

SONY®

Troubleshooting

Xperia™ Ear
XEA10

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The Xperia™ Ear doesn't respond to my voice

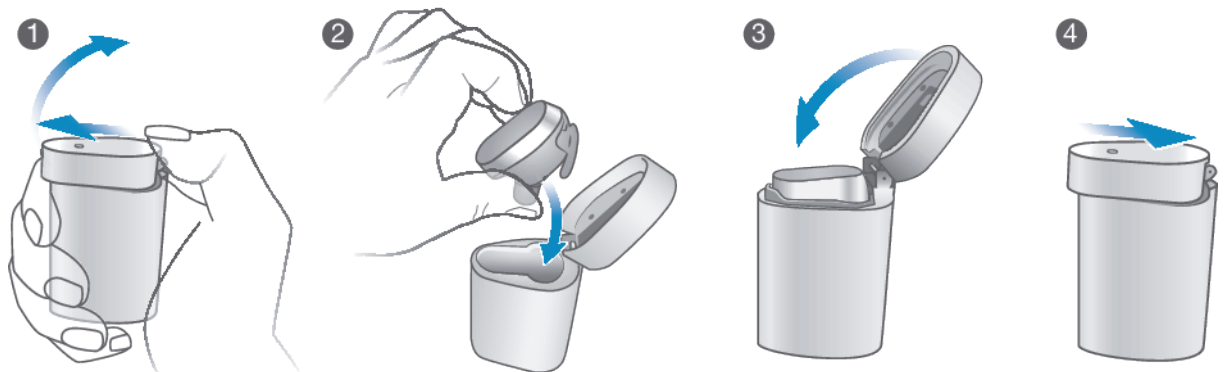
- If the Xperia™ Ear has trouble recognising the first words of your voice commands, wait a moment after the tone before you start speaking.
- Make sure that your device is connected to a mobile or wireless network.
- Make sure that **STAMINA mode** is turned off on your device. To save battery power, **STAMINA mode** may disable the connection between the device and your Xperia™ Ear.
- Make sure that the Google app is enabled on your device.
- Make sure that Bluetooth headset is turned off in the voice recognition settings on your device.

I cannot power on the Xperia™ Ear

Xperia™ Ear is turned on automatically when you remove it from the charging case.

- Make sure that the Xperia™ Ear is charged before you start using it.

To charge your Xperia™ Ear



- 1 Open the charging case by pushing its lid forward with your thumb.
 - 2 Put your Xperia™ Ear into the charging case and close the lid. While the Xperia™ Ear's battery is charging, the LED indicator on the lid changes from red to orange. The LED indicator changes to green when you reach 80% battery power.
- 💡 When you put your Xperia™ Ear into the charging case, the LED at the base of the case blinks three times in a colour based on the battery level. A fully charged case can be used to charge your Xperia™ Ear up to three times without connecting it to a power outlet or a computer.
 - 💡 Enable the **Battery Care** function to maximise the battery lifespan. You can find **Battery Care** in the **Settings** menu of the Xperia™ Ear application.
 - Make sure that there is a Bluetooth® connection to your device.
 - Restart your Xperia™ Ear.

To restart your Xperia™ Ear

- Press and hold down the **Assistant/Call key** for 10 seconds.

I get an error message in the Xperia™ Ear host application

- When connecting Xperia™ Ear with your smartphone using Bluetooth®, you may get an error message in the Xperia™ Ear host application. The message may say that Xperia™ Ear is connected to two phones, or that some functions are unavailable. If so, restart your smartphone and try to connect again.

I cannot connect to my Anytime Talk BETA contacts

- If you cannot hear or speak to your **Anytime Talk** BETA contacts, make sure that your device has a stable data connection. If you are connected via **Wi-Fi**, turn off **Wi-Fi** on your device and connect to a mobile data network.

I cannot pair the Xperia™ Ear with my device


- Make sure that your Xperia™ Ear is charged and turned on.

To check the battery level of your Xperia™ Ear

- 1 From your application screen, find and tap **Xperia™ Ear**.
- 2 The battery level is displayed.

While your Xperia™ Ear is in the charging case, the LED indicator on the lid displays its estimated battery level. Another LED located beside the charger's Micro-USB port displays the battery level of the charging case while it is connected to a power outlet.

Red	The battery level is less than 15% and charging.
Orange	The battery level is between 15% and 80% and charging.
Green	The battery level is above 80% and charging.

- Make sure that you have installed the **Xperia™ Ear** application on your device and that the application is updated to the latest version.
- If you are pairing your device using NFC, make sure that NFC is activated and that the screen is active and unlocked.
- If you are pairing your device using NFC, hold your Xperia™ Ear and the other NFC compatible device so that the NFC detection areas of each device make contact, and then slowly move your device in all directions. The NFC detection area is generally indicated by .
- In some cases, NFC sensitivity may not be strong enough to connect using NFC. If so, use Bluetooth® to connect the devices.

To set up your Xperia™ Ear using Bluetooth®

- 1 Make sure that your Xperia™ Ear is charged.
- 2 Make sure that you have installed or updated the **Xperia™ Ear** application to the latest version on your device.
- 3 Turn on Bluetooth®, then scan for Bluetooth® devices and select XEA10 from the list of available devices.
- 4 Follow the on-screen instructions.

The Xperia™ Ear is behaving unexpectedly

- Restart your Xperia™ Ear if it behaves unexpectedly.

To restart your Xperia™ Ear

- Press and hold down the **Assistant/Call key** for 10 seconds.
- If restarting does not solve the issue, you can perform a factory data reset.

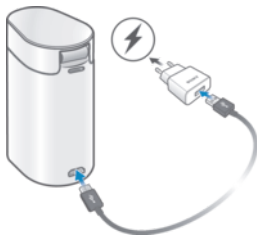
To perform a factory data reset

- Quickly press the **Assistant/Call key** twice, then press and hold it down for 5 seconds. If the factory data reset is successful, the LED indicator starts flashing in green.
- ! All information about paired devices is deleted when you reset your Xperia™ Ear. After a factory data reset, the Xperia™ Ear will be turned off.

I cannot charge the Xperia™ Ear

- Your Xperia™ Ear can only be charged using an original Sony charging case specifically designed for Xperia™ Ear. If you lose your charging case, please *contact us*.
- Make sure that the charger port is free from lint, dust and moisture. A blocked port can prevent the USB connector from fitting properly, and therefore prevent charging.
- If you are charging your Xperia™ Ear without connecting it to a power outlet, make sure that the charging case is charged. When you put your Xperia™ Ear in the charging case and close the lid, the LED indicator by the charging port should flash three times to indicate the battery level of the case. If the LED doesn't flash, you need to charge the case.

To charge your charging case



- 1 Plug one end of the cable into the Micro-USB port of your Xperia™ Ear charging case.
 - 2 Plug the other end of the USB cable into the charger or into the USB port of a computer. While the charging case's battery is charging, the LED indicator at the base of the case changes from red to orange. The LED indicator changes to green when you reach 80% battery power.
- ! Sony USB cables are recommended.

The Assistant voice volume is too low

- The Assistant voice volume is adjusted by setting the call volume on the device that is connected to your Xperia™ Ear.

To set the voice volume of the Assistant

- 1 From your application screen, find and tap **Xperia™ Ear > Start-up messages > Listen to a sample**.
- 2 While the sample is playing, use the volume key on the connected device to adjust the volume.

I have trouble calling my contacts

- If a contact name is hard to recognise, you can give the contact a nickname. For instructions on how to add a nickname to contact information, refer to your device's user guide.
- If you have one or more contacts with the same name, Xperia™ Ear will suggest the first one in the contact list. If the suggested contact is not the one you want to call, respond with "No". Xperia™ Ear will then suggest the next candidate in the contact list, until it finds the contact you are looking for. The contact name will be recorded in the call history, and will be selected first the next time you ask Xperia™ Ear to call a contact with that name.

No applications are listed under Voice notifications settings

Install one or more of the following apps on your device to make them available under **Voice notifications** settings in the **Xperia™ Ear** app:

- Hangouts
- LINE
- Messenger
- WhatsApp
- Twitter
- News Suite
- Xperia™ Calendar
- Google Calendar