

SONY®

# Troubleshooting

Xperia Ear Duo  
XEA20

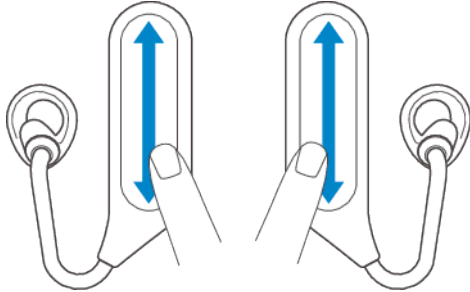
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## The touchpad doesn't respond

- When sliding your finger along the touchpad, make sure that you move your finger firmly and not too quickly. Do not swipe as you would on a touchscreen.

### To slide your finger on the touchpad



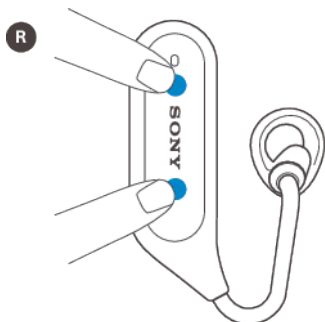
- Slide your finger firmly up or down on the touchpad, then release it.
- Make sure that you don't tap the touchpad too quickly or too slowly, especially when you double-tap or triple-tap. Try to make each tap more distinct than you would on a touchscreen.

## The Xperia Ear Duo doesn't work

If your Xperia Ear Duo doesn't work, try these actions one after the other. Verify after each action whether the problem was solved before trying the next one.

- Turn off the main units by placing them into the charging case. Then turn the main units back on by removing them from the charging case. The device turns off automatically when 15 to 30 minutes pass after the Bluetooth connection drops.
- Check if your device is charged.
- Restart your Xperia Ear Duo.

### To restart your Xperia Ear Duo

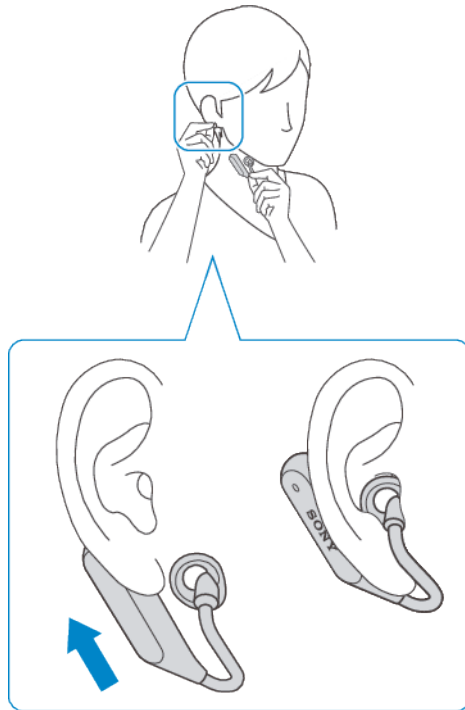


- 1 Using two fingers, touch and hold the touchpad of the main unit (R) for 10 seconds. Make sure to place your fingers on either side of the SONY logo, as shown in the illustration.
- 2 The LED indicator of the main unit flashes twice in white. The main unit restarts and makes a start-up sound.
- 3 Repeat the procedure with the main unit (L).

## The main units aren't comfortable to wear

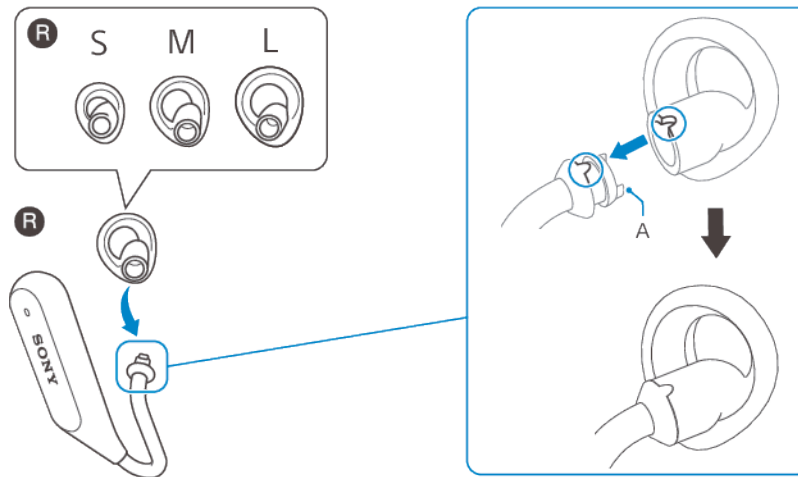
- Make sure that you wear the main units according to the wearing instructions.

### To wear your Xperia Ear Duo



- 1 Hold the main unit (R) with your left hand.
  - 2 Gently pull down your right earlobe with your right hand.
  - 3 Sliding the main unit behind your ear, insert the ring supporter into your ear as shown in the illustration. Adjust the ring supporter so it fits comfortably in your ear.
  - 4 Insert the main unit (L) in the left ear in the same procedure.
- ! Make sure no hair is caught between the proximity sensor window and your ear. If the proximity sensor is covered, it cannot function properly.
  - Make sure that the ring supporter is the right size and that you have assembled it correctly.

## To change the ring supporter



- 1 Choose the ring supporter size that fits stably and comfortably in your ear.
  - 2 To remove the ring supporter, hold the main unit tightly and push the ring supporter straight backward.
  - 3 To attach the ring supporter, align the convex part of the main unit with the concave part of the ring supporter.
  - 4 When attaching, cover the hook A with the rubber of the ring supporter as shown in the illustration. Make sure not to tear the ring supporter.
- ! When removing, do not forcibly pull or twist the ring supporter, as this can damage or tear it. When attaching, check the right/left markers on the ring supporters and main units to be sure they are matched correctly.

## The Xperia Ear Duo doesn't seem to charge

- It may take about a minute for your Xperia Ear Duo to start charging. When charging starts, the LED indicator of the charging case turns green.
- Make sure that you use the USB Type-C cable provided to charge your device.
- Use a power outlet to charge your device. The device charges slowly when connected to a computer.

## The main unit (R) runs out of power faster than the main unit (L)

- The main unit (R) handles all Bluetooth communication, and therefore consumes extra power. This makes the battery in the main unit (R) run out faster.

## I can't update the firmware for the Xperia Ear Duo

- Place the main units into the charging case. Make sure that the charging case is connected to the charger using the USB Type-C cable provided.
- Make sure that the device is not placed close to any magnets, since magnetic fields affect the device and may interfere with the firmware update.
- If the firmware update fails, remove the main units from the charging case and connect with your smartphone. When a firmware update message appears on the Xperia Ear Duo app, try updating the firmware again.

## The Bluetooth connection drops when changing the Sound quality mode

- When you change the **Sound quality** mode, Bluetooth disconnects and then reconnects automatically after 30 seconds.

## I can't hear any sound from the connected device

- Make sure that your Xperia Ear Duo isn't already connected with another Bluetooth compatible device. If so, disconnect and try to connect your Xperia Ear Duo with the other device.

## I can't hear any chat voices when using Anytime Talk

**Anytime Talk** is a voice chat app that works through the internet. To make the service work, you need a stable network connection. A 4G connection is recommended. The following are places or conditions where voice chat may not work:

- On Wi-Fi or networks with many active users.
- During software updates or file transfers.
- In areas with weak signal strength.
- On networks with router settings that affect Wi-Fi or network connection.
- In regions where calling apps that use internet connection are restricted.

## There is something wrong with the main units

- If you notice any unusual smell, heat, discoloration or deformation of your Xperia Ear Duo earpieces during use, charging or storage, you should immediately disconnect the charging cable from the charging case, turn off the main units and *contact us*.

### To turn off the main units

- 1 Disconnect the charging cable from the power source and remove the main units from the charging case.
- 2 Disconnect the main units from your paired device by turning off Bluetooth®. The main units turn off automatically after 15 to 30 minutes if they are not paired with a device.