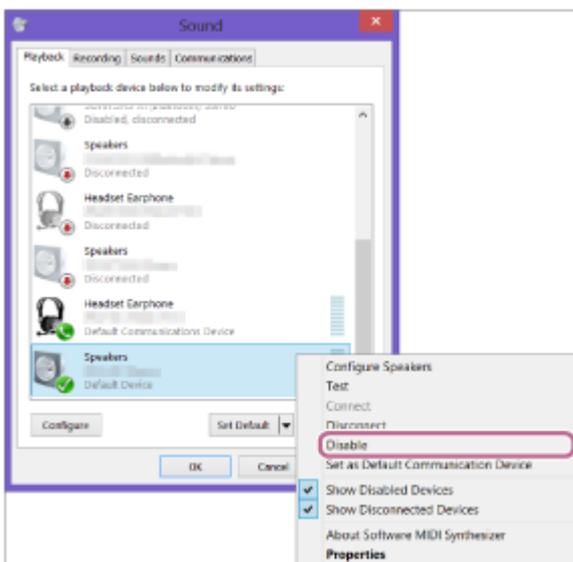
3. Right-click on the speaker's name, and select [Connect] from the menu that appears.



When the speaker is connected, a checkmark will appear on the speaker icon on the [Sound] screen. Proceed to step 6 .

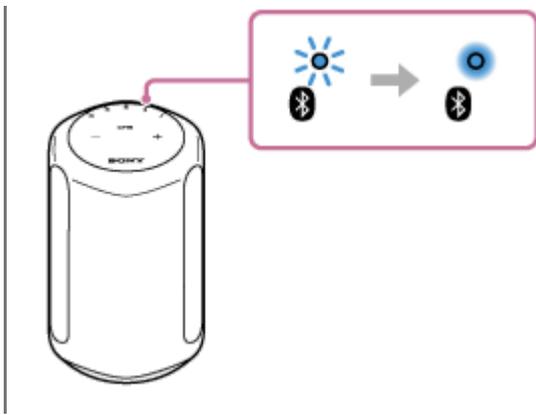


If you cannot click [Connect] for the speaker, select [Disable] for the [Default Device] that currently has a checkmark (green).



6 Confirm that the BLUETOOTH connection is complete.

When the BLUETOOTH connection is established, the speaker beeps and the BLUETOOTH indicator switches from flashing to a steady light.



Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the computer. However, operation with all computers is not guaranteed. Operation with a home-built computer is also not covered by the warranty.

Note

- If the speaker goes out of BLUETOOTH pairing mode before you finish the procedure and the name of the speaker does not appear on the BLUETOOTH device screen, repeat the procedure from step 3.
- Once the speaker is paired with the computer, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted due to repair work, etc.
 - The pairing information of the speaker is deleted from the computer.
 - The speaker is initialized.
All pairing information will be deleted.
- The passkey of the speaker is “0000.” If a passkey besides “0000” is set on the computer, pairing with the speaker fails.

Related Topic

- [Listening to music from the connected BLUETOOTH device](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)

Pairing with a computer (Mac)

Pairing is the process required to mutually register the information on BLUETOOTH devices to be connected wirelessly. It is necessary to pair a device with the speaker to be able to make a BLUETOOTH connection for the first time. Perform the same procedures to pair to other devices.

Supported operation systems

macOS High Sierra (version 10.13)

Do the following before starting.

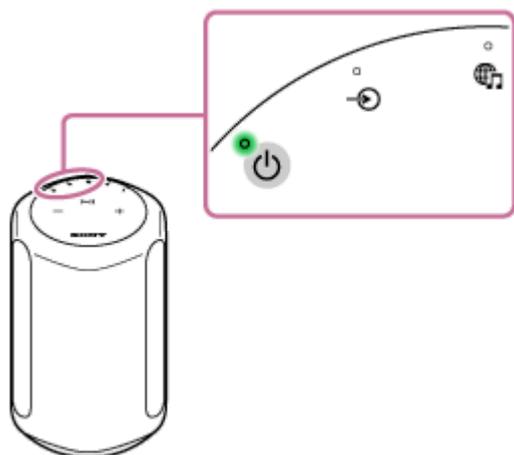
- Place your computer within 1 m (3.3 feet) of the speaker.
- Connect the speaker to an outlet via the AC power cord (supplied).
- To avoid any sudden loud sound output from the speaker, turn down the volume of the computer and speaker that you connect with each other, or stop playback.
- Set the speaker of your computer to on.
If the speaker of your computer is set to  (mute), sound does not output on the BLUETOOTH speaker.

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



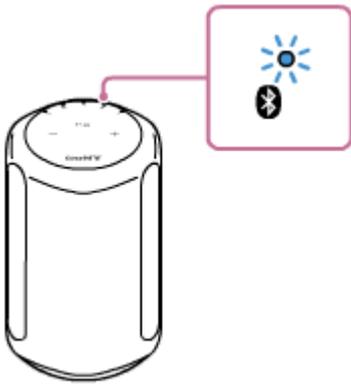
1 Touch the (Power) button to turn on the speaker.

The  (Power) indicator (green) lights up.



2 Touch and hold the speaker's BLUETOOTH button for more than 2 seconds.

The BLUETOOTH indicator (blue) flashes quickly and the speaker enters pairing mode.



Hint

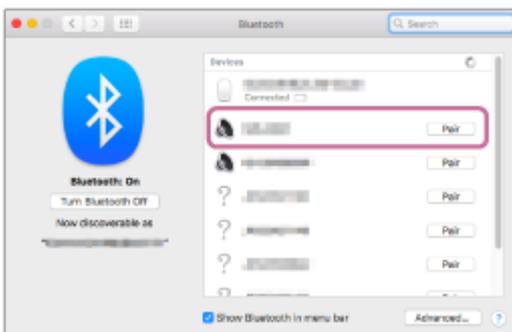
- If the BLUETOOTH indicator does not flash, the speaker may already be connected to the BLUETOOTH device. If this is the case, once you have turned off the speaker, do the operations for pairing again.

3 Search for the speaker on the computer.

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

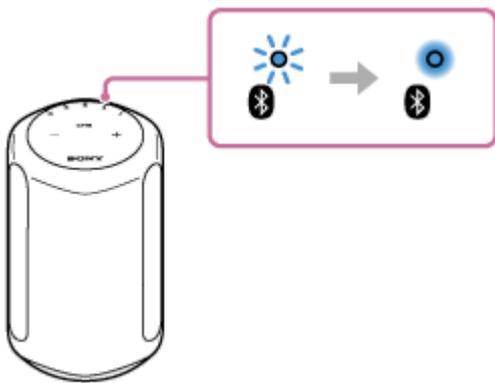


2. Select the speaker's name ([SRS-RA3000] or the one you provided during the Wi-Fi network setup) from the Bluetooth screen, and then click [Pair].



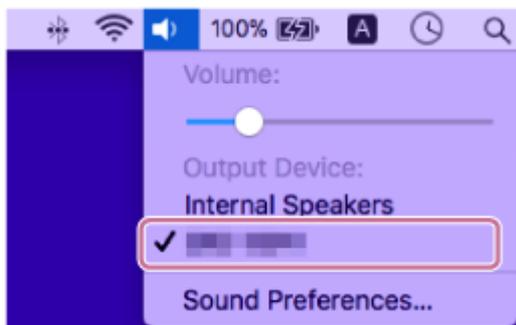
4 Confirm that the BLUETOOTH connection is complete.

When the BLUETOOTH connection is established, the speaker beeps and the BLUETOOTH indicator switches from flashing to a steady light.



- 5 Click the speaker icon in the top-right of the screen and select the speaker's name ([SRS-RA3000] or the one you provided during the Wi-Fi network setup) from [Output Device].

You can enjoy playing back music, etc. from your computer.



Hint

- The procedure explained above is for guidance only. For details, refer to the operating instructions supplied with the computer.

Note

- If the speaker goes out of BLUETOOTH pairing mode before you finish the procedure and the name of the speaker does not appear on the BLUETOOTH device screen, repeat the procedure from step 2 .
- Once the speaker is paired with the computer, there is no need to pair them again, except in the following cases:
 - Pairing information is deleted due to repair work, etc.
 - The pairing information of the speaker is deleted from the computer.
 - The speaker is initialized.
All pairing information will be deleted.
- The passkey of the speaker is “0000.” If a passkey besides “0000” is set on the computer, pairing with the speaker fails.

Related Topic

- [Listening to music from the connected BLUETOOTH device](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)

Listening to music from the connected BLUETOOTH device

You can enjoy listening to music of a BLUETOOTH device and operate it by the speaker via a 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 speaker are set to a moderate level to avoid sudden loud sound output from the speaker.
Depending on the BLUETOOTH device, adjusting the volume of the speaker may not be possible on the BLUETOOTH device while playback on the device is stopped/paused.
- This speaker does not support the BLUETOOTH profile HFP (Hands-free Profile)/HSP (Headset Profile) that enables hands-free calls with a BLUETOOTH mobile phone.

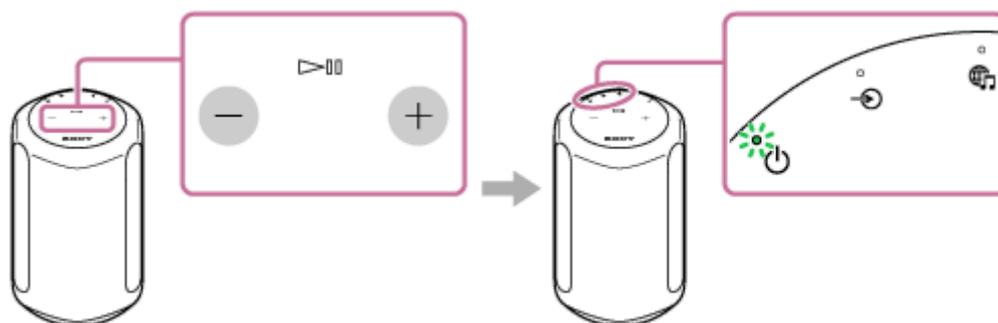
1 On the BLUETOOTH device, make sure that a BLUETOOTH connection is established with the speaker.

2 Start playing music on the BLUETOOTH device.

3 Adjust the volume by touching the — (Volume -)/ + (Volume +) buttons on the speaker or operating the BLUETOOTH device.

When you touch the — (Volume -)/ + (Volume +) buttons on the speaker or adjust the volume on the BLUETOOTH device, the (Power) indicator flashes once or 3 times.

Depending on the BLUETOOTH device you are using, the speaker's (Power) indicator may not flash, even if you adjust the volume using the BLUETOOTH device.



During playback, you can use the ►|| (Play/Pause) button on the speaker to perform the following operations.

Pause

Touch the ►|| (Play/Pause) button during playback to pause. Touch it again to cancel pause.

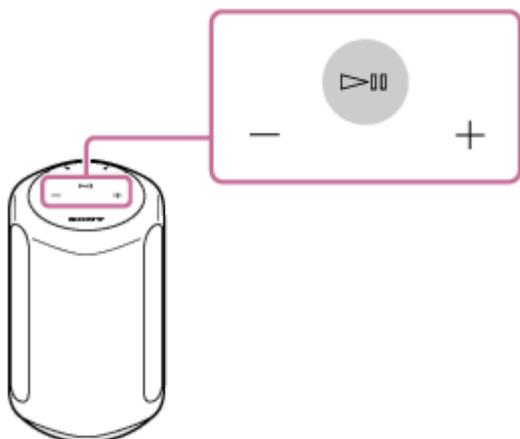
Skip to the beginning of the next track

Touch the  (Play/Pause) button twice quickly during playback.

Skip to the beginning of the current or previous track*

Touch the  (Play/Pause) button 3 times quickly during playback.

* The speaker acts differently depending on the BLUETOOTH device in use.



Note

- If the communication condition is poor, the BLUETOOTH device may react incorrectly to the operations on the speaker.
- Depending on the BLUETOOTH device, it may be necessary to adjust the volume or set the audio output setting on the connected device.
- Noise or sound interruption may occur depending on the BLUETOOTH device connected with the speaker, the communication environment or the usage environment.
- Video viewing using a BLUETOOTH connection is not recommended. A slight misalignment occurs in video and audio.

Related Topic

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

Wireless Speaker
SRS-RA3000

Terminating the BLUETOOTH connection (After use)

When you finish playing music with the BLUETOOTH device, perform any of the following operations to terminate the BLUETOOTH connection.

- Turn off the BLUETOOTH function on the BLUETOOTH device.
For details, refer to the operating instructions supplied with the device.
- Turn off the BLUETOOTH device.
- Turn off the speaker.

Hint

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

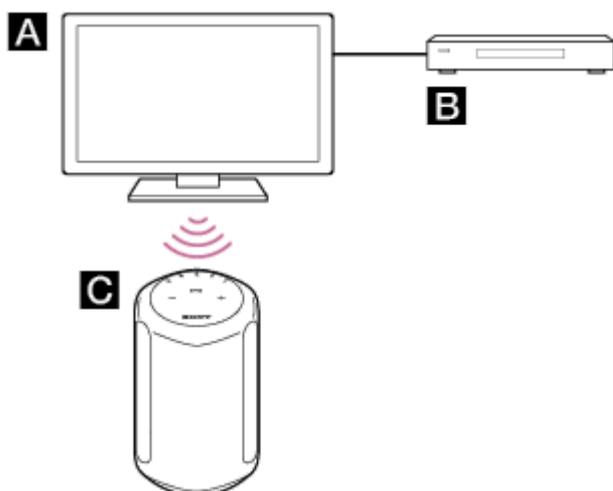
Related Topic

- [Connecting the speaker to an outlet](#)

Pairing with a TV

When using a Sony brand TV* with the BLUETOOTH function, you can listen to sound of the TV or device that is connected to the TV by connecting the speaker and TV wirelessly.

* The TV needs to be compatible with A2DP (Advanced Audio Distribution Profile) of the BLUETOOTH profile.

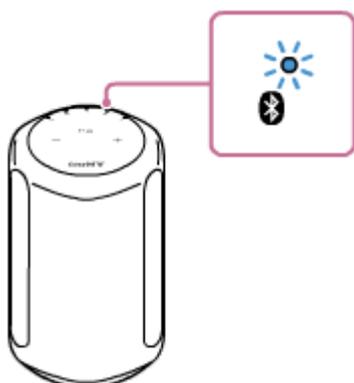


- A:** TV
- B:** Blu-ray Disc player, cable box, satellite box, etc.
- C:** Speaker

To connect the speaker and TV wirelessly, you need to perform pairing of the speaker and TV by using the BLUETOOTH function. Pairing is the process required to mutually register the information on BLUETOOTH devices to be connected wirelessly in advance.

- 1 Turn on the TV.**
- 2 Turn on the speaker.**
- 3 Touch and hold the speaker's BLUETOOTH button for more than 2 seconds.**

The BLUETOOTH indicator (blue) flashes quickly and the speaker enters pairing mode.



Hint

- If the BLUETOOTH indicator does not flash, the speaker may already be connected to the BLUETOOTH device. If this is the case, once you have turned off the speaker, do the operations for pairing again.

- If the message, indicating that an attempt to establish a BLUETOOTH connection is in progress, remains on the TV screen, turn off the speaker, and then perform the pairing procedure on the speaker once again.

4 On the TV, search the speaker by performing the pairing operation.

The list of the BLUETOOTH devices that are searched appears on the TV screen.

For the operation method to pair the BLUETOOTH device to the TV, refer to the operating instructions of the TV.

5 From the device list on the TV screen, select the speaker's name ([SRS-RA3000] or the one you provided during the Wi-Fi network setup) to pair the TV and the speaker together.

6 Make sure that the BLUETOOTH indicator (blue) is lit on the speaker.

Hint

- When the speaker and the TV are paired, the BLUETOOTH/Network Standby function is automatically turned on.
- When the BLUETOOTH connection is disconnected on the TV's BLUETOOTH setup screen, the speaker automatically turns off and enters BLUETOOTH/Network Standby mode.

Related Topic

- [Listening to sound of the Paired TV](#)

Wireless Speaker
SRS-RA3000

Listening to sound of the Paired TV

You can turn the speaker on/off, adjust the volume, and mute the sound by using the TV remote control when connecting the TV to the speaker wirelessly.

- 1 Turn the TV on with the TV remote control.**

The speaker is turned on by interlocking with the TV power, and TV sound is output from the speaker.
- 2 Select the program or input of the device by using the TV remote control.**

The sound of the displayed image on the TV screen is output from the speaker.
- 3 Adjust the volume of the speaker by using the TV remote control.**

When pressing the muting button on the TV remote control, the sound is muted temporarily.

Hint

- When the TV is turned off, the speaker is also turned off by interlocking with the TV power.

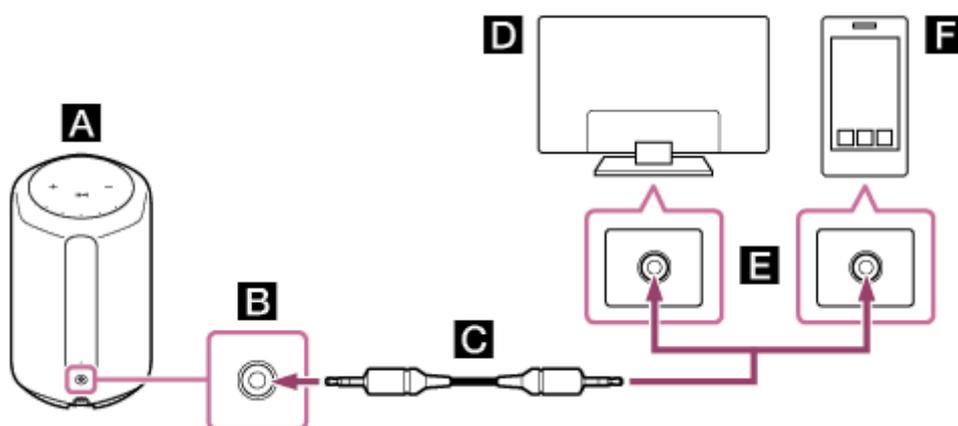
Related Topic

- [Pairing with a TV](#)

Listening to audio from the device connected by an audio cable

You can listen to audio from the TV or the portable audio device that is connected to the speaker by an audio cable.

- 1 Connect a device to the AUDIO IN jack on the speaker with an audio cable.



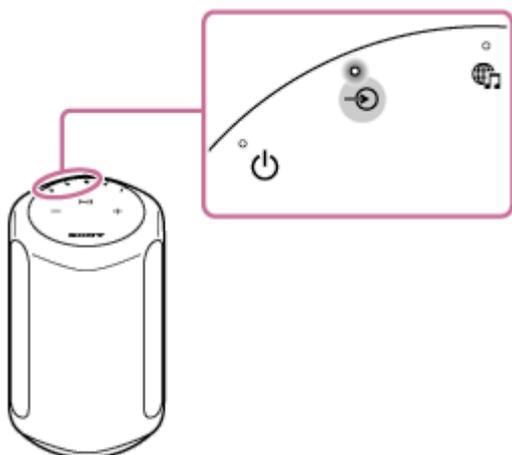
- A:** Speaker
- B:** Analog In
- C:** Analog audio cable (not supplied)
- D:** TV
- E:** Analog audio out
- F:** Smartphone, WALKMAN®, other audio devices, etc.

Note

- If the TV's headphone jack also serves as an audio output jack, check the audio output settings of the TV. For details, refer to the operating instructions of the TV.

- 2 Touch the  (AUDIO IN) button to select audio input.

The  (AUDIO IN) indicator (white) lights up.



- 3 Adjust the volume.

Touch the — (Volume -) / + (Volume +) button on the speaker to adjust the volume.

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Wireless Speaker
SRS-RA3000

Changing the sound effects

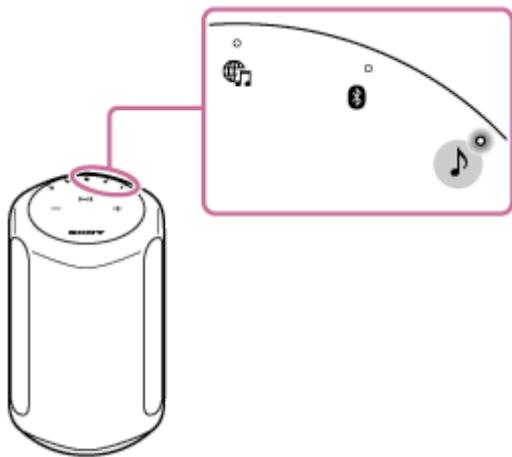
While the Immersive Audio Enhancement is turned on, you can experience the music of typical 2-channel playback in a three-dimensional sound field.

The Immersive Audio Enhancement is turned on as the default setting.

1 Touch the (Sound Mode) button.

When the Immersive Audio Enhancement is turned off, the  (Sound Mode) indicator turns off.

When the Immersive Audio Enhancement is turned on, the  (Sound Mode) indicator (white) lights up.



Hint

- You can use “Sony | Music Center” to turn on/off the Immersive Audio Enhancement as well.
- While playback of 360 Reality Audio music is in progress, the Immersive Audio Enhancement does not work.

Related Topic

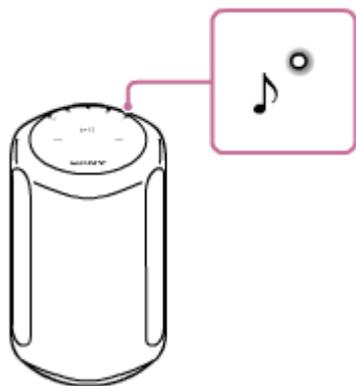
- [What you can do with “Sony | Music Center”](#)

Wireless Speaker
SRS-RA3000

Adjusting sound to work best in the speaker's location (Sound Calibration)

Through the Sound Calibration, the speaker adjusts sound to work best for music playback in its location. When you turn on the speaker and play music, the sound of the music is automatically adjusted to work best in the room where the speaker is set up.

During the Sound Calibration, the  (Sound Mode) indicator (white) blinks slowly. While playback of 360 Reality Audio music is in progress, the indicator blinks slowly in cyan.



Hint

- The efficacy of the Sound Calibration may vary, depending on the surrounding environment and music being played back.

Related Topic

- [Setting up the speaker](#)
- [Connecting the speaker to an outlet](#)

Wireless Speaker
SRS-RA3000

Playing the 360 Reality Audio sample music

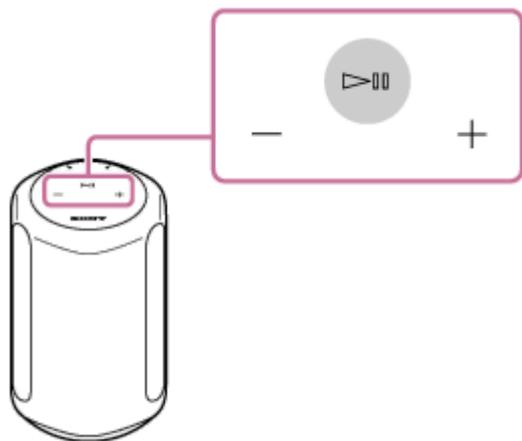
The speaker is capable of playing 360 Reality Audio music.

360 Reality Audio creates an immersive music experience that lulls you into believing you have stepped into a live concert by an artist. This lets you enjoy a full 360-degree audio experience.

Go to <https://www.sony.net/360RA/> to learn more.

- 1 Touch and hold the  (Play/Pause) button for more than 2 seconds.

The 360 Reality Audio sample music plays back.

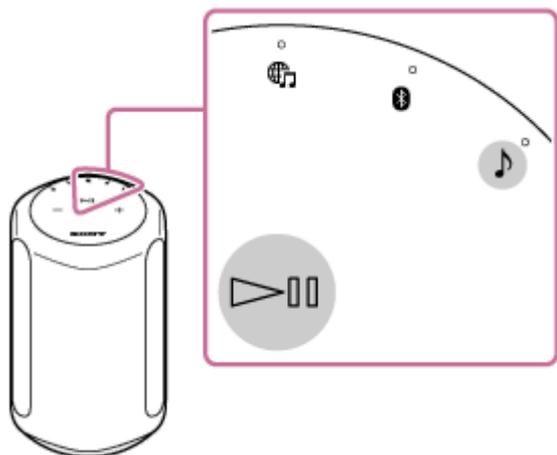


Wireless Speaker
SRS-RA3000

Turning on/off the System Sound

You can turn on/off the System Sound that sounds every time you operate one of the buttons on the speaker.

To turn on/off the System Sound, touch and hold the  (Sound Mode) button and the  (Play/Pause) button for 4 seconds.



Hint

- You can use “Sony | Music Center” to turn on/off the System Sound as well.

Related Topic

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

Wireless Speaker
SRS-RA3000

Using the Auto Standby function

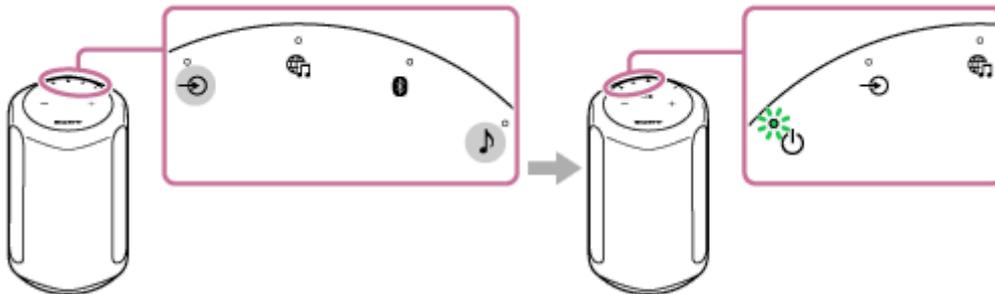
With the Auto Standby function turned on, the speaker will automatically turn off if it is left unoperated or audio playback is kept unmade for 15 minutes.

The Auto Standby function is turned on as the default setting.

- 1 Touch and hold the  (Sound Mode) button and the  (AUDIO IN) button for more than 4 seconds.

When the Auto Standby function is turned off, the  (Power) indicator (green) flashes 3 times.

When the Auto Standby function is turned on, the  (Power) indicator (green) flashes twice.



Hint

- You can use “Sony | Music Center” to turn on/off the Auto Standby function as well.

Using the BLUETOOTH/Network Standby function

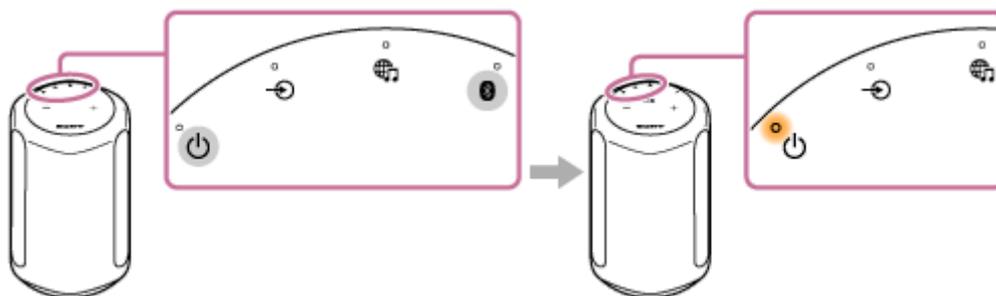
If the BLUETOOTH/Network Standby function is on, the speaker turns on when a BLUETOOTH device or network device is operated. The start-up time becomes shorter and the speaker will become operational sooner than in normal start-up.

1 Turn on the speaker.

The  (Power) indicator (green) lights up.

2 Touch and hold the (Power) button and the BLUETOOTH button simultaneously for more than 4 seconds.

When the BLUETOOTH/Network Standby function is turned on, the  (Power) indicator (amber) lights up and the speaker is automatically turned off.



If you operate a network device or BLUETOOTH device to connect to the speaker, the speaker turns on automatically and connection starts.

To turn off the BLUETOOTH/Network Standby function

Touch and hold the  (Power) button and the BLUETOOTH button simultaneously for more than 4 seconds.

Hint

- With the speaker's BLUETOOTH/Network Standby function turned on, the  (Power) indicator (amber) remains lit while the speaker is turned off.
- You can use "Sony | Music Center" to turn on/off the BLUETOOTH/Network Standby function as well.

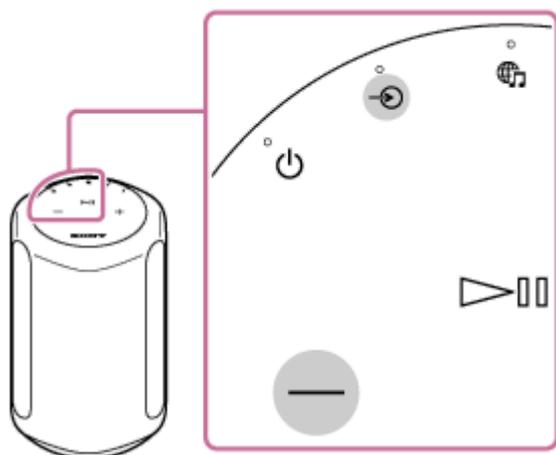
Related Topic

- [About the indicators](#)
- [What you can do with "Sony | Music Center"](#)

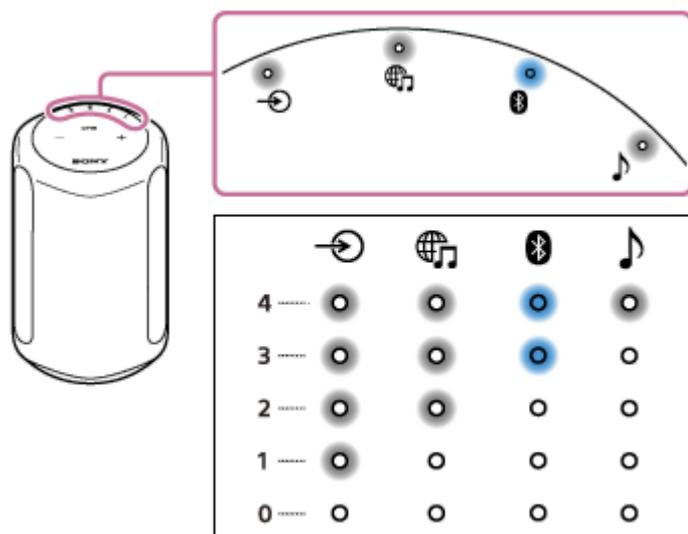
Checking on the Wi-Fi network signal strength

The indicator of the speaker shows signal strength (reception sensitivity) by its lit status when the speaker is connected to a Wi-Fi network and is turned on.

- 1 While the speaker is connected to a Wi-Fi network (the LINK indicator (amber) lights up), turn on the speaker, and then touch and hold the  (AUDIO IN) button and the  (Volume -) button simultaneously for more than 4 seconds.



The indicators () (AUDIO IN),  (Music Service), BLUETOOTH,  (Sound Mode)) on the speaker light up. The number of indicators lit shows the strength of the signal. When any button is touched, the signal's strength indication is canceled.



When no indicator is lit, the signal strength is the weakest. When four indicators are lit, the signal strength is the strongest.

To receive a stronger signal

Try the following:

- Change the orientation/location.

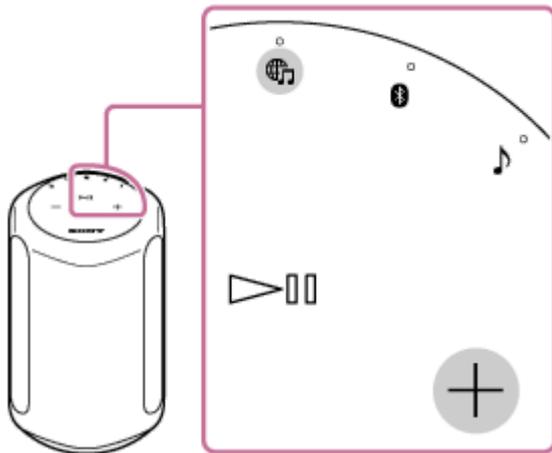
- Turn off other wireless devices.

Then, touch any button to cancel the Wi-Fi signal strength indication, repeat procedures from step ① .

Turning off the Wi-Fi and BLUETOOTH signals from the speaker

Before using the speaker outdoors, be sure to turn off the Wi-Fi and BLUETOOTH functions.

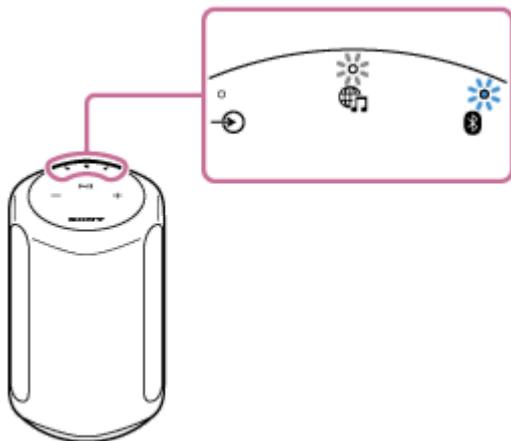
- 1 When the speaker is turned on, touch and hold the  (Music Service) button and the  (Volume +) button simultaneously for more than 4 seconds.



Every time you touch and hold the  (Music Service) button and the  (Volume +) button, the Wi-Fi and BLUETOOTH functions are turned on and off.

When the functions are turned on, the BLUETOOTH indicator (blue) and the  (Music Service) indicator (white) flash slowly twice.

When the functions are turned off, the BLUETOOTH indicator (blue) and the  (Music Service) indicator (white) flash quickly 10 times.



Selecting the BLUETOOTH audio streaming playback quality (Codec)

The “Priority on sound quality” and “Priority on stable connection” modes are available as options for selecting the playback quality of BLUETOOTH audio streaming. “Priority on sound quality” enables you to play back with a setting of, not only SBC, but also AAC, so that you can enjoy high-quality sound via BLUETOOTH. “Priority on stable connection” provides you with a more stable BLUETOOTH audio streaming. “Priority on sound quality” is the default setting. The sound quality can be changed while the speaker is in the BLUETOOTH/Network Standby mode.

Playback quality

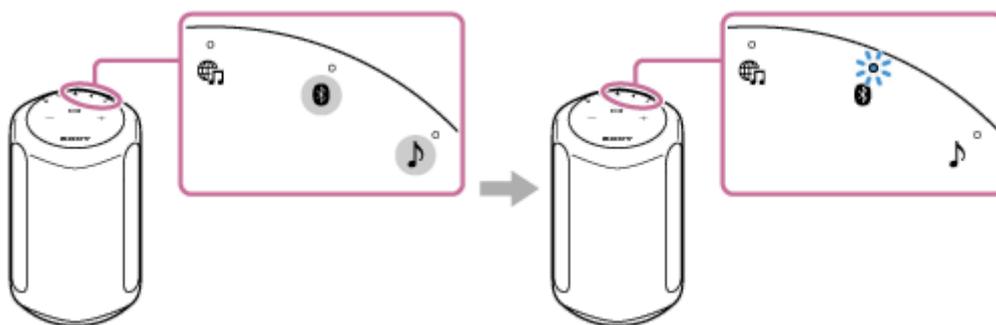
- Priority on sound quality (default setting): Optimal codec is automatically selected from AAC and SBC.
- Priority on stable connection: SBC is selected.

1 Make sure that the speaker is turned on, and then place the speaker into BLUETOOTH/Network Standby mode.

For details, see [Using the BLUETOOTH/Network Standby function](#).

2 Touch and hold the (Sound Mode) button and the BLUETOOTH button simultaneously for more than 4 seconds.

When the setting is changed to “Priority on sound quality” mode, the BLUETOOTH indicator (blue) flashes 3 times. When the setting is changed to “Priority on stable connection” mode, the BLUETOOTH indicator (blue) flashes twice.



The playback quality is switched, and the speaker turns on.

Note

- Communication may become unstable in the “Priority on sound quality” mode, depending on the setting of your BLUETOOTH device and the ambient conditions.
- When the playback quality setting is changed by using “Sony | Music Center” while the speaker is turned on, the BLUETOOTH connection is terminated. In this case, connect the BLUETOOTH device manually again. After reconnecting, the playback quality is switched.
- You may also need to adjust the settings of the connected device to change the playback quality setting, such as SBC or AAC. For details, refer to the operating instructions supplied with the device.

Hint

- You can switch the playback quality by using “Sony | Music Center.” To switch it, select [Settings] - [Other Settings] - [Bluetooth Codec]. “Priority on sound quality” appears as [Auto] and “Priority on stable connection” appears as [SBC] when setting with “Sony | Music Center.”

Related Topic

- [Using the BLUETOOTH/Network Standby function](#)
- [What you can do with “Sony | Music Center”](#)

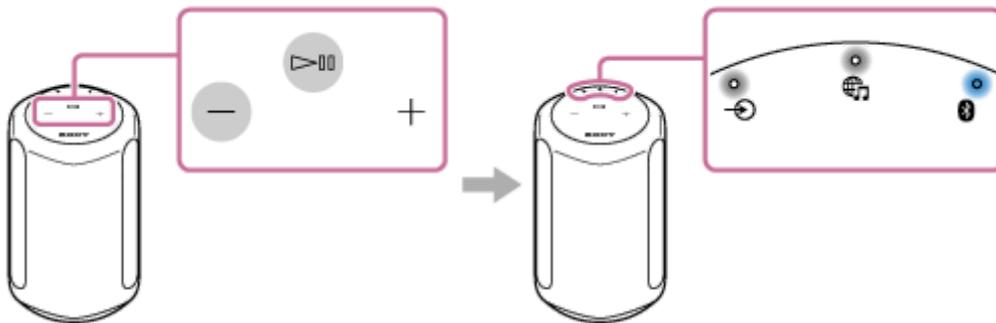
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Wireless Speaker
SRS-RA3000

Restoring the default settings of the speaker (Initialization)

With the speaker turned on, touch and hold the **▶||** (Play/Pause) button and the **—** (Volume -) button simultaneously for more than 4 seconds. When the speaker takes the instruction, the BLUETOOTH, **🎵** (Music Service), and **→🔊** (AUDIO IN) indicators light up at the same time. These three indicators go out in a while to indicate completion of the initialization process, and then the speaker restarts.

When the speaker is initialized, the pairing information and the network settings of the BLUETOOTH devices are deleted and all the speaker settings are restored to the factory default setting values.



Wireless Speaker
SRS-RA3000

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 a speaker with “Sony | Music Center”

- Checking services supported by 360 Reality Audio
- Linking to Amazon Alexa Built-in devices
- Changing the sound settings and adjusting the Equalizer
- Turning on/off the Immersive Audio Enhancement
- Turning on/off the System Sound
- Adjusting the volume

Note

- What you can control with “Sony | Music Center” varies depending on the connected device.
- Be aware that “Sony | Music Center” and “Music Center for PC” are different apps.
- The specifications and design of the app may change without notice.

Related Topic

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

Wireless Speaker
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Installing “Sony | Music Center”

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

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



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

Note

- Be sure to use the latest version of “Sony | Music Center.”
If you cannot connect the speaker and a smartphone/iPhone via a BLUETOOTH connection, or if there is a problem such as no sound being emitted, uninstall “Sony | Music Center” and try to connect via the BLUETOOTH connection again.
For details about “Sony | Music Center,” refer to Google Play or the App Store.
- Depending on your contract, downloading the app may require communication charges.

Related Topic

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

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About the voice guidance

Depending on the status of the speaker, the voice guidance is output from the speaker as follows.

BLUETOOTH function

- "Bluetooth pairing"

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Precautions

On safety

Should any solid object or liquid fall into the product, unplug it and have it checked by qualified personnel before operating it any further.

On power sources

- Before operating the product, check that the operating voltage is identical with your local power supply. The operating voltage is indicated on the nameplate on the bottom of the product.
- The product is not disconnected from the AC power source (mains) as long as it is connected to the wall outlet, even if the product itself has been turned off.
- If you are not going to use the product for a long time, be sure to disconnect it from the wall outlet. To disconnect the AC power cord, grasp the plug itself; never pull the cord.

On placement

- Do not set the product in an inclined position.
- Place the product in a location with adequate ventilation to prevent heat buildup and prolong the life of the product.
- Do not place the product near heat sources, or in a place subject to direct sunlight, excessive dust, or mechanical shock.
- Do not place anything on top of the product that might cause malfunctions.
- Use caution when placing the product on surfaces that have been specially treated (with wax, oil, polish, etc.) as staining or discoloration of the surface may result.

On operation

Before connecting other equipment, be sure to turn off and unplug the product.

On cleaning

Clean this product with a soft cloth slightly moistened with a mild detergent solution. Do not use any type of abrasive pads, scouring powder, or solvents, such as thinner, benzene, or alcohol.

If you have any questions or problems concerning this product, please consult your nearest Sony dealer.

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Notes on the humidity resistant feature

This product is humidity resistant*. However, the product is not waterproof.

Do not use the product near water and do not expose it to dripping or splashing.

Do not use the product in a location where close to a bathtub, kitchen sink, laundry tub, swimming pool, etc.

* The humidity resistant performance of the product is based on our measurements under a certain temperature/humidity level. (35 °C/35% - 95%)

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About software update and version checking

Whenever the latest software version is available online, the software of your speaker is updated as described below. No user operations are required to update the software.

How to check on the version

You can check on the software version of the speaker with “Sony | Music Center.”

On the screen of “Sony | Music Center,” select your speaker's name, and then tap [Settings] - [System] - [[SRS-RA3000] Version].

Hint

- You can check on the software version of the speaker with “Google Home” as well. Select your speaker's name, open the settings screen, and then check on the software version.

Preparation for update

Software updates become possible when the speaker is in the following states.

1. The speaker is connected to the Internet via a Wi-Fi network.
2. The speaker is connected to the outlet with the supplied AC power cord.

About automatic software update

Automatic software update is performed while you are not using the speaker, such as during midnight or while the speaker's BLUETOOTH/Network Standby function is turned on.

Note

- Check the  (Power) indicator and the LINK indicator for the state of software update.

Related Topic

- [About the indicators](#)

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About notes and notice on software

Notes on the License

This product contains software that Sony uses under a licensing agreement with the owner of its copyright. We are obligated to announce the contents of the agreement to customers under requirement by the owner of copyright for the software.

Please access the following URL and read the contents of the license.

<https://rd1.sony.net/help/speaker/sl/20ra/>

Notice on GNU GPL/LGPL applied software

This product contains software that is subject to the following GNU General Public License (hereinafter referred to as "GPL") or GNU Lesser General Public License (hereinafter referred to as "LGPL"). These establish that customers have the right to acquire, modify, and redistribute the source code of said software in accordance with the terms of the GPL or LGPL supplied. The source code for the above-listed software is available on the Web.

To download, please access the following URL then select the model name "SRS-RA3000".

URL: <http://oss.sony.net/Products/Linux/>

Please note that Sony cannot answer or respond to any inquiries regarding the content of the source code.

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When you have an issue:

Do the following before you request a repair service.

- Find the symptoms of the issue in this Help Guide and try any corrective actions listed.
- Unplug the AC power cord from the outlet, and then plug it back.
- Initialize your wireless speaker.
All the settings, including the volume setting, are cleared and the pairing information is deleted.
- Visit our customer support home page.

If the none of the above works, consult your nearest Sony dealer.

Related Topic

- [Connecting the speaker to an outlet](#)
- [Restoring the default settings of the speaker \(Initialization\)](#)

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Unable to turn on the speaker

- Check that the supplied AC power cord is firmly connected to the speaker and plugged into an outlet.
-

Related Topic

- [Connecting the speaker to an outlet](#)

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The power suddenly turns off

- The Auto Standby function may have worked. With the Auto Standby function turned on, the speaker will automatically turn off in 15 minutes if the audio input level is low. Turn up the volume on the connected device or turn off the Auto Standby function.
-
-

Related Topic

- [Using the Auto Standby function](#)

Wireless Speaker
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The Power indicator (red) is flashing

- While the  (Power) indicator (red) is flashing on the speaker, the speaker is in protect mode. Disconnect the AC power cord from the speaker, connect it back in place, and then turn on the speaker.
If the situation does not improve, even after turning the speaker off and on, consult your nearest Sony dealer.
-

Related Topic

- [Connecting the speaker to an outlet](#)

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The BLUETOOTH connection is kept alive, but no sound comes out of the speaker or sound interruption occurs

- Make sure that the speaker is turned on. When the speaker is on, the  (Power) indicator (green) is lit up.
 - Make sure that the speaker has a BLUETOOTH connection with the BLUETOOTH device.
 - Pair the speaker with the BLUETOOTH device again.
 - The volume of the speaker or BLUETOOTH device may be low. Adjust the volume to a moderate level.
 - If a cord is connected to the AUDIO IN jack of the speaker or to the BLUETOOTH device, unplug it.
 - Turn off the BLUETOOTH device, and then turn it back on.
-

Related Topic

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

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No sound comes out of the speaker

- Check that both the speaker and the connected device are turned on.
 - Check that the volume of both the speaker and the connected device are not too low.
 - Check that music is playing back on the connected device.
 - If the device is connected to the AUDIO IN jack, check that both stereo mini plugs of the audio cable are firmly inserted into the speaker and the connected device.
 - Keep the speaker away from metal objects.
 - Check that the correct input is selected.
 - Turn off the connected device, and then turn it back on.
 - Check that the speaker plays the 360 Reality Audio sample music.
-

Related Topic

- [Playing the 360 Reality Audio sample music](#)

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Static, noise, or sound interruptions

- Make sure that the volume of the connected device is not too loud.
- If the connected device has an equalizer function, set it to off.
- Keep the speaker away from microwave ovens.
- Try setting the speaker somewhere by changing the distance between the speaker and the indoor Wi-Fi environment, etc.
- Bring the speaker and the BLUETOOTH device closer together. Remove any obstacles between the speaker and the BLUETOOTH device.
- A device with a built-in radio or tuner cannot be connected to the speaker via BLUETOOTH connection, since noise may occur in broadcasts. These devices cannot be used with the speaker via a BLUETOOTH connection.
- Place the speaker farther away from TVs, radios or tuners, etc. If you use the speaker near these devices, noise may interrupt the sounds coming from TVs, radios, or similar devices.
- This may be caused by signal interference. Try moving the speaker to a different location. If the noise disappears depending on the location, the speaker has not malfunctioned.
- Turn off the connected device, and then turn it back on.
- Mirroring music for playback is likely to cause sound interruptions. It is recommended that you cast music with the app provided by your streaming service or use a BLUETOOTH connection for playing music.

Unable to connect to a network via a Wi-Fi® connection

- Make sure that your smartphone/iPhone is connected to a Wi-Fi network. For detailed instructions, refer to the operating instructions supplied with the smartphone/iPhone.
- Make sure that your speaker is connected to the same wireless LAN as your smartphone/iPhone. For detailed instructions, refer to the operating instructions supplied with the smartphone/iPhone.
- Make sure that the wireless LAN router (access point) is turned on.
- When a wireless LAN connection is in use, bring the speaker and the wireless LAN router (access point) closer together, and then make the wireless LAN settings all over again.
- Make sure that the wireless LAN router (access point) settings are correct. If the SSID stealth mode of the wireless LAN router is turned on, turn it off. For detailed instructions on setting the wireless LAN router, refer to the operating instructions supplied with the router.
- If the connection attempt fails even when the correct SSID for the wireless LAN router is selected, make sure that the correct password (encryption key) is used.
 - The password (encryption key) is case-sensitive. Be sure to check the case of each letter while entering the SSID. No double-byte characters are accepted for the SSID. Be sure to enter single-byte characters.
 - Example of confusing characters:
 - “l (upper-case l)” and “l (lower-case L)”
 - “0 (numeral 0)” and “O (upper-case O)”
 - “d (lower-case D)” and “b (lower-case B)”
 - “9 (numeral 9)” and “q (lower-case Q)”
- Bring the wireless LAN router closer to the speaker. Devices that use the 2.4 GHz frequency range, including microwave ovens, BLUETOOTH devices, and digital cordless devices, may prevent the speaker from establishing a wireless connection. Move the speaker away from such devices or turn off the devices.
- The speaker does not support IEEE 802.11ac. Use the 2.4 GHz frequency range (11b, 11g, or 11n) or the 5 GHz frequency range (11a, or 11n) for wireless connection.
- If connection attempt fails even with the correct settings, try the following.
 - Turn off the access point (wireless LAN router), wait for a while, and then turn it back on.
 - Turn off the speaker, wait for a while, and then turn it back on.
 - Initialize the speaker, and then make the speakers settings all over again.

Related Topic

- [Prerequisite 1: Installing “Sony | Music Center” and connecting to the Wi-Fi network](#)
- [Installing “Google Home” and connecting to the Wi-Fi network](#)

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Playback is interrupted

- The wireless communication is interfered. If a microwave oven is in use, stop its use.

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Unable to pair the speaker with a BLUETOOTH device

- Bring the BLUETOOTH device to your wireless speaker closer than 1 m (3.3 feet).
- You may have initialized your wireless speaker. Initializing the speaker may cause the speaker to fail to establish a BLUETOOTH connection with a BLUETOOTH device. In such a case, delete the pairing information of the speaker from the BLUETOOTH device and perform the pairing procedure once again.
- When the network settings of the BLUETOOTH device are reset, the speaker may fail to establish a BLUETOOTH connection with the BLUETOOTH device. Perform the pairing procedure once again.
- Update the software on the connected BLUETOOTH device.
- When the speaker's name is not displayed on the BLUETOOTH device subject for pairing, try the following:
 - Turn off the BLUETOOTH function on the BLUETOOTH device, turn it back on, and then search for the speaker's name.
 - Delete the pairing information from the BLUETOOTH device, turn off and on the BLUETOOTH device, and then search for the speaker's name once again.
- If [✖] appears next the speaker's name on the BLUETOOTH device subject for pairing, turn off and on the BLUETOOTH device, and then search for the speaker.
- If two names appear as the speaker's name on the BLUETOOTH device subject for pairing, tap [🔊] to establish a BLUETOOTH connection.

Related Topic

- [Pairing and connecting with BLUETOOTH devices](#)
- [Pairing with a computer \(Windows\)](#)
- [Pairing with a computer \(Mac\)](#)
- [Pairing with a TV](#)