

SONY®

Troubleshooting

USB Type-C 2-in-1 Cable
EC270

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I cannot charge my device or listen to audio

! Some functionalities of USB connectivity, such as quick charge and data sync, are not supported by the **USB Type-C 2-in-1 Cable**.

- Make sure that your device is compatible with the **USB Type-C 2-in-1 Cable**.

Compatible Xperia™ devices:

Xperia 1

Xperia XZ3

Xperia XZ2

Xperia XZ2 Compact

Xperia XZ2 Premium

- Headsets with a 5 pole 3.5 mm audio jack are not fully supported. Some features, such as noise cancellation, will not be available when you connect your 5 pole 3.5 mm audio jack headset to the **USB Type-C 2-in-1 Cable**.