

Personal Audio System
SRS-X11



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

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[Portable audio device, etc. \(AUDIO IN\)](#)



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Listening to music

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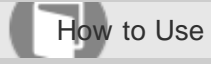


[Speaker add function](#)



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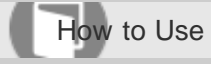
Phone calls

- [No voice/Low voice from callers](#)

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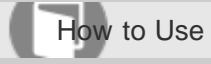
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Overview

[What you can do with the speaker](#)

Introduction to the main features





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Parts and controls

[Parts and controls](#)

Names of buttons, connections and indicators on the speaker.





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Included items

[Checking the included items](#)

Check that all items are packed with the speaker before use.



[Attaching the strap to the speaker](#)

Attaching the supplied strap to the speaker makes it easy to carry around.





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Power source

[Charging the speaker from a computer](#)

You can charge the speaker from a computer.

[Charging the speaker from an AC outlet](#)

You can charge the speaker from an AC outlet.

[Turning the power on](#)

You can turn on the speaker.

[Turning the power off](#)

You can turn off the speaker.

[Auto power off function](#)

The speaker turns off automatically if no operation is performed and no sound is input for a certain time.



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BLUETOOTH

[How to make a wireless connection with BLUETOOTH devices](#)

The overview of pairing and BLUETOOTH connection with BLUETOOTH device

[Pairing and connecting with a BLUETOOTH device](#)

You can register (pair) a BLUETOOTH device and the speaker with each other, and make a BLUETOOTH connection.

[Connecting with a paired BLUETOOTH device](#)

You can connect the speaker with a BLUETOOTH device that is already paired.

[Connecting with an NFC-compatible device by one touch \(NFC\)](#)

By touching the speaker with an NFC-compatible device, the speaker turns on automatically, then proceeds to pairing and making a BLUETOOTH connection.

[Disconnecting the NFC-compatible device by one touch \(NFC\)](#)

You can disconnect the speaker from the connected device by touching the speaker with it.

[Switching devices by one touch \(NFC\)](#)

You can switch devices by touching a new device once to the speaker.

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Portable audio device, etc. (AUDIO IN)

[Connecting to a portable audio device, etc.](#)

You can connect a portable audio device, etc. using an audio cable (not supplied).





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BLUETOOTH device

[Listening to music of a device via BLUETOOTH connection](#)

You can enjoy listening to music of your BLUETOOTH device wirelessly via BLUETOOTH connection.

[Terminating the BLUETOOTH connection \(After use\)](#)

After use, terminate the BLUETOOTH connection between the speaker and the BLUETOOTH device.



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Speaker add function

[Listening to music wirelessly with two speakers \(Speaker add function\)](#)

By connecting two SRS-X11 speakers via BLUETOOTH, you can select audio reproduction between stereo mode (stereo sound) and double mode (monaural sound).



[Terminating the BLUETOOTH connection \(After use\)](#)

After use, terminate the BLUETOOTH connection between the speaker and the BLUETOOTH device.



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Portable audio device, etc. (AUDIO IN)

[Listening to music of a portable audio device, etc.](#)

You can enjoy music of a portable audio device, etc. connected to the AUDIO IN jack.






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Phone calls

Receiving a call

You can receive an incoming call to a BLUETOOTH mobile phone using the speaker with the hands-free function. 


Making a call

You can make a call with a BLUETOOTH mobile phone using the speaker with the hands-free function. 

Terminating the BLUETOOTH connection (After use)

After use, terminate the BLUETOOTH connection between the speaker and the BLUETOOTH device. 

Button functions for a phone call

You can operate your BLUETOOTH mobile phone with the speaker via BLUETOOTH connection. 



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About the indicators

[About the indicators](#)

The indicators show the status of the speaker.





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Notes on use

[Precautions](#)

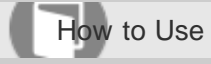
Precautions on safety and use, etc.

[Notes on charging](#)

Notes about the built-in battery of the speaker

[What is BLUETOOTH wireless technology?](#)

BLUETOOTH wireless technology is a short-range wireless technology that enables wireless data communication between digital devices such as a computer and digital camera.



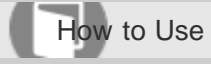
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Trademarks

[Trademarks](#)

List of trademarks/registered trademarks





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URLs of the customer support websites





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Power supply

[Unable to turn on the speaker or charge the built-in battery](#)





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[No sound/Low sound level](#)



[Distorted sound/Humming or noise in the speaker output](#)





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Pairing

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





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One-touch connection (NFC)

[Unable to connect the speaker to a BLUETOOTH device with One-touch connection \(NFC\)](#)





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Speaker add function

[Unable to connect a BLUETOOTH device with the speaker in the speaker add function](#)





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Phone calls

[No voice/Low voice from callers](#)



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Reset

[Using the RESET button](#)



[Initializing the speaker](#)





What you can do with the speaker

- One-touch connection (NFC)
- BLUETOOTH Ver. 3.0
- Compatible BLUETOOTH profile^{*1}: A2DP, AVRCP, HFP, HSP
- By connecting the speaker with a smartphone via BLUETOOTH, you can talk hands-free using the built-in microphone and speaker.
- “Noise suppression” and “Echo cancellation” enable phone calls with high-quality sound.
Noise suppression: Noise picked up by the speaker is suppressed, so the caller will hear your voice with less noise.
Echo cancellation: By reducing sound from the speaker picked up by the speaker microphone, echoes generated by the caller’s phone will be suppressed.
- You can enjoy up to about 12 hours^{*2} of continuous wireless music playback with the built-in lithium ion rechargeable battery.
- External input jack: AUDIO IN
- Strap supplied
- Charging the speaker by connecting to a computer/AC outlet^{*3} with the micro-USB cable supplied
- By connecting two SRS-X11 speakers via BLUETOOTH, you can select audio reproduction between the stereo mode (stereo sound) and double mode (monaural sound).

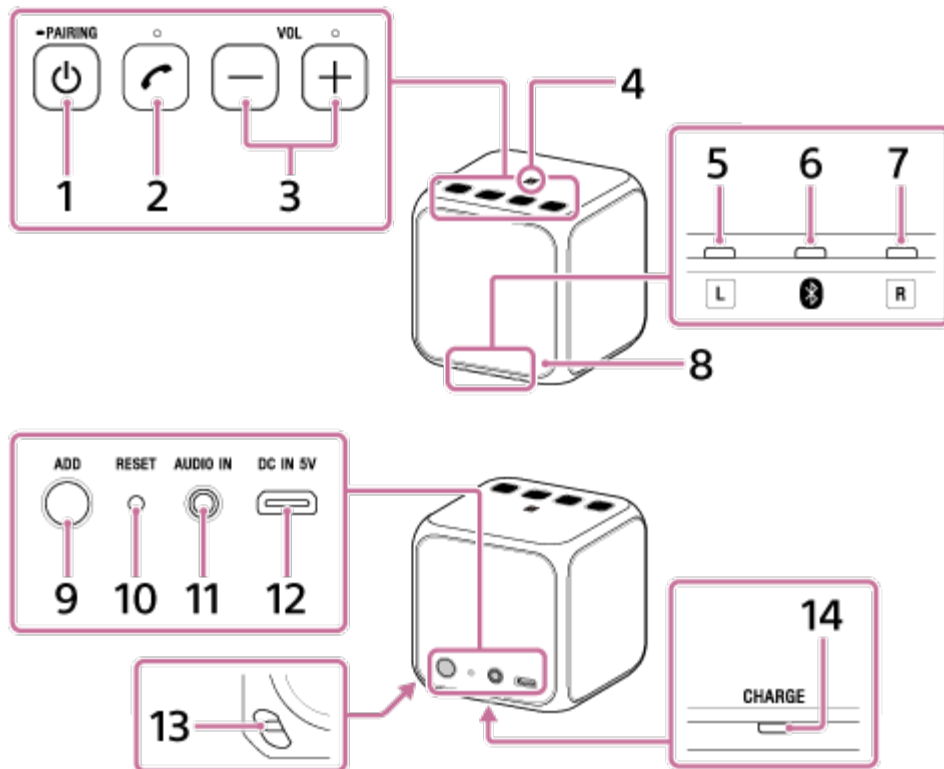
^{*1}BLUETOOTH standard profiles indicate the purpose of BLUETOOTH communication between devices.





^{*2}The battery life may vary depending on the ambient temperature or conditions of use. The method of estimating the battery life has been changed since 2015.

^{*3}Requires a USB AC adaptor (commercially-available).

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Parts and controls



1.  (power)/  PAIRING button
2.  (call) button
3. VOL (volume) -/+ buttons
4. N-mark
5. L indicator
6.  (BLUETOOTH) indicator
7. R indicator
8. Microphone
9. ADD button
10. RESET button
11. AUDIO IN jack
12. DC IN 5V jack
13. Strap hole
14. CHARGE indicator

Related Topic

- [About the indicators](#)

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Checking the included items

After opening the package, check that all items in the list below are included in the package.

If any items are missing, contact your dealer.

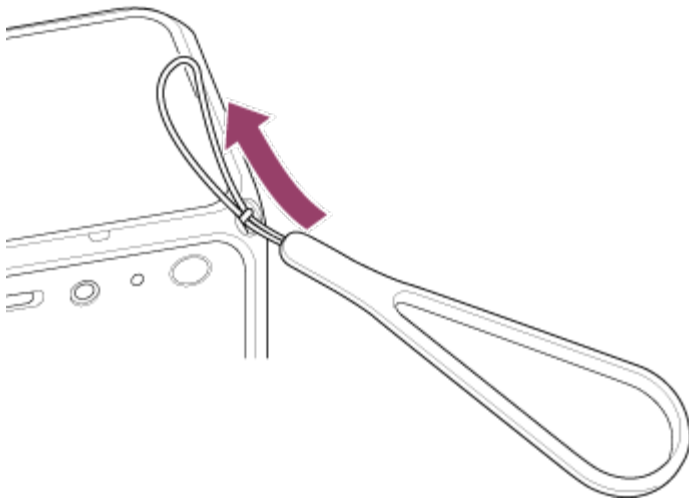
- Personal audio system (SRS-X11)
- Micro-USB cable
- Strap
- Startup Guide
Provides you with instructions on how to connect the speaker with BLUETOOTH devices and basic operations.
- Reference Guide
Provides you with precautions and product specifications.
- Warranty card (depending on your region/country)

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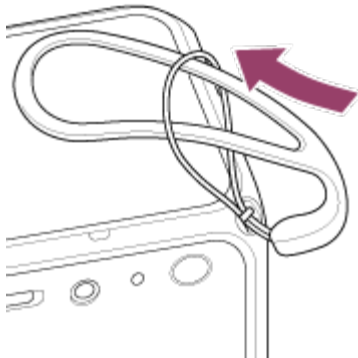
Attaching the strap to the speaker

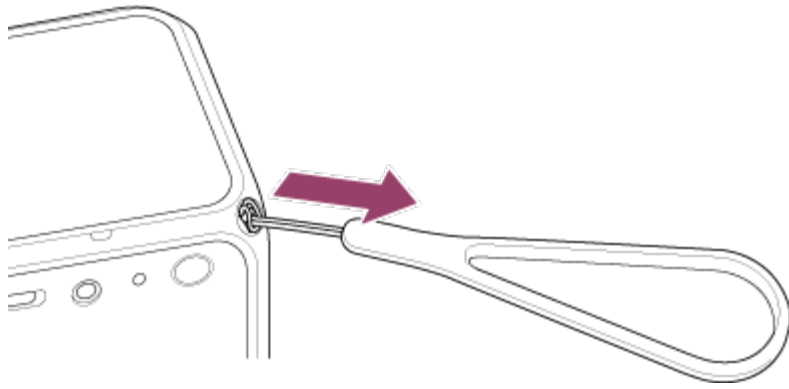
Attaching the supplied strap to the speaker makes it easy to carry around.

1. Thread the string through the strap hole on the speaker.



2. Thread the other end of the strap through the string, then pull it to secure.





Note

- Do not swing the speaker around with the strap.
- Do not pull the strap forcefully once it has been attached to the speaker.
- The supplied strap is exclusively designed for use with the speaker. Do not use the strap with other devices, otherwise the strap may be damaged.

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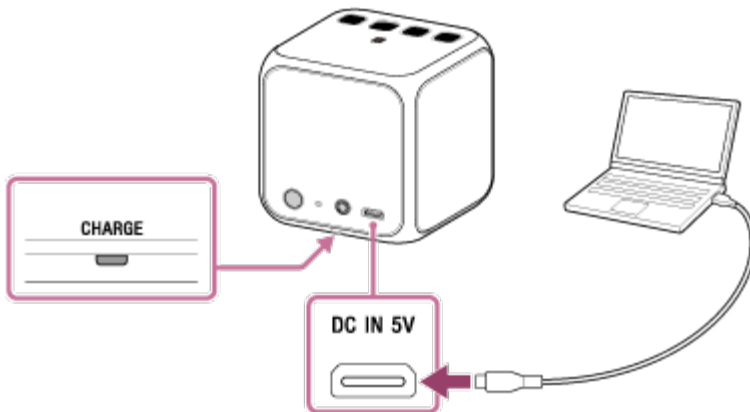
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Charging the speaker from a computer

The speaker contains a rechargeable lithium ion battery which should be charged before using the speaker for the first time.

1. Make sure that the speaker is turned off.
2. Connect the micro-USB cable (supplied) to the speaker, then connect the other end to a booted computer.



The CHARGE indicator lights up in orange while charging. The estimated charging time depends on the power output capacity of the connected PC. For details on your PC's power output, refer to the operating instructions supplied with your PC. The time stated below may vary depending on the ambient temperature or conditions of use.

- It would take about four hours^{*1} if the connected PC has ability to output in 1.5 A.
- It would take about eight hours^{*1} if the connected PC has ability to output in 500 mA.

The CHARGE indicator will turn off when charging has ended.

If the CHARGE indicator stays turned off when the speaker power is off and connected to a booted computer, the built-in lithium ion battery is fully charged. Once the battery is fully charged, it will not be charged furthermore even if the speaker is kept connected to a booted computer.

^{*1}Time that is required to charge the empty battery to its full capacity.

Battery life (when using the BLUETOOTH connection)

About 12 hours^{*2}.

The time stated above may vary depending on the ambient temperature or conditions of use.

^{*2}The method of estimating the battery life has been changed since 2015.

When the battery is running low

- When the CHARGE indicator flashes slowly in orange, the battery is running low and needs to be charged.
- If the CHARGE indicator flashes three times in orange and goes off when you turn on the speaker, the battery is empty and needs to be charged.

Recommended system environment of computer for USB charging

Windows® 8.1, Windows® 8, Windows® 7 SP1, Windows Vista® SP2, Mac OS X (version 10.6 - 10.9)

- Operation in all computers with the above environment is not guaranteed.
- Operation in a home-built computer is not covered by the warranty.

Hint

- A speaker that is in use can be charged if it is connected to a booted PC, though the CHARGE indicator does not light up. In this case, it may take longer to charge the battery than when the speaker is turned off depending on the conditions of use. Therefore, it is recommended to turn off the speaker when charging.
- When you use the speaker at a loud volume, the battery may run low even if the speaker is connected to a booted PC. If you want to use the speaker while charging, lower the volume of the speaker. Otherwise, turn off the speaker and charge the battery to its full capacity.
- When you use the speaker at a loud volume for a long time, the battery may run low even if the speaker is connected to a booted PC. As a result, sound becomes low. This is not a malfunction. Turn off the speaker and charge the battery to its full capacity.

Note

- In an extremely cold or hot environment, charging stops for safety. If charging takes a long time, it also makes charging of the speaker stop. In these conditions, the CHARGE indicator keeps flashing in orange quickly, but this is not a malfunction. To resolve these issues, unplug the micro-USB cable and plug it in again within the operating temperature of between 5 °C and 35 °C (41 °F and 95 °F).
- Even if you do not intend to use the speaker for a long time, charge the battery to its full capacity once every six months to maintain its performance.

Related Topic

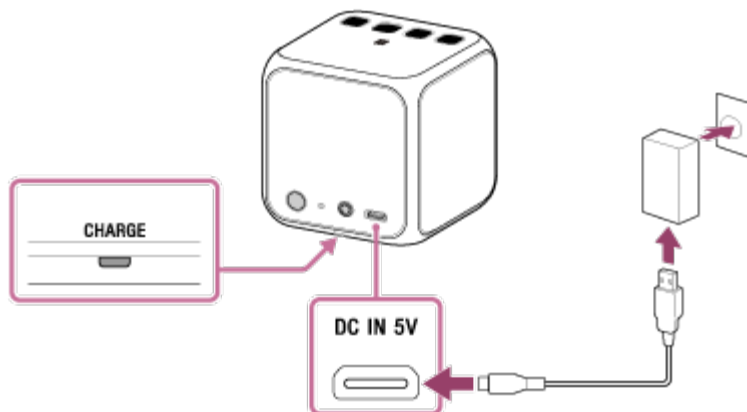
- [Charging the speaker from an AC outlet](#)
- [Turning the power on](#)
- [Notes on charging](#)

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Charging the speaker from an AC outlet

The speaker contains a rechargeable lithium ion battery which should be charged before using the speaker for the first time.

1. Make sure that the speaker is turned off.
2. Connect the micro-USB cable (supplied) to the speaker, then connect the other end to a USB AC adaptor (not supplied).
3. Plug the USB AC adaptor to an AC outlet.



The CHARGE indicator lights up in orange while charging. The estimated charging time depends on the power output capacity of the connected USB AC adaptor. For details on your USB AC adaptor's power output, refer to the operating instructions supplied with your USB AC adaptor. The time stated below may vary depending on the ambient temperature or conditions of use.

- It would take about four hours^{*1} if the connected USB AC adaptor has ability to output in 1.5 A.
- It would take about eight hours^{*1} if the connected USB AC adaptor has ability to output in 500 mA.

The CHARGE indicator will turn off when charging has ended.

If the CHARGE indicator stays turned off when the speaker power is off and connected to an AC outlet, the built-in lithium ion battery is fully charged. Once the battery is fully charged, it will not be charged furthermore even if the speaker is kept connected to an AC outlet.

^{*1}Time that is required to charge the empty battery to its full capacity.

Battery life (when using the BLUETOOTH connection)

About 12 hours^{*2}.

The time stated above may vary depending on the ambient temperature or conditions of use.

*2The method of estimating the battery life has been changed since 2015.

When the battery is running low

- When the CHARGE indicator flashes slowly in orange, the battery is running low and needs to be charged.
- If the CHARGE indicator flashes three times in orange and turns off when you turn on the speaker, the battery is empty and needs to be charged.

Hint

- A speaker that is in use can be charged if it is connected to an AC outlet, though the CHARGE indicator does not light up. In this case, it may take longer to charge the battery than when the speaker is turned off depending on the conditions of use. Therefore, it is recommended to turn off the speaker when charging.
- A commercially-available USB AC adaptor with a power output of 1.5 A or more is recommended for use, though a USB AC adaptor with a power output of more than 500 mA, but less than 1.5 A is also compatible with the speaker. Charging using other types of adaptors is not covered by the warranty.
- When you use the speaker at a loud volume, the battery may run low even if the speaker is connected to an AC outlet. If you want to use the speaker while charging, lower the volume of the speaker. Otherwise, turn off the speaker and charge the battery to its full capacity.
- When you use the speaker at a loud volume for a long time, the battery may run low even if the speaker is connected to an AC outlet. As a result, sound becomes low. This is not a malfunction. Turn off the speaker and charge the battery to its full capacity.

Note



- In an extremely cold or hot environment, charging stops for safety. If charging takes a long time, it also makes charging of the speaker stop. In these conditions, the CHARGE indicator keeps flashing in orange quickly, but this is not a malfunction. To resolve these issues, unplug the micro-USB cable and plug it in again within the operating temperature of between 5 °C and 35 °C (41 °F and 95 °F).
- Even if you do not intend to use the speaker for a long time, charge the battery to its full capacity once every six months to maintain its performance.

Related Topic


- [Charging the speaker from a computer](#)
- [Turning the power on](#)
- [Notes on charging](#)

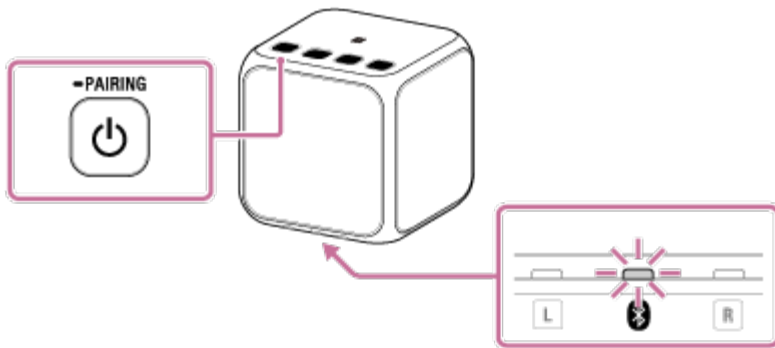
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Turning the power on

1. Press the  (power)  PAIRING button.

The  (BLUETOOTH) indicator flashes slowly in white.

When you turn on the speaker for the first time after purchase or there is no pairing information stored in the speaker, the  (BLUETOOTH) indicator will begin to flash quickly in white.

**Note**




- If the CHARGE indicator flashes three times in orange and turns off when you turn on the speaker, the battery is empty and needs to be charged.
- When the CHARGE indicator flashes slowly in orange, the battery is running low and needs to be charged. In this condition, the volume of the speaker may become low. Before charging the speaker, make sure to turn it off.

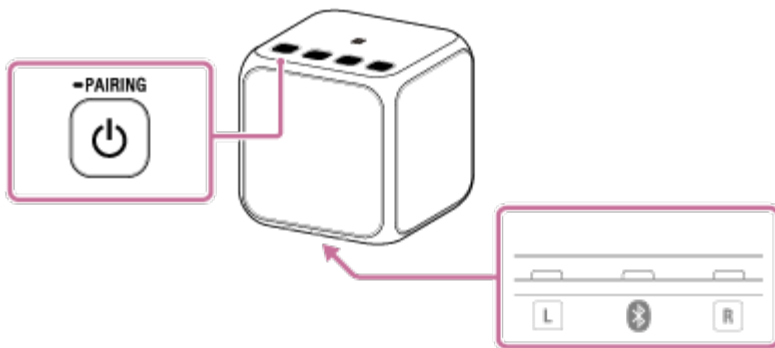
Related Topic

- [Turning the power off](#)
- [Charging the speaker from a computer](#)
- [Charging the speaker from an AC outlet](#)

Personal Audio System
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Turning the power off

1. Press the  (power)  PAIRING button.
The  (BLUETOOTH) indicator turns off.



Related Topic

- [Auto power off function](#)



Auto power off function

If the speaker satisfies the following conditions for a certain time, it turns off automatically.

When the speaker is in BLUETOOTH mode

- No operation on the speaker.
- No BLUETOOTH connection has been established between the speaker and a smartphone or mobile phone via HFP/HSP.
- No music (sound) is played when the speaker is connected to a BLUETOOTH device.

When the speaker is in AUDIO IN mode

- No operation on the speaker.
- No music (sound) is played on an audio device connected to the AUDIO IN jack or the music (sound) of an audio device connected to the AUDIO IN jack is too small.
- No BLUETOOTH device is connected to the speaker via HFP/HSP.



How to make a wireless connection with BLUETOOTH devices

You can enjoy music and hands-free calling with the speaker wirelessly by using your device's BLUETOOTH function.

Before operating the speaker, be sure to do the following:

- Place the BLUETOOTH device within 1 m (3 ft) of the speaker.
- Charge the battery of the speaker sufficiently or connect the speaker to a computer/AC outlet.
- Stop playback on a BLUETOOTH device to avoid sudden loud sound output from the speaker.
- Prepare the operating instructions supplied with the BLUETOOTH device for reference.

Pairing the speaker with a BLUETOOTH device

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.

Select your situation from the following two connecting patterns.

- Pairing and connecting with a BLUETOOTH device
- Connecting with an NFC-compatible device by one touch (NFC)

Connecting the speaker with the paired device

Once the BLUETOOTH devices are paired, there is no need to pair them again. To connect a device already paired, refer to the following topic.

- Connecting with a paired BLUETOOTH device

Connecting the speaker with an NFC-compatible device by one touch (NFC)

By touching the speaker with an NFC-compatible device such as a smartphone or Walkman, etc., the speaker is turned on automatically and then proceeds to pairing and making a BLUETOOTH connection. For details, refer to the following topics.

- Connecting with an NFC-compatible device by one touch (NFC)
- Disconnecting the NFC-compatible device by one touch (NFC)
- Switching devices by one touch (NFC)

Compatible smartphones

NFC-compatible smartphones with Android 2.3.3 or later installed

Compatible Walkman models

NFC-compatible Walkman models*

* Even if your Walkman is compatible with the NFC function, it may not be able to make a BLUETOOTH connection with the

speaker by one touch. For details on the compatible models, refer to the operating instructions supplied with your Walkman.

NFC

NFC (Near Field Communication) is a technology enabling short-range wireless communication between various devices, such as smartphones and IC tags.

Thanks to the NFC function, data communication - for example, BLUETOOTH pairing - can be achieved easily by simply touching NFC-compatible devices together (i.e., at the N-mark symbol or location designated on each device).

Note

- 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 repair, etc.
 - The speaker is already paired with eight devices and another device is to be paired.
The speaker can be paired with up to eight devices. If a new device is paired after eight devices have already been paired, the paired device with the oldest connection time is replaced by the new one.
 - When the pairing information of the speaker has been deleted from the BLUETOOTH device.
 - When the speaker is initialized, all pairing information is deleted.
- The speaker can be paired with multiple devices, but can only play music from one paired device at a time.
- When an audio cable is connected to the speaker's AUDIO IN jack while the speaker and the BLUETOOTH device have been connected via BLUETOOTH connection, sound from the BLUETOOTH-connected device is not output from the speaker (the hands-free function is available). To listen to music from the BLUETOOTH device, disconnect the audio cable from the speaker's AUDIO IN jack.

Related Topic

- [Pairing and connecting with a BLUETOOTH device](#)
- [Connecting with a paired BLUETOOTH device](#)
- [Connecting with an NFC-compatible device by one touch \(NFC\)](#)
- [Disconnecting the NFC-compatible device by one touch \(NFC\)](#)
- [Switching devices by one touch \(NFC\)](#)

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Pairing and connecting with a BLUETOOTH device

The speaker can be paired with up to eight BLUETOOTH devices.

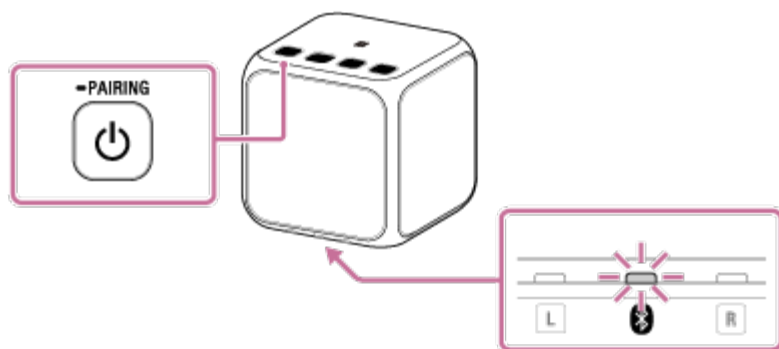
When pairing with two or more BLUETOOTH devices, perform the following pairing procedure for each device.



Before operating the speaker, be sure to do the following:




- Place the BLUETOOTH device within 1 m (3 ft) of the speaker.
- Charge the battery of the speaker sufficiently or connect the speaker to a computer/AC outlet.
- Stop playback on a BLUETOOTH device to avoid sudden loud sound output from the speaker.
- Prepare the operating instructions supplied with the BLUETOOTH device for reference.

1. Turn on the speaker.

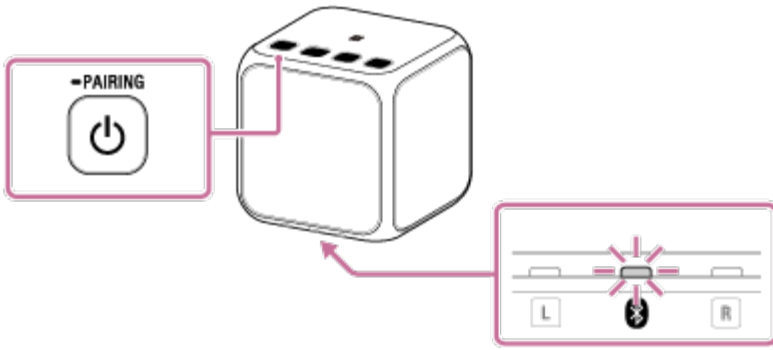
The  (BLUETOOTH) indicator flashes slowly in white.



- When you turn on the speaker for the first time after purchase, the  (BLUETOOTH) indicator will begin to flash quickly in white and the speaker enters pairing mode automatically by just turning on the speaker. Proceed to step 3.
- When you turn on the speaker, the speaker 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) indicator stays lit. When you want to connect another BLUETOOTH device, terminate the current BLUETOOTH connection by operating the currently connected BLUETOOTH device.


2. Press and hold the  (power)  PAIRING button until you hear beeps and the  (BLUETOOTH) indicator begins to flash quickly in white.

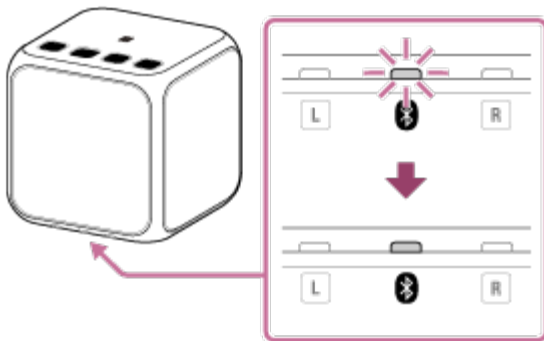
The speaker enters pairing mode.



3. 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 "SRS-X11."
If a passkey* is required on the display of the BLUETOOTH device, enter "0000."

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

4. Make the BLUETOOTH connection from the BLUETOOTH device.
When the BLUETOOTH connection is established, the  (BLUETOOTH) indicator stays lit.



If the BLUETOOTH connection is not established, repeat from step 2.

Hint

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

Note

- The pairing mode of the speaker is released after about 5 minutes and the  (BLUETOOTH) indicator flashes slowly. However, when pairing information is not stored in the speaker, such as at the factory settings, the pairing mode is not released. If the pairing mode is released before finishing the process, repeat from step 2.
- When pairing with a BLUETOOTH device that cannot display a list of detected devices or that has no display, you may be able to pair the device by setting both the speaker and the BLUETOOTH device to pairing mode. At this time, if a passkey is set besides "0000" on the BLUETOOTH device, pairing cannot be done with the speaker.
- 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 repair, etc.
 - The speaker is already paired with eight devices and another device is to be paired.
The speaker can be paired with up to eight devices. If a new device is paired after eight devices have already been paired, the paired device with the oldest connection time is replaced by the new one.
 - When the pairing information of the speaker has been deleted from the BLUETOOTH device.
 - When the speaker is initialized, all the pairing information is deleted.

- The speaker can be paired with multiple devices, but can only play music from one paired device at a time.
- When an audio cable is connected to the speaker's AUDIO IN jack while the speaker and the BLUETOOTH device have been connected via BLUETOOTH connection, sound from the BLUETOOTH-connected device is not output from the speaker (the hands-free function is available). To listen to music from the BLUETOOTH device, disconnect the audio cable from the speaker's AUDIO IN jack.

Related Topic

- [Connecting with a paired BLUETOOTH device](#)
- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Listening to music wirelessly with two speakers \(Speaker add function\)](#)

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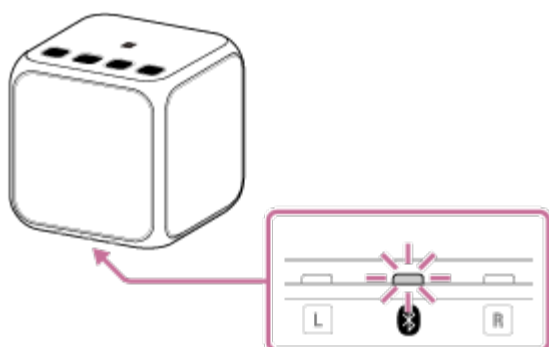
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Personal Audio System
SRS-X11

Connecting with a paired BLUETOOTH device

1. Turn on the speaker.

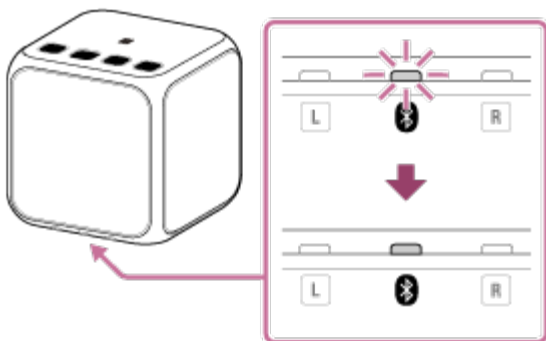
The  (BLUETOOTH) indicator flashes slowly in white.



When you turn on the speaker, the speaker 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) indicator stays lit. When you want to connect another BLUETOOTH device, terminate the current BLUETOOTH connection by operating the currently connected BLUETOOTH device.

2. Make the BLUETOOTH connection from the BLUETOOTH device.

When the BLUETOOTH connection is established, the  (BLUETOOTH) indicator stays lit.



Note

- When the speaker made a connection automatically with the last connected BLUETOOTH device, the BLUETOOTH function may not work properly. In this case, terminate the BLUETOOTH connection by operating the connected BLUETOOTH device and reestablish a connection.

- When an audio cable is connected to the speaker's AUDIO IN jack while the speaker and the BLUETOOTH device have been connected via a BLUETOOTH connection, sound from the BLUETOOTH-connected device is not output from the speaker (the hands-free function is available). To listen to music from the BLUETOOTH device, disconnect the audio cable from the speaker's AUDIO IN jack.

Related Topic

- [Pairing and connecting with a BLUETOOTH device](#)
- [Listening to music of a device via BLUETOOTH connection](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)

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Connecting with an NFC-compatible device by one touch (NFC)

By touching the speaker with an NFC-compatible device such as a smartphone or Walkman, etc., the speaker turns on automatically, then proceeds to pairing and BLUETOOTH connection.

Compatible smartphones

NFC-compatible smartphones with Android 2.3.3 or later installed

Compatible Walkman models

NFC-compatible Walkman models *1

*1 Even if your Walkman is compatible with the NFC function, it may not be able to make a BLUETOOTH connection with the speaker by one touch. For details on the compatible models, refer to the operating instructions supplied with your Walkman.

NFC

NFC (Near Field Communication) is a technology enabling short-range wireless communication between various devices, such as smartphones and IC tags.

Thanks to the NFC function, data communication - for example, BLUETOOTH pairing - can be achieved easily by simply touching NFC-compatible devices together (i.e., at the N-mark symbol or location designated on each device).

1. Set the NFC function of the device to on.

For details, refer to the operating instructions supplied with the device.

- If your smartphone OS is Android 2.3.3 or later, and less than Android 4.1: proceed to step 2.
- If your smartphone OS is Android 4.1 or later: proceed to step 4.
- NFC-compatible Walkman models *2: proceed to step 4.

*2 The procedures for the NFC settings may vary depending on Walkman models. For details, refer to the operating instructions supplied with your Walkman.

2. Download and install the app "NFC Easy Connect" on the smartphone.

"NFC Easy Connect" is a free Android app you can download from Google Play.

Download the app by searching for "NFC Easy Connect" or access it by using the following two-dimensional code. A fee may be charged to download the app.

To download via the two-dimensional code, a two-dimensional code reader app is required.

Access the following Web site to search for the app:

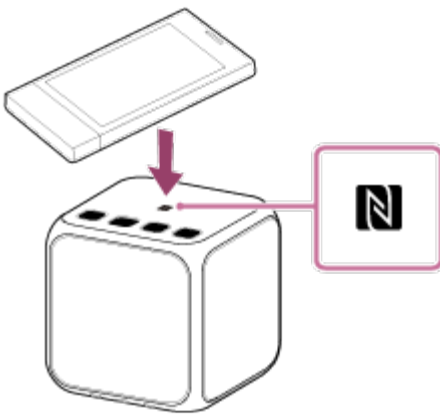
<https://play.google.com/store/apps/details?id=com.sony.easyconnect>

Download via the two-dimensional code:



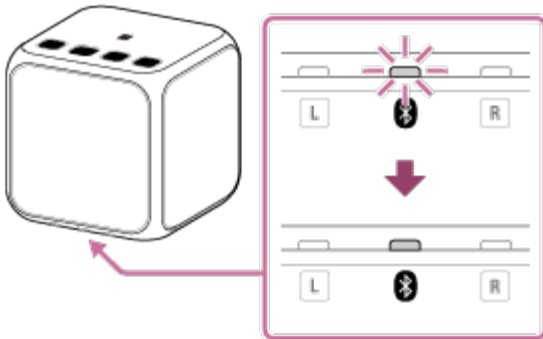
The app may not be downloadable in some countries/regions.

3. Start "NFC Easy Connect" on the smartphone.
Make sure that the app screen is displayed.
4. Touch the speaker with the device.
Unlock the screen of the device beforehand.
Keep touching the device on the N marked part of the speaker until the device responds.
If the speaker is off, it will turn on when the device touches it.



Follow the on-screen instructions to establish the connection.



When the BLUETOOTH connection is established,  (BLUETOOTH) indicator stays lit.



To disconnect, touch the speaker with the device again.

Note

When using the speaker add function

Touch the speaker where the  (BLUETOOTH) indicator is lit. The device cannot make a BLUETOOTH connection with the speaker where the  (BLUETOOTH) indicator is turned off.

Hint

- If you cannot connect the speaker, try the following.

- Start the app on the device and move the device slowly over the N marked part of the speaker.
- If the device is in a case, remove the case.
- Make sure that the app screen is displayed on the device.
- If you touch a device on the speaker, the device terminates the BLUETOOTH connection with the current device (NFC-compatible headset, etc.), and connects with the speaker (One-touch connection switching).

Note

- When an audio cable is connected to the speaker's AUDIO IN jack while the speaker and the BLUETOOTH device have been connected via BLUETOOTH connection, sound from the BLUETOOTH-connected device is not output from the speaker (the hands-free function is available). To listen to music from the BLUETOOTH device, disconnect the audio cable from the speaker's AUDIO IN jack.
- If your smartphone is a type that goes into standby mode in response to magnetic force, it may not be able to connected by NFC.

Related Topic

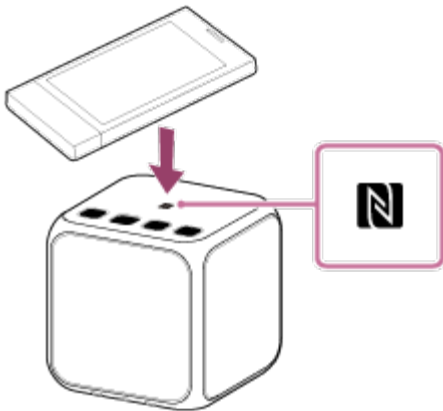
- [Disconnecting the NFC-compatible device by one touch \(NFC\)](#)
- [Switching devices by one touch \(NFC\)](#)
- [Listening to music of a device via BLUETOOTH connection](#)
- [Listening to music wirelessly with two speakers \(Speaker add function\)](#)

Personal Audio System
SRS-X11



Disconnecting the NFC-compatible device by one touch (NFC)

You can disconnect the speaker from the connected NFC-compatible device such as a smartphone or Walkman, etc. by touching the speaker with it.

1. Touch the device on the N marked part of the speaker.



When using the speaker add function

Touch the speaker where the  (BLUETOOTH) indicator is lit. The device cannot be disconnected if touching the speaker where the  (BLUETOOTH) indicator is turned off.

Hint



- After the speaker is disconnected from the device by one touch, if no operation is performed and no sound is input for a certain time, the speaker turns off automatically by the auto power off function.
- If you cannot disconnect the speaker, try the following.
 - Start the app on the device, and move the device slowly over the N marked part of the speaker.
 - If the device is in a case, remove the case.
 - Make sure that the app screen is displayed on the device.



Switching devices by one touch (NFC)

- If you move an NFC-compatible device over the N marked part of the speaker while the speaker has been connected with the other BLUETOOTH device, the speaker disconnects from the BLUETOOTH device, then connects with the NFC-compatible device that was just touched. However, if you are talking on a BLUETOOTH mobile phone connected to the speaker, you cannot switch the BLUETOOTH connection by one touch.
- When you touch an NFC-compatible device that has been connected with the speaker via the BLUETOOTH connection on another NFC-compatible BLUETOOTH headset or BLUETOOTH speaker, the NFC-compatible device disconnects from the speaker and connects with the BLUETOOTH device it just touched.
- If you cannot switch devices, try the following.
 - Start the app on the NFC-compatible device, and move the NFC-compatible device slowly over the N marked part of the speaker.
 - If the NFC-compatible device is in a case, remove the case.
 - Make sure that the app screen is displayed on the NFC-compatible device.

Hint

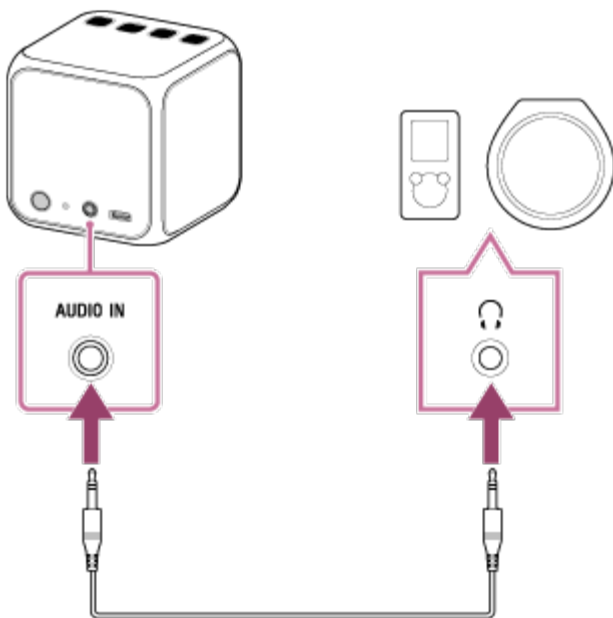
- When using the speaker add function, move the device over the N marked part of the speaker where the  (BLUETOOTH) indicator is lit. The speaker where the  (BLUETOOTH) indicator turns off is not capable of making any BLUETOOTH connections.

Personal Audio System
SRS-X11

Connecting to a portable audio device, etc.

Be sure to turn off the power of the device before making any connections.

1. Connect the device to the AUDIO IN jack using an audio cable (not supplied).



Hint

- When an audio cable is used with the speaker, the source device switches to the one connected by the cable automatically, even if you are listening to music via BLUETOOTH connection.
- You cannot listen to music via BLUETOOTH connection while an audio cable is used with the speaker. Disconnect the cable from the speaker's AUDIO IN jack after use.
- For connection, use the cable with a stereo mini plug at both ends.
- If you use a cable with resistance, the sound may be lower or may not be output.
- When the BLUETOOTH connection is active, you can use the hands-free function even if an audio cable is connected to the speaker's AUDIO IN jack.

Related Topic

- [Listening to music of a portable audio device, etc.](#)

Personal Audio System
SRS-X11


Listening to music of a device via BLUETOOTH connection

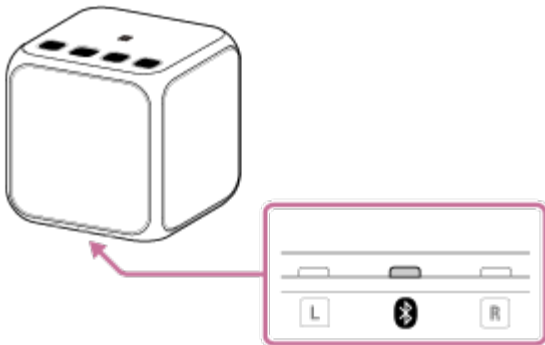
You can enjoy listening to music of a BLUETOOTH device and operate it by the speaker via BLUETOOTH connection if it supports the following BLUETOOTH profiles.

- 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 of a BLUETOOTH device.

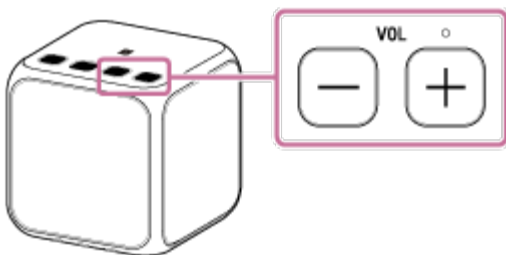
Operations may vary depending on the BLUETOOTH device. Refer also to the operating instructions supplied with your BLUETOOTH device.

1. Connect the speaker with the BLUETOOTH device.

The  (BLUETOOTH) indicator lights up in white when the BLUETOOTH connection is established.



2. Start playback on the BLUETOOTH device, and adjust the volume to a moderate level.
3. Press the VOL (volume) -/+ buttons on the speaker to adjust the volume.

**Hint**

- The battery can be charged if the speaker is connected to a computer/AC outlet though the speaker is in use.

Depending on the BLUETOOTH device, it may be necessary to adjust the volume or set the audio output setting on the connected device.

Note

- If the communication condition is poor, the BLUETOOTH device may react incorrectly against the operations on the speaker.
- When you connect a portable audio device, etc., to the speaker's AUDIO IN jack while listening to music via BLUETOOTH connection, the speaker switches to the AUDIO IN mode automatically. In this case, music of the BLUETOOTH device is not output (if the BLUETOOTH connection is active, the hands-free function is available). To listen to music from the BLUETOOTH device again, disconnect the audio cable from the speaker's AUDIO IN jack.

Related Topic

- [How to make a wireless connection with BLUETOOTH devices](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Listening to music wirelessly with two speakers \(Speaker add function\)](#)



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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.
- Touch the NFC-compatible device on the speaker again (if your device has the NFC function).
 - When using the speaker add function, touch the NFC-compatible device on the speaker where the  (BLUETOOTH) indicator is lit. A speaker where the  (BLUETOOTH) indicator turns off is not capable of terminating the BLUETOOTH connection.

Hint

- The speaker turns off automatically by the auto power off function when the speaker satisfies the following conditions, and the BLUETOOTH connection is terminated.
 - No operation on the speaker.
 - No BLUETOOTH connection has been established between the speaker and a smartphone or mobile via HFP/HSP.
 - No music (sound) is played when the speaker is connected to a BLUETOOTH device.
- When using the speaker add function, if you turn off one speaker, the other speaker is automatically turned off. The BLUETOOTH connection between them is disconnected.
- When you finish playing music, the BLUETOOTH connection may terminate automatically depending on the BLUETOOTH device.
- To disconnect the smartphone by one touch (NFC), the app may need to be running on the smartphone depending on the smartphone.




Related Topic

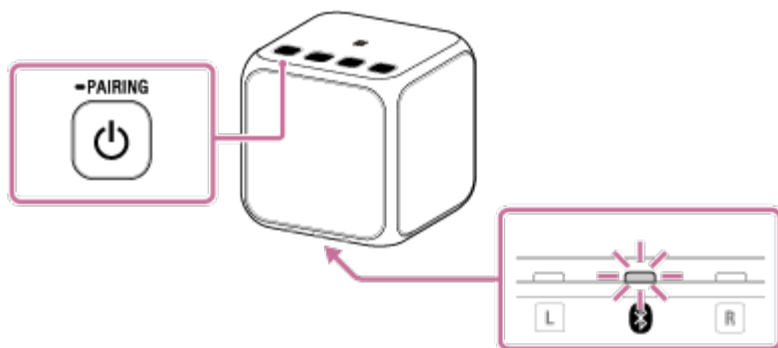
- [Turning the power off](#)
- [Auto power off function](#)
- [Disconnecting the NFC-compatible device by one touch \(NFC\)](#)





Personal Audio System
SRS-X11

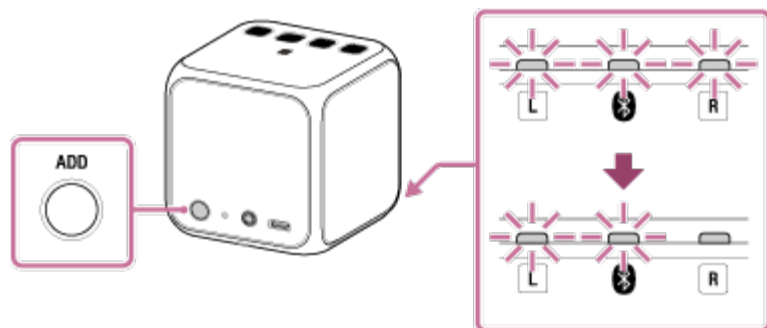
Listening to music wirelessly with two speakers (Speaker add function)




By connecting two SRS-X11 speakers via BLUETOOTH, you can select audio reproduction between stereo mode (stereo sound) and double mode (monaural sound). To use this function, two SRS-X11 speakers are required.

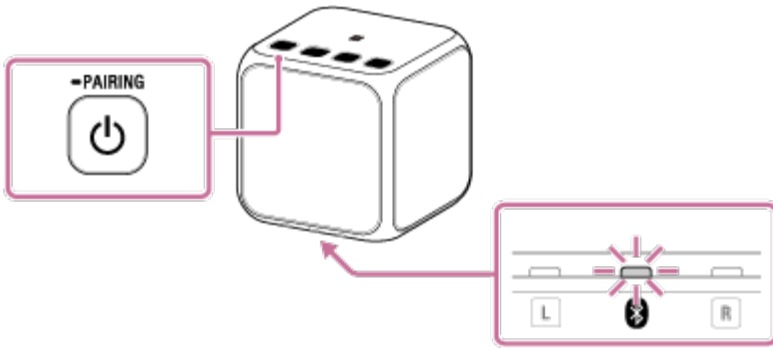
1. Bring two SRS-X11 speakers within 1 m (3 ft) of each other.
2. Press the  (power)  PAIRING button on one of the speakers to turn it on.
The  (BLUETOOTH) indicator of the speaker begins to flash.







3. Press and hold the ADD button on the speaker where the  (power)  PAIRING button is pressed in step 2 until you hear beeps.
The  (BLUETOOTH) and L/R indicators flash. A beep will then be heard when the R indicator lights up while the  (BLUETOOTH) and L indicators keep flashing.

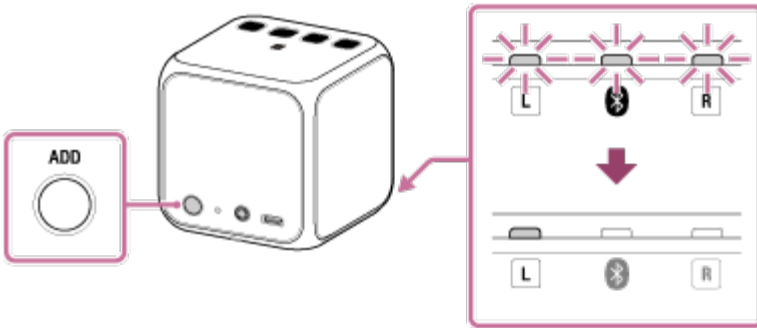


4. Once the R indicator of the speaker that is operated in step 3 has been lit, press the  (power)  PAIRING button on the other speaker to turn on.
The  (BLUETOOTH) indicator of the speaker begins to flash.




5. Press and hold the ADD button on the speaker where the  (power)  PAIRING button is pressed in step 4 until you hear beeps.

The  (BLUETOOTH) and L/R indicators flash. The L indicator then lights up while the  (BLUETOOTH) and the R indicators turn off.

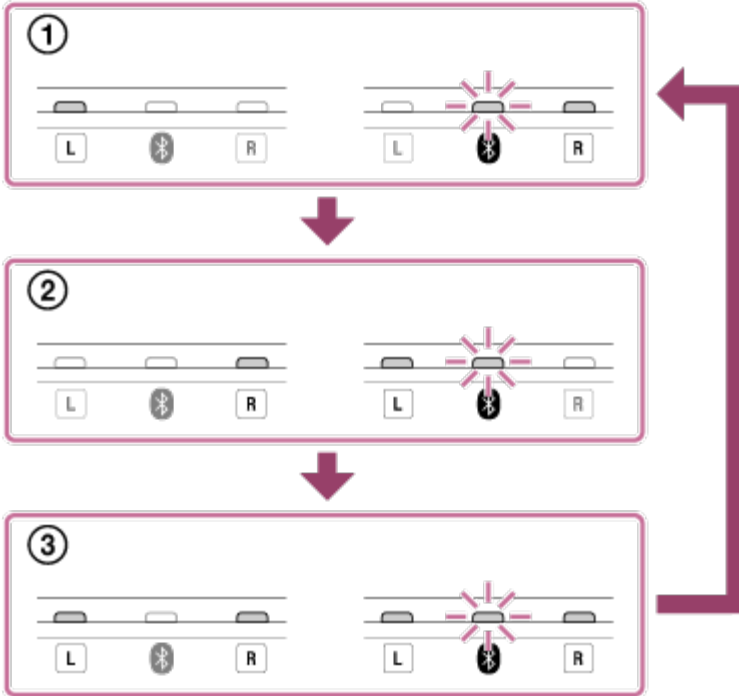
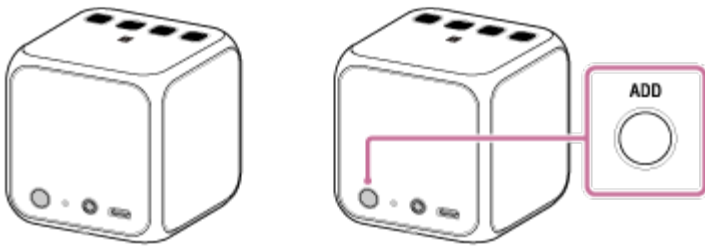


Hint


- In some cases, the L indicator may light up right after the ADD button is pressed and held depending on the condition of the BLUETOOTH connection.

6. Press the ADD button repeatedly on the speaker where the  (BLUETOOTH) indicator is flashing to change audio reproduction between stereo mode and double mode.






The L/R indicators on both speakers show the status of audio reproduction.



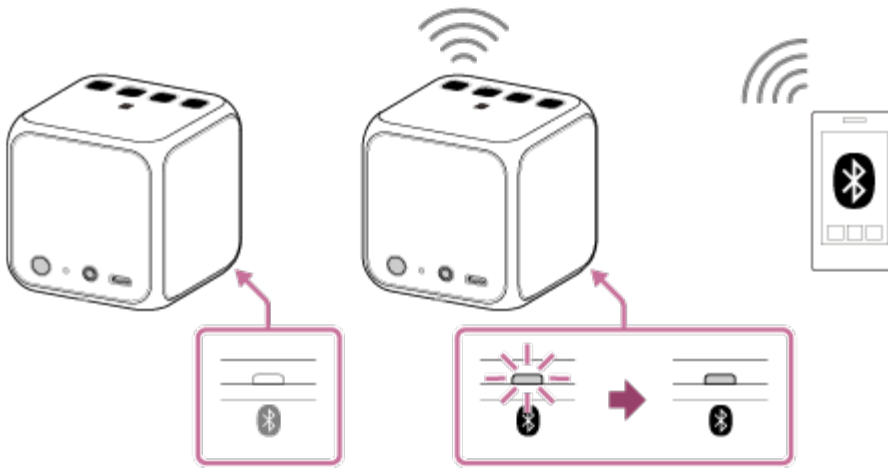
- ① : Stereo mode (L ch/R ch)
- ② : Stereo mode (R ch/L ch)
- ③ : Double mode (monaural/monaural)

7. Operate the speaker where the  (BLUETOOTH) indicator is flashing to make a BLUETOOTH connection with a BLUETOOTH device.

Make a BLUETOOTH connection by one of the following two means:




- Press and hold the  (power)  PAIRING button of the speaker where the  (BLUETOOTH) indicator flashes in white. Beeps are heard when the speaker enters pairing mode and the  (BLUETOOTH) indicator begins to flash quickly. While the speaker is in pairing mode, make the BLUETOOTH connection from the BLUETOOTH device.
- Move the NFC-compatible device over the N marked part of the speaker where the  (BLUETOOTH) indicator is flashing to connect by one-touch (NFC).

When the  (BLUETOOTH) indicator of the speaker stops flashing and lights up, the BLUETOOTH connection is established.



8. Start playback on the BLUETOOTH device, and adjust the volume to moderate level.
9. Press the VOL (volume) –/+ buttons on one of the speakers to adjust the volume.
Volume adjustment of one speaker is reflected on the other.

Hint

- When making or receiving a call, only operate the speaker where the  (BLUETOOTH) indicator is lit.
- If a portable audio device, etc. is connected to the AUDIO IN jack, the speaker automatically switches to AUDIO IN mode, and the speaker add function is terminated.
- If any other BLUETOOTH device(s), such as a BLUETOOTH mouse or BLUETOOTH keyboard, is connected to the BLUETOOTH device that is connecting with the speaker, there may be distorted sound or noise in the speaker output. In this case, terminate the BLUETOOTH connection between the BLUETOOTH device and other BLUETOOTH device(s).
- To terminate the speaker add function while in use, press and hold the ADD button.
- When the speaker, that had been used as the speaker add function the last time, is turned on, the speaker will try to establish the speaker add function with the other speaker that had been connected. If you want to use two SRS-X11 speakers as the speaker add function again, turn the other speaker on within a minute, otherwise the speaker will terminate the automatic connection as the speaker add function.
- If you want to use the speaker that had been used as one of the speakers of the speaker add function by itself, press the  (power)  PAIRING button to turn on the speaker, then press and hold the ADD button until a beep is heard to terminate the speaker add function since the speaker tries to establish the last-made connection.

Note

- If you reset or initialize one of the two speakers while using the speaker add function, make sure to turn off the other speaker. If you do not turn off the other speaker before restarting the speaker add function, there may be problems in making a BLUETOOTH connection and outputting sound.

Related Topic

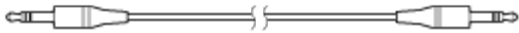
- [Pairing and connecting with a BLUETOOTH device](#)
- [Connecting with an NFC-compatible device by one touch \(NFC\)](#)
- [Unable to connect a BLUETOOTH device with the speaker in the speaker add function](#)



Personal Audio System
SRS-X11

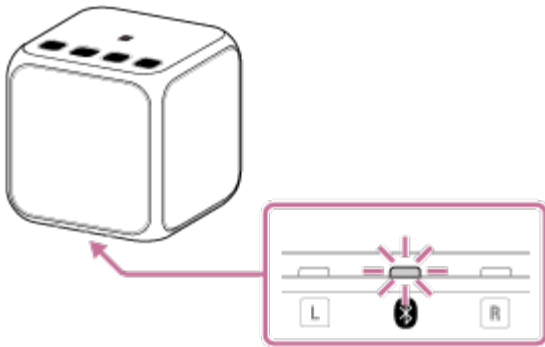
Listening to music of a portable audio device, etc.

You can use the speaker as an ordinary wired speaker system by connecting a portable audio device, etc., using an audio cable (not supplied).

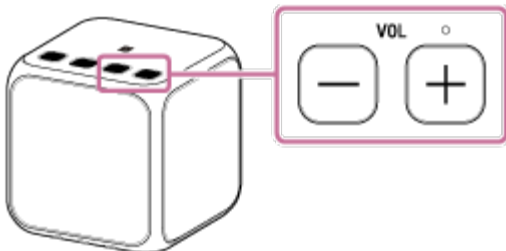
1. Connect the speaker to the device using an audio cable.
For connection, use the cable that has a stereo mini plug at both ends.




2. Turn on the speaker.
The  (BLUETOOTH) indicator flashes slowly in white.
When you turn on the speaker for the first time after purchase or there is no pairing information stored in the speaker, the  (BLUETOOTH) indicator will begin to flash quickly in white.



3. Turn on the connected device.
4. Start playback on the connected device and adjust the volume to a moderate level.
5. Press the VOL (volume) $-/+$ buttons to adjust the volume.



- If you connect an audio cable to the AUDIO IN jack, the output from the device connected to the AUDIO IN jack has priority, and you will not hear the sound from the BLUETOOTH device. The  (BLUETOOTH) indicator lights up or flashes in white to indicate the BLUETOOTH status. Absence of sound from the BLUETOOTH device does not indicate any trouble with the speaker.
- If the BLUETOOTH connection is active, you can use the hands-free function while listening to music of a portable audio device, etc. that is connected to the speaker's AUDIO IN jack.

Related Topic

- [Connecting to a portable audio device, etc.](#)

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SRS-X11

Receiving a call

You can enjoy hands-free calls with a BLUETOOTH mobile phone that supports the BLUETOOTH profile HFP (Hands-free Profile) or HSP (Headset Profile) via BLUETOOTH connection.

- If your BLUETOOTH mobile phone supports both HFP and HSP, set it to HFP.
- Operations may vary depending on the BLUETOOTH mobile phone. Refer to the operating instructions supplied with your mobile phone.


About ring tones

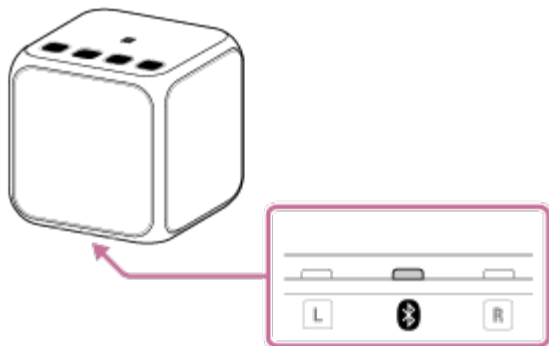
When an incoming call arrives, a ring tone will be heard via the speaker.

The ring tone varies in the following ways, depending on your BLUETOOTH mobile phone.



- Ring tone set on the speaker
- Ring tone set on the BLUETOOTH mobile phone
- Ring tone set on the BLUETOOTH mobile phone only for a BLUETOOTH connection

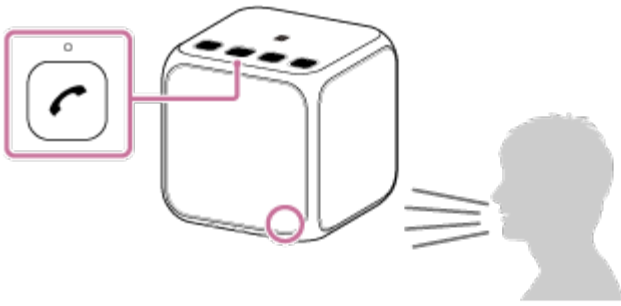
1. Connect the speaker with a BLUETOOTH mobile phone.

The  (BLUETOOTH) indicator lights up in white when the BLUETOOTH connection is established.




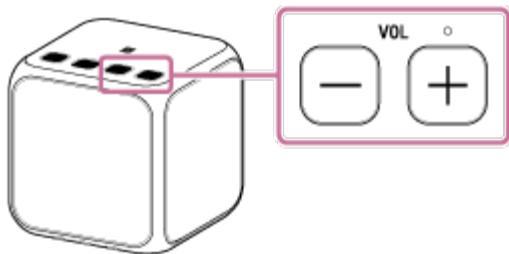
When using the speaker add function

- Connect to the speaker where the  (BLUETOOTH) indicator is flashing. In the following steps, operate this speaker that is connected to the BLUETOOTH mobile phone. Operation during a hands-free call is only available with this speaker.
2. Press the  (call) button when a call is received.
Talk into the microphone of the speaker.
When an incoming call arrives, playback pauses and a ring tone is heard from the speaker.



If no ring tone is heard via the speaker

- The speaker may not be connected with a BLUETOOTH mobile phone with HFP or HSP. Check the connection status on the BLUETOOTH mobile phone.
 - Switch the call device to the speaker by pressing and holding the  (call) button for about two seconds.
3. Adjust the volume by pressing the VOL (volume) -/+ buttons on the speaker or operating the BLUETOOTH mobile phone.




4. To end a call, press the  (call) button.


If you were listening to music before the call, playback will resume when the call ends.

If you end a call by operating the BLUETOOTH mobile phone, playback will also resume when the call ends if you were listening to music before the call.

Hint

- Some BLUETOOTH mobile phones have handset use priority when receiving a call. In the case of the HFP or HSP connection, switch the call device to the speaker by pressing and holding the  (call) button for about two seconds or operating your BLUETOOTH mobile phone.
- The volume of music playback and calling is set independently in the speaker.
- If the caller cannot hear or can barely hear your voice, talk more directly into the microphone of the speaker.

Note

- When using the speaker add function, sound of the phone call is output from only the speaker where the  (BLUETOOTH) indicator is lit.
- Depending on the BLUETOOTH mobile phone, playback may not pause when an incoming call arrives.
- Use a BLUETOOTH mobile phone at least 50 cm away from the speaker. Noise may result if the speaker and the BLUETOOTH mobile phone are too close.
- If an audio cable is connected to the AUDIO IN jack of the speaker, you cannot listen to music of the BLUETOOTH device. However, when the BLUETOOTH connection is active, the hands-free function is available.

Related Topic

- [How to make a wireless connection with BLUETOOTH devices](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Making a call](#)
- [Button functions for a phone call](#)

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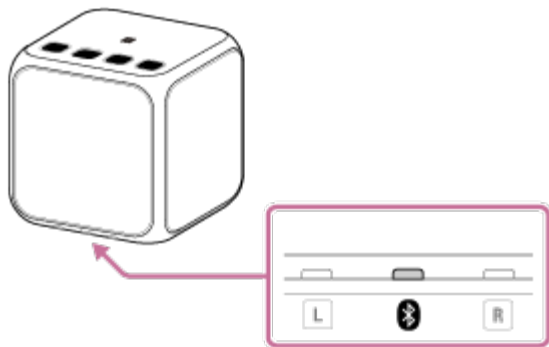
Making a call

You can enjoy hands-free calls with a BLUETOOTH mobile phone that supports the BLUETOOTH profile HFP (Hands-free Profile) or HSP (Headset Profile) via BLUETOOTH connection.


- If your BLUETOOTH mobile phone supports both HFP and HSP, set it to HFP.
- Operations may vary depending on the BLUETOOTH mobile phone. Refer to the operating instructions supplied with your mobile phone.

1. Connect the speaker with a BLUETOOTH mobile phone.

The  (BLUETOOTH) indicator lights up in white when the BLUETOOTH connection is established.

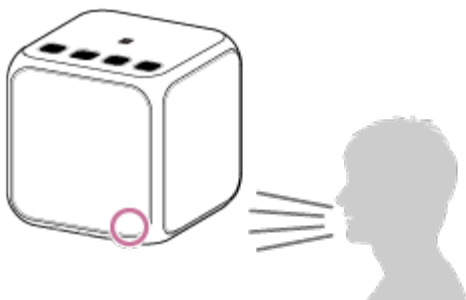


When using the speaker add function


- Connect to the speaker where the  (BLUETOOTH) indicator is flashing. In the following steps, operate this speaker that is connected to the BLUETOOTH mobile phone. Operation during a hands-free call is only available with this speaker.

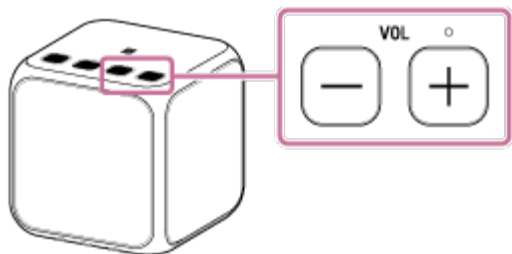
2. Operate the BLUETOOTH mobile phone to make a call.


When you make a call, playback pauses and the dial tone is heard from the speaker. When the receiver takes the call, talk into the microphone of the speaker.



If no dial tone is heard via the speaker

- The speaker may not be connected with a BLUETOOTH mobile phone with HFP or HSP. Check the connection status on the BLUETOOTH mobile phone.
 - Switch the call device to the speaker by pressing and holding the  (call) button for about two seconds.
3. Adjust the volume by pressing the VOL (volume) \rightarrow / \leftarrow buttons on the speaker or operating the BLUETOOTH mobile phone.




4. To end a call, press the  (call) button.
- If you were listening to music before the call, playback will resume when the call ends.
- If you end a call by operating the BLUETOOTH mobile phone, playback will also resume when the call ends if you were listening to music before the call.

Hint

- The volume of music playback and calling is set independently in the speaker.
- If the caller cannot hear or can barely hear your voice, talk more directly into the microphone of the speaker.

Note

- When using the speaker add function, sound of the phone call is output from only the speaker where the  (BLUETOOTH) indicator is lit.
- Depending on the BLUETOOTH mobile phone, playback may not pause when making a call.
- Use a BLUETOOTH mobile phone at least 50 cm away from the speaker. Noise may result if the speaker and the BLUETOOTH mobile phone are too close.
- When an audio cable is connected to the AUDIO IN jack of the speaker, you cannot listen to music of the BLUETOOTH device. However, when the BLUETOOTH connection is active, the hands-free function is available.

Related Topic

- [How to make a wireless connection with BLUETOOTH devices](#)
- [Terminating the BLUETOOTH connection \(After use\)](#)
- [Receiving a call](#)
- [Button functions for a phone call](#)



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Button functions for a phone call



The available functions may vary depending on the profile supported by your BLUETOOTH mobile phone. Even if the profile is the same, functions may vary depending on the device.

Refer to the operating instructions supplied with your BLUETOOTH mobile phone.



Standby

- Press the  (call) button once to start voice-dial (voice-dial compatible mobile phones only).
- Press and hold the  (call) button for about two seconds to redial the last-dialed phone number.



Outgoing call

- Press the  (call) button once to cancel an outgoing call.
- Press and hold the  (call) button for about two seconds to change the call device between the speaker and mobile phone.

Incoming call

- Press the  (call) button once to answer a call.
- Press and hold the  (call) button for about two seconds to reject a call.

During call

- Press the  (call) button once to finish a call.
- Press and hold the  (call) button for about two seconds to change the call device between the speaker and mobile phone.

Note

- Depending on the smartphone, tablet device, or applications installed, the redial function may not work correctly.

Related Topic

- [Receiving a call](#)
- [Making a call](#)



About the indicators

CHARGE indicator (orange)

Turns off

Charging of the speaker is completed.

Lights up (orange)

The speaker is being charged.

Flashes slowly (orange)

The built-in battery is running low and needs to be charged.

Flashes three times (orange) and turns off

If the CHARGE indicator flashes three times in orange and goes off when you turn on the speaker, the battery is empty and needs to be charged.

Flashes quickly (orange)

When the speaker is turned off and charged, if charging takes a long time, the CHARGE indicator flashes quickly. Also, the CHARGE indicator may flash quickly when you keep using the speaker at a very loud volume with the micro-USB cable connection. To stop the indicator's flashing, unplug the micro-USB cable and plug it in again.

Note

- In an extremely cold or hot environment, charging stops for safety. If charging takes a long time, it also makes charging of the speaker stop. In these conditions, the CHARGE indicator keeps flashing in orange quickly, but this is not a malfunction. To resolve these issues, unplug the micro-USB cable and plug it in again within the operating temperature of between 5 °C and 35 °C (41 °F and 95 °F).
- When you use the speaker at a loud volume for a long time, the battery may run low even if the speaker is connected to a booted PC or AC outlet. As a result, sound becomes low. This is not a malfunction. Turn off the speaker and charge the battery to its full capacity.

(BLUETOOTH) indicator

Lights up (white)

The speaker is connected to a BLUETOOTH device.

Flashes quickly (white)

The speaker enters the pairing mode.

Flashes slowly (white)

The speaker is searching for a BLUETOOTH device to connect to.

Flashes three times (white)

The volume is set at the lowest or highest level.

L indicator

Flashes

The speaker enters the speaker add function mode.

Lights up

The speaker is operating as the left speaker while the stereo mode of the speaker add function is enabled.

The speaker is operating as the monaural speaker while the double mode of the speaker add function is enabled.

R indicator

Flashes

The speaker enters the speaker add function mode.

Lights up

The speaker is operating as the right speaker while the stereo mode of the speaker add function is enabled.

The speaker is operating as the monaural speaker while the double mode of the speaker add function is enabled.

Related Topic

● [Parts and controls](#)



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Precautions

Note when using with a mobile phone

- For details on operation of your mobile phone when receiving a telephone call while transmitting the sound using the BLUETOOTH connection, refer to the operating instructions supplied with the mobile phone.

On safety

The nameplate and important information concerning safety are located on the bottom exterior.

- Before operating the speaker, be sure that the operating voltage of the speaker is identical with that of your local power supply.

About micro-USB cables

- To charge, use a micro-USB cable and connect the speaker to:
 - an AC outlet by using a commercially-available USB AC adaptor (at least 500 mA power supply).
 - a USB port of a computer.
- Make sure to use the following supplied micro-USB cable.
 - ① USB Type A plug: Connects to a computer or USB AC adaptor
 - ② USB Micro-B plug: Connects to the speaker



On placement

- Do not set the speaker in an inclined position.
- Do not leave the speaker in a location near heat sources, in a place subject to direct sunlight, excessive dust, moisture, rain, mechanical shock or in a car with its windows closed.
- Do not leave any objects susceptible to magnetism (cash cards, floppy disks with magnetic coding, etc.) near the speaker.

On operation

- Do not insert any small objects, etc., into the jacks or ventilation hole on the rear of the speaker. The speaker may short out or malfunction.
- Battery usage life may vary depending on the ambient temperature or conditions of use. For example, using the speaker at a loud volume shortens the battery usage life.

On cleaning

- Do not use alcohol, benzine, or thinner to clean the cabinet.

Others

- Even if you do not intend to use the speaker for a long time, charge the battery to its full capacity once every six months to maintain its performance.
- If the speaker is not used for a long time, it may take longer to charge the battery.
- If you have any questions or problems concerning the speaker that are not covered in this Help Guide, please consult your nearest Sony dealer.

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Notes on charging

Caution

When the speaker detects a problem for the following causes while charging the battery, it will stop charging even if charging is not completed. If this state continues for a long time, the CHARGE indicator flashes quickly in orange.

- Ambient temperature exceeds the range of 5 °C – 35 °C (41 °F – 95 °F).
- There is a problem with the battery.

Note

- Charging time varies depending on battery usage conditions.
- Charge the speaker in an ambient temperature of between 5 °C and 35 °C (41 °F and 95 °F).
- The speaker becomes warm during charging. This is not a malfunction.
- If the speaker is not used for a long time, it may take longer to charge the battery.
- Avoid exposure to rapid temperature change, direct sunlight, moisture, sand, dust, or mechanical shock. Also, never leave the speaker in a car parked in the sun.



What is BLUETOOTH wireless technology?

BLUETOOTH wireless technology is a short-range wireless technology that enables wireless data communication between digital devices, such as a computer and digital camera. BLUETOOTH wireless technology operates within a range of about 10 m (about 30 ft).

Connecting two devices as necessary is common, but some devices can be connected to multiple devices at the same time.

You do not need to use a cable for connection, nor is it necessary for the devices to face one another (such is the case with infrared technology). For example, you can use the device in a bag or pocket.

BLUETOOTH standard is an international standard supported by thousands of companies all over the world and employed by various companies worldwide.

Maximum communication range

Maximum communication range may shorten under the following conditions.

- There is an obstacle such as a person, metal, or wall between the speaker and BLUETOOTH device.
- A wireless LAN device is in use near the speaker.
- A microwave oven is in use near the speaker.
- A device that generates electromagnetic radiation is in use near the speaker.

Interference from other devices

Because BLUETOOTH devices and wireless LAN (IEEE802.11b/g) use the same frequency, microwave interference may occur and result in communication speed deterioration, noise, or invalid connection if the speaker is used near a wireless LAN device. In such a case, perform the following.

- Use the speaker at least 10 m (about 30 ft) away from the wireless LAN device.
- If the speaker is used within 10 m (about 30 ft) of a wireless LAN device, turn off the wireless LAN device.

Interference to other devices

Microwaves emitted from a BLUETOOTH device may affect the operation of electronic medical devices. Turn off the speaker and other BLUETOOTH devices in the following locations, as it may cause an accident.

- where inflammable gas is present, in a hospital, train, airplane, or a gas station
- near automatic doors or a fire alarm

Note

- To be able to use the BLUETOOTH function, the BLUETOOTH device to be connected requires the same profile as the speaker's.
- Note also that even if the same profile exists, devices may vary in function depending on their specifications.

Due to the characteristic of BLUETOOTH wireless technology, the sound played on the speaker is slightly delayed from the sound played on the BLUETOOTH device while talking on the telephone or listening to music.

- This speaker supports security capabilities that comply with the BLUETOOTH standard to provide a secure connection when the BLUETOOTH wireless technology is used, but security may not be enough depending on the setting. Be careful when communicating using BLUETOOTH wireless technology.
- We do not take any responsibility for the leakage of information during BLUETOOTH communication.
- A device featuring the BLUETOOTH function is required to conform to the BLUETOOTH standard specified by Bluetooth SIG and be authenticated. Even if the connected device conforms to the above mentioned BLUETOOTH standard, some devices may not be connected or work correctly, depending on the features or specifications of the device.
- Noise or sound skips may occur depending on the BLUETOOTH device connected with the speaker, the communication environment or the usage environment.
- The device with a built-in radio or tuner cannot be connected to the speaker via BLUETOOTH since noise may occur in broadcasts.
- Locate the speaker farther away from a TV, radio or tuner, etc. since noise may occur in broadcasts.

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Customer support websites

Please access the following support home pages to get support information about your speaker:

For customers in the USA:

<http://esupport.sony.com/>

For customers in Canada:

<http://esupport.sony.com/CA/>

For customers in European countries:

<http://www.sony.eu/support>

For customers in Latin America:

<http://www.sony-latin.com/>

For customers in other countries/regions:

<http://www.sony-asia.com/>

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What can I do to solve a problem?

If the speaker 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.
- Charge the speaker.
You may be able to resolve some issues by charging the battery.
- Push the RESET button of the speaker.
- Initialize the speaker.
This operation resets volume settings, etc., and deletes all pairing information.
- Look up information on the issue on the customer support website.

If the operations above do not work, consult your nearest Sony dealer.

Related Topic

- [Charging the speaker from a computer](#)
- [Charging the speaker from an AC outlet](#)
- [Customer support websites](#)
- [Using the RESET button](#)
- [Initializing the speaker](#)

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Unable to turn on the speaker or charge the built-in battery

- Charge the built-in battery.
- Make sure the micro-USB cable is firmly connected to the speaker and computer.
- Make sure the computer that the micro-USB cable is connected to is turned on.
- Make sure the micro-USB cable is firmly connected to the USB AC adaptor.
- Make sure the USB AC adaptor is firmly connected to the speaker and the AC outlet.

Related Topic

- [Charging the speaker from a computer](#)
- [Charging the speaker from an AC outlet](#)
- [Turning the power on](#)
- [About the indicators](#)

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No sound/Low sound level

- Check that both the speaker and the connected device are turned on.
- Turn up the volume of the speaker and the connected device.
- Check that the connected device is playing.
- Make sure the audio cable is disconnected from the AUDIO IN jack during playback in BLUETOOTH mode.
- Make sure the audio cable is firmly connected to the AUDIO IN jack during playback in AUDIO IN mode.
- If you are connecting a personal computer to the speaker, make sure the audio output setting of the computer is set for a BLUETOOTH device.
- Check that the speaker has established BLUETOOTH connection with the BLUETOOTH device.
- Pair the speaker and the BLUETOOTH device again.

Related Topic

- [How to make a wireless connection with BLUETOOTH devices](#)
- [Connecting to a portable audio device, etc.](#)
- [Listening to music of a device via BLUETOOTH connection](#)
- [Listening to music of a portable audio device, etc.](#)
- [Listening to music wirelessly with two speakers \(Speaker add function\)](#)

Distorted sound/Humming or noise in the speaker output






- Turn down the volume of the connected device.
- If the connected device has an equalizer function, set it to off.
- Keep the speaker away from a microwave oven, Wi-Fi, etc.
- Bring the speaker and the BLUETOOTH device closer together. Remove any obstacles between the speaker and the BLUETOOTH device.
- Switch the BLUETOOTH connection to A2DP by operating the BLUETOOTH device when HFP or HSP is set.
- Charge the speaker if the CHARGE indicator is flashing in orange.
- The device with a built-in radio or tuner cannot be connected to the speaker via BLUETOOTH since noise may occur in broadcasts.
- Locate the speaker farther away from a TV, radio or tuner, etc. since noise may occur in broadcasts.
- When using the speaker add function, if any other BLUETOOTH device(s) such as a BLUETOOTH mouse or BLUETOOTH keyboard is connected to the BLUETOOTH device, terminate the connection between them.

Related Topic

- [Charging the speaker from a computer](#)
- [Charging the speaker from an AC outlet](#)
- [Listening to music of a device via BLUETOOTH connection](#)
- [About the indicators](#)

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Unable to pair the speaker with a BLUETOOTH device

- Bring the speaker and the BLUETOOTH device to within 1 m (3 ft) of each other.
- If the  (BLUETOOTH) indicator is not flashing quickly in white, press and hold the  (power)  PAIRING button until you hear a beep and the  (BLUETOOTH) indicator begins to flash quickly in white.
- Charge the battery of the speaker sufficiently or connect the speaker to a computer/AC outlet.
- To use the speaker add function, pair with the speaker where the  (BLUETOOTH) indicator flashes in white.
- Once the speaker is initialized, an iPhone/iPad/iPod may not be able to connect to the speaker. In this case, delete pairing information on the iPhone/iPad/iPod then pair them again.

Related Topic

- [Charging the speaker from a computer](#)
- [Charging the speaker from an AC outlet](#)
- [How to make a wireless connection with BLUETOOTH devices](#)
- [About the indicators](#)

Unable to connect the speaker to a BLUETOOTH device with One-touch connection (NFC)


- Keep the NFC-compatible device close to the speaker until the device reacts. If you fail to connect, move the device slowly over the N marked part of the speaker.
- Check that the NFC function of the device is set to on.
- If the device is in a case, remove it.
- NFC reception sensitivity varies depending on the device. If you repeatedly fail to connect the speaker with a device by one touch, connect it to the speaker by on-screen operation.
- Check that your device is compatible with NFC. Look up information on the issue on the customer support website.
- To use the speaker add function, pair with the speaker where the  (BLUETOOTH) indicator flashes in white.

Related Topic

- [Connecting with an NFC-compatible device by one touch \(NFC\)](#)

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Unable to connect a BLUETOOTH device with the speaker in the speaker add function

- After connecting two SRS-X11 speakers, perform the pairing procedure between a BLUETOOTH device and the speaker where the  (BLUETOOTH) indicator is flashing in white. Then make a BLUETOOTH connection.

Related Topic

- [Listening to music wirelessly with two speakers \(Speaker add function\)](#)



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No voice/Low voice from callers

- Check that both this speaker and the connected device are turned on.
- Turn up the volume of the speaker and the connected device.
- Check that output of the BLUETOOTH mobile phone is set for the speaker.
- Select an HFP or HSP BLUETOOTH connection by operating the BLUETOOTH device.

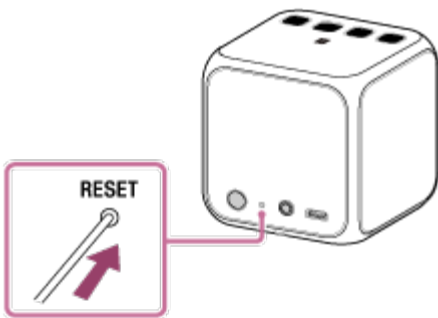
Related Topic

- [How to make a wireless connection with BLUETOOTH devices](#)
- [Receiving a call](#)
- [Making a call](#)

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Using the RESET button

If the speaker cannot be turned on, or if it cannot be operated even when it is turned on, push the RESET button with a pointed object such as a pin. The speaker is reset and turns off.





After pushing the RESET button, turn on the speaker. If it does not turn on, consult your nearest Sony dealer.

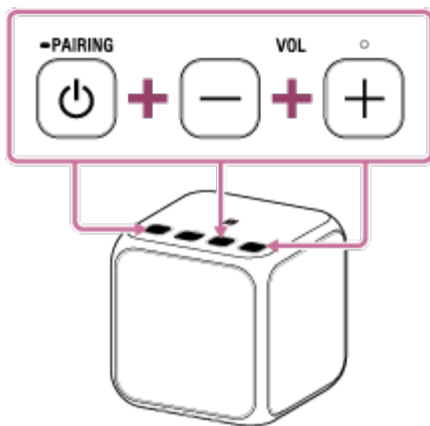
Note

- Pairing information is not deleted by pushing the RESET button.
- To reset the speaker while it is being powered by the built-in battery, push and hold the RESET button until the  (BLUETOOTH) indicator turns off.
- After resetting, the volume, function, and sound settings may be different.

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Initializing the speaker

With the speaker turned on, press and hold the VOL (volume) – button, the VOL (volume) + button and the  (power)  PAIRING button at the same time for more than five seconds until the speaker turns off.



The speaker is initialized. Settings such as volume, etc., are restored to the factory default settings, and all pairing information is deleted.

Note

- To turn on the speaker after initializing it, connect the speaker to a computer/AC outlet. If the speaker is being powered by the built-in battery, it cannot be turned on.