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Use Surface Headphones

Applies to: Surface Headphones 2, Surface Headphones

Select Product Version

All Products ⌄

Surface Headphones 2

Music sounds amazing on Surface Headphones 2, but there's lots more to explore. Here's how to listen, make calls, and more.

Finding your way around Surface Headphones

Use this diagram to find your way around your Surface Headphones.

1. Left dial
2. Right dial
3. Power button
4. Mute button
5. LED light
6. USB-C port

7. 3.5 mm port

Video: Dials and touch controls

▷

To see if video captioning is available in your language, select the Closed captions icon after the video starts.

Play music

Play music on your Surface Headphones by using your favorite music app on your Windows 10 PC, iOS device, or Android device.

Here are the touch gestures you can use to play music. For the best results, make sure to tap the center of the touch area on either ear. Touch gestures only work with supported music apps.

To	Do this
Play or pause music	Tap the touch area on either ear.
Play the next track	Tap the touch area on either ear twice.
Play the previous track	Tap the touch area on either ear three times.

Tip

Want to play or pause music automatically? Just take off your headphones and your music will be paused. It will start playing again when you put the headphones back on.

Make calls

Make and receive calls on your Surface Headphones when you're connected to your iPhone or Android phone.

Here's how to use touch gestures for phone calls.

To	Do this
Answer a call	Tap the touch area on either ear twice.
End a call	Tap the touch area on either ear twice during a call.
Mute a call	Press the mute button on the right ear.
Decline a call	Tap and hold the touch area on either ear when you get a call.

Turn the volume up or down

When you're listening to music or on a call, adjust the volume by turning the dial on the right ear.

To	Do this
Increase the volume	Turn the dial on the right forward.
Decrease the volume	Turn the dial on the right backward.

You can check the volume anytime you're on your PC or mobile device—just open the Surface Audio app.

- **On your iOS or Android device**: Open the **Surface Audio** app, and make sure it's connected to your Surface Headphones.

- **On your Windows 10 PC**: Open the **Surface Audio** app, then select **Devices** > **Surface Headphones**.

Adjust noise cancellation

Surface Headphones have active noise cancellation, so you can block out external sound to help you focus or relax. For example, you might want to increase noise cancellation when you're listening to music on a plane or bus, and reduce it when you want to have a quick conversation without taking off your headphones.

To	Do this
Increase noise cancellation	Turn the dial on the left forward to

	hear less sound around you.
Decrease noise cancellation	Turn the dial on the left backward. When you turn off noise cancellation, outside sound will be amplified.

You can check the noise cancellation level anytime you're on your Windows 10 PC or mobile device.

On a Windows 10 PC

1. Open the **Surface Audio** app, then select **Devices** > **Surface Headphones**.

2. On the **Home** screen, under **Noise cancellation**, select the noise cancellation level you want.

On an iOS or Android device

1. Open the **Surface Audio** app, make sure it's connected to your Surface Headphones, and then tap **Settings** ⚙ next to **Surface Headphones**.

2. In **Device Settings**, tap **Device info** > **Noise cancellation**, and then tap a new noise cancellation level > **Save**.

You'll see several levels of noise cancellation in the Surface Audio app. Here's a quick summary of the different levels:

- **High**. You should hear little or no surrounding sound. This is the maximum noise cancellation level when it's turned on all the way.

- **Medium**. You'll likely hear loud noise or surrounding voices, but might not hear lower surrounding sounds, such as traffic or sound from a crowd.

- **Low**. You'll likely hear surrounding sound while listening to music.

- **Ambient sound amplified**. Noise cancellation is turned off and surrounding sound will be amplified. You'll likely hear surrounding sound while listening to music.

Use your digital assistant to go hands free

When you have your headphones connected to your Windows 10 PC or mobile device, you can use your digital assistant to control the volume, make calls, and more with your voice.

- To activate your digital assistant, tap and hold the touch area on either ear until you hear a beep.

What does the light mean?

The LED light on your Surface Headphones can tell you when to charge the battery and more.

When the light is	It means
Flashing white when your headphones are plugged in	Headphones are charging.
Solid white when your headphones are plugged in	Headphones are fully charged.
Solid white when your headphones aren't plugged in	Headphones are powered on and not on your head. The light will turn off when the headphones are in use and on your head.
Flashing white after you press and hold the power button for 5 seconds	Headphones are in pairing mode and you can pair them with your Windows 10 PC or mobile device over Bluetooth.
Solid amber during a call	Microphone is muted. Other people can't hear you when you talk.
Flashing amber	The battery in your headphones is running low. This will start when there's less than 10% of your battery time left. For more info, see Charge Surface Headphones.

Use a wired audio connection

Surface Headphones come with a 3.5 mm audio cable, which you can use to listen to music over a wired audio connection. This lets you listen to music even when the battery in your Surface Headphones isn't charged.

To use the audio cable, plug one end into the 3.5 mm jack on your headphones, then plug the other end into a 3.5 mm audio jack on your phone or PC.

Notes

- Noise cancellation and volume control will continue to work as long as the battery has a charge.

- When you connect the 3.5 mm audio cable, Bluetooth will turn off and the 3.5 mm audio connection will be used to play music.

- When using the audio cable during a call, the microphone in the audio cable is used.

- Some features, such as touch gestures and the mute button, won't work when using a wired audio connection.

Related topics

- Set up Surface Headphones
- Use Microsoft 365 with Surface Headphones
- Update Surface Headphones
- Charge Surface Headphones
- Which version of Surface Headphones do I have?

Surface Headphones (first version)

Important notes

- Some Cortana functionality for Surface Headphones (First version) will be going away in early 2021. For more info, see Cortana changes for Surface Headphones (First version) FAQ.
- Cortana isn't available on Surface Headphones in all countries and regions.

Music sounds amazing on Surface Headphones, but there's lots more to explore. Here's how to listen, make calls, get help from Cortana, and more.

Finding your way around Surface Headphones

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Video: Dials and touch controls

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Play music

Play music on your Surface Headphones by using your favorite music app on your Windows 10 PC, iOS device, or Android device.

To play music, you can use either touch gestures or—to control your headphones with your voice—Cortana. For more info, see Use Cortana with your Surface Headphones.

Here are the touch gestures you'll use to play music. For the best results, make sure to tap the center of the touchpad on either ear. Touch gestures only work with supported music apps.

To	Do this
Play or pause music	Tap the touchpad on either ear.
Play the next track	Tap the touchpad on either ear

	twice.
Play the previous track	Tap the touchpad on either ear three times.

Tip

Want to play or pause music automatically? Just take off your headphones and your music will be paused. It will start playing again when you put the headphones back on.

Make calls

Make and receive calls on your Surface Headphones when you're connected to your iPhone or Android phone, or use your Surface Headphones for Skype calls when connected to your mobile device or Windows 10 PC.

Here's how to use touch gestures for phone calls.

To	Do this
Answer a call	Tap the touchpad on either ear twice.
End a call	Tap the touchpad on either ear twice during a call.
Mute a call	Press the mute button on the right ear.
Decline a call	Tap and hold the touchpad on either ear when you get a call.

Tip

Use Cortana if you want to go hands-free and make or control calls with your voice. For more info, see Use Cortana with your Surface Headphones.

Turn the volume up or down

When you're listening to music or on a call, adjust the volume by turning the dial on the right ear.

To	Do this
Increase the volume	Turn the dial on the right forward.
Decrease the volume	Turn the dial on the right backward.

You can check the volume anytime you're on your PC or mobile device:

- On your iOS or Android device, open the **Cortana** app and select **Devices** > **Devices** > **Surface Headphones**.

- On your Windows 10 PC, open **Cortana**, then select **Devices** ▯ > **Surface Headphones**.

Note

If Cortana isn't available on Surface Headphones in your area, you can open the Surface Audio app to check the volume. To learn how to set up your headphones with the app, see Set up Surface Headphones.

Adjust noise cancellation

Surface Headphones have active noise cancellation, so you can block out external sound to help you focus or relax. For example, you might want to increase noise cancellation when you're listening to music on a plane or bus, and reduce it when you want to have a quick conversation without taking off your headphones.

To	Do this
Increase noise cancellation	Turn the dial on the left forward to hear less sound around you.
Decrease noise cancellation	Turn the dial on the left backward. When you turn off noise cancellation, outside sound will be amplified.

You can check the noise cancellation level anytime you're on your Windows 10 PC or mobile device.

- On your iOS or Android device, open the Cortana app and select **Devices** > **Surface Headphones**.

- On your Windows 10 PC, open Cortana, then select **Devices** ▯ > **Manage my Surface Headphones**.

You'll see several levels of noise cancellation in the different apps. Here's a quick summary of the different levels:

- **High**. You should hear little or no surrounding sound. This is the maximum noise cancellation level when it's turned on all the way.

- **Medium**. You'll likely hear loud noise or surrounding voices, but might not hear lower surrounding sounds, such as traffic or sound from a crowd.

- **Low**. You'll likely hear surrounding sound while listening to music.

- **Ambient sound amplified**. Noise cancellation is turned off and surrounding sound will be amplified. You'll likely hear surrounding

sound while listening to music.

Note

If Cortana isn't available on Surface Headphones in your area, you can use the Surface Audio app to check noise cancellation. To learn how to set up your headphones with the app, see Set up Surface Headphones.

Go hands free

When you have your Surface Headphones (first version) connected to your Windows 10 PC or mobile device using Cortana, you can use her to control the volume, make calls, and more with your voice.

Get Cortana's attention by doing one of the following:

- Tap and hold the touchpad on either ear until you hear a beep.
- Say "Hey Cortana" and listen for a beep.

If you haven't already set up Cortana to work with your headphones, see Set up Surface Headphones with Cortana.

To find out about some of the things you can say and do with Cortana and your Surface Headphones, see Use Cortana with your Surface Headphones.

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Solid amber during a call	Microphone is muted. Other people can't hear you when you talk.

| Flashing amber | The battery in your headphones is running low. This will start when there's less than 10% of your battery time left.

For more info, see Charge Surface Headphones. |

Use a wired audio connection

Surface Headphones come with a 3.5 mm audio cable, which you can use to listen to music over a wired audio connection. This lets you listen to music even when the battery in your Surface Headphones isn't charged.

To use the audio cable, plug one end into the 3.5 mm jack on your headphones, then plug the other end into a 3.5 mm audio jack on your phone or PC.

Notes

- Noise cancellation and volume control will continue to work as long as the battery has a charge.
- When you connect the 3.5 mm audio cable, Bluetooth will turn off and the 3.5 mm audio connection will be used to play music.
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- Some features, such as touch gestures and the mute button, won't work when using a wired audio connection.

Related topics

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- Set up Surface Headphones
- Update Surface Headphones
- Charge Surface Headphones
- Which version of Surface Headphones do I have?

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