

HELP GUIDE ONLINE:

<https://helpguide.sony.net/mdr/wf1000xm4/v1/en/contents/TP1000954328.html>

Some "finished" screenshots

these are basically what the main screens should look like once all set up:

12:18 78%

WF-1000XM4

LDAC

Status Sound **System**

Connect to 2 devices simultaneously

Voice Assistant

Change the touch sensor function

- Ambient Sound Control
- Playback Control

[Ambient Sound Control] setting

Headphones Activity Information

12:25 80%

WF-1000XM4

Status Sound System

Adaptive Sound Control

Staying

Headphone State

Connected Device(s)

- 1. SpiffyPixel6a
- 2. CSR Audio Dongle

Easily register/manage devices to be connected simultaneously here.

Not Provided

Unknown Artist

Unknown Album

12:24 79%

Edit

Left Right Left Right

You can change the function assigned to the touch sensor on the right. **Reset**

You can change the function assigned to the touch sensor on the left. **Reset**

<p>Function: Volume Control</p> <p>Operation method:</p> <ul style="list-style-type: none"> Tap: Raise the Volume Continue Pressing: Lower the Volume 	<p>Function: Ambient Sound Control</p> <p>Operation method:</p> <ul style="list-style-type: none"> Tap: Noise Canceling/Ambient Sound Continue Pressing: Quick Attention
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Cancel Done Cancel Done

12:26 80%

Manage Connected Device

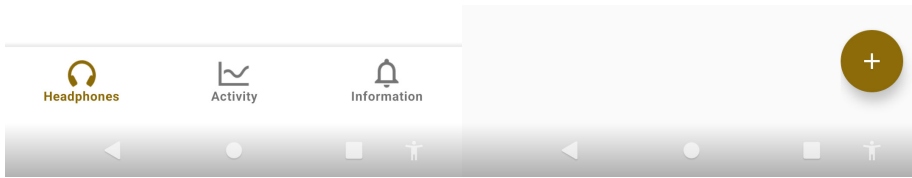
To switch the music playback device manually, tap the device from the list of connected devices. Furthermore, the playback device can be fixed on the menu of the list.

Connecting...

- 1 SpiffyPixel6a
- 2 CSR Audio Dongle

Paired

- Xperia XA2
- Luis's iPhone

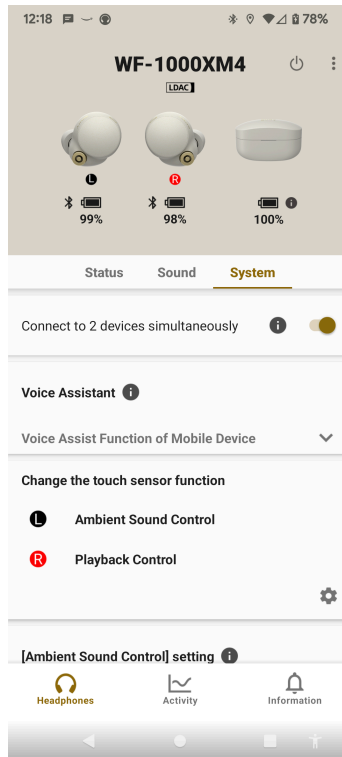


TO PAIR HEADPHONES WITH AMPLIFIER

I actually paired them already - but am not sure if they will remember once they get to you -

1. make sure headphones are fully charged
2. Install "Sony | Headphones Connect" App from GooglePlay onto phone or <https://electronics.sony.com/headphones-connect-app>
3. Set Up connection to Phone using the "Sony | Headphones Connect" App
 1. It should see the earbuds - then hit "connect"
4. SYSTEM > Connect to 2 devices simultaneously - turn it on -
- 5.



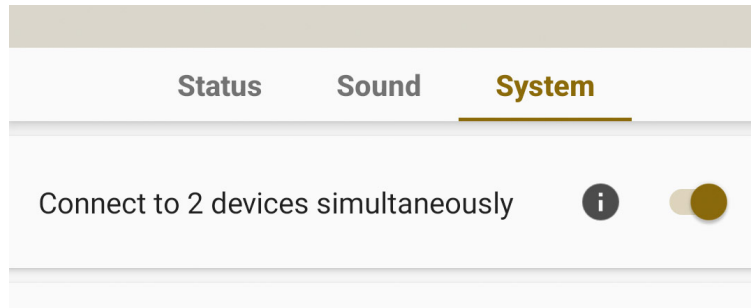


6. IF YOU HAVE TROUBLE GETTING EARBUDS TO CONNECT

1. press the center buttons on BOTH OF THEM at same time - while in ears - for at least 7 seconds - that puts the earbuds in pairing mode - you should not have to - but if you do - 7 seconds continuous press on both. It will say "bluetooth connected" once they connect to phone.
2. ONE POSSIBLE WEIRD THING - for the hearing spouse more - but I actually turned off some of the bluetooth devices I have - just to be sure it didn't have any choice other than to connect to the earbuds and phone - if it really doesn't seem to be hooking up - try turning OFF speaker / alexa / etc.

7. CONNECTING "HEARING SPOUSE"

1. Earbuds are connected to the phone + app + are in your ears?
 2. on Hearing Spouse - (if it is not connected) press the center button (the only button) for at least 7 seconds - it will start blinking - blue/red/green - THEN you should hear - "bluetooth connected" again through earbuds - and the button should turn blue
8. the sound through the earbuds should sound amplified as well -
11. Go back to app - click "SYSTEM" and make sure the switch: to "connect to 2 devices simultaneously" is flipped to ON
-



Can't change the volume on the earbud headphones

Applicable Products and Categories of This Article

The procedure to adjust the volume of the headphones varies depending on the version of the **Sony | Headphones Connect** app and the headphones software.

Assign the playback volume adjustment function to the touch sensor of the headphones


IMPORTANT: The Sony | Headphones Connect app version 6.0.0 (or after) is needed. If your model is WF-1000XM3, update the software of the headphones version 2.0.2 or after.

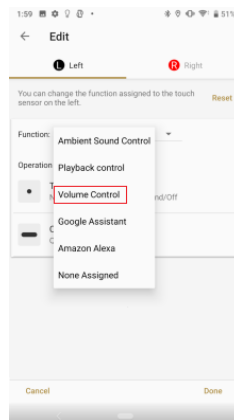
(I updated the earbuds already - so it should be OK - if not it will automatically ask you to update)

The procedure below shows how to change the assigning function for the left unit from **Ambient Sound Control** to **Volume Control**.

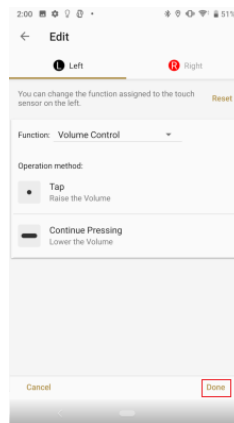
Note: The example images below are of the **Sony | Headphones Connect** app for Android smartphones and the WF-1000XM3 headphones. If you use an iPhone, the screen layouts will differ slightly.

BASICALLY - you just tell it what to use for the Left and Right earbuds - so be sure to pick VOLUME if you want to control that!

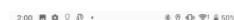
1. Start the **Sony | Headphones Connect** app.
2. Tap the  (Settings) icon at the bottom of the **Change the touch sensor function**.
3. On the **Left** unit settings, tap **Ambient Sound Control**, and set the **Function** to **Volume Control**.

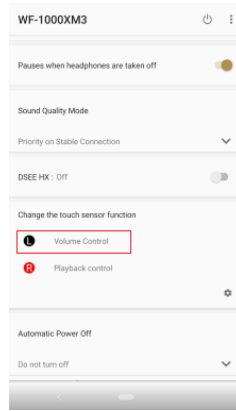


4. Check that the **Function** has changed to **Volume Control**, and tap **Done**.



5. Check that the **Left** unit of the **Change the touch sensor function** is set to **Volume Control**. You can now use the left unit touch sensor to adjust the headphone's volume.



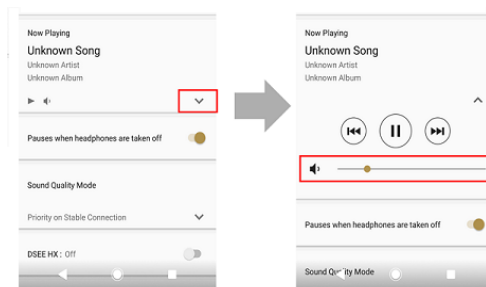


Adjust the volume on the playback device connected via Bluetooth

When making a call, you can adjust the volume as necessary on the playback device connected via Bluetooth.

Adjust the volume on the Sony | Headphones Connect app

Install the **Sony | Headphones Connect** smartphone app, then change the volume using the app.



Note: On a device that can be linked with the headphones, you will have the ability to change the volume level of the headphones using that device. You will not be able to change the headphones volume on a device that can't be linked with the headphones.

You might want to use the "noise cancelling and / or ambient sound" settings to make it all sound just right -

wearing the headset

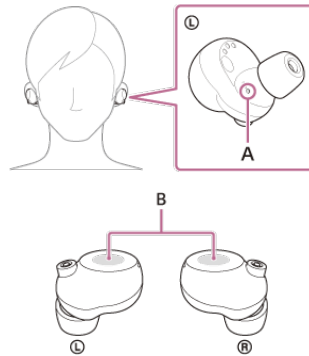
1. Put the headset units into both ears.

Put the headset unit with the **L** (left) mark into your left ear and the headset unit with the **R** (right) mark into your right ear.

The RIGHT one has a RED DOT with an R on it.

The left unit has a tactile dot. Left has GREY DOT with and L in it.

Be careful not to come in contact with the touch sensor when you wear the headset on your ears.



A: Tactile dot

B: Touch sensors (left, right)

2. Adjust the fit of the headset to your ears.

Twist the headset unit to fit it snugly into the ear canal, and adjust the positioning of the headset unit until it fits comfortably.



3. Wait for about 10 seconds for the earbud tip shape to stabilize.

Hint

- If you feel earbud tips are difficult to put into your ears, change the size of earbud tips or squeeze earbud tips lightly before wearing the headset.
- When you wear the headset or adjust the positioning of the headset unit, see the illustration in step 2 for how to hold the headset unit.

For the proper sound quality, noise canceling function, and call sound quality to be effective

If the size of the earbud tips does not match the size of your ear canals, the headset is not recommended.

If the size of the earbud tips does not match the size of your ear canals or the headset is not properly worn on your ears, tap operations or the speech detection of Speak-to-Chat may not be successful, or you may not obtain proper sound qualities, noise canceling effects, or call performances.

If any of this is the case, try the following.

- Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The size of the left and right earbud tips may be different.
The “Sony | Headphones Connect” app will help you to determine which earbud tips are most suitable for you to achieve the optimal noise cancellation effect.
- Referring to step 2, check if the headset is properly worn on your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.

When attaching and removing the headset

In the factory settings, the built-in IR sensors detect when the headset is attached to or removed from your ears, enabling the headset to pause or resume music playback, as well as control the touch sensors and voice guidance.

When the headset is worn

- You can use the touch sensors to play music, make and receive calls, etc.
- You will hear a voice guidance corresponding to the operation and status.

When the headset is removed

- When you listen to music while wearing both headset units in your ears, the headset will pause music playback if one or both headset units are removed. When the headset is worn again, the headset resumes music playback.
- When the headset is not worn on your ears for about 15 minutes after being removed from the charging case, the headset turns off automatically to save the battery. Turn the headset on by tapping the touch sensor or by putting the headset into your ears.
- In order to prevent the headset from reacting incorrectly, music playback, making and receiving calls as well as other operations cannot be performed by tapping the touch sensors of the headset removed from your ears.

TIP

- You can also play music, make and receive calls, etc. when only one unit of the headset is worn on your ear.
- By using the “Sony | Headphones Connect” app, you can change the setting of automatically pausing and resuming the music playback, or automatically turning off the headset.

[Go to Page Top](#)

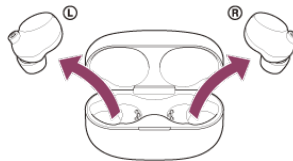
Pairing and connecting with an Android smartphone

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

Before starting the operation, make sure of the following:

- The Android smartphone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the Android smartphone is in hand.

1. Remove both units of the headset from the charging case.



The headset turns on automatically.

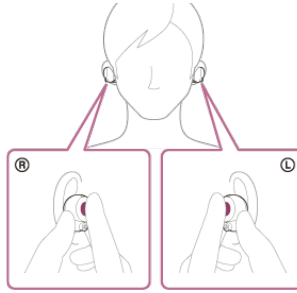
2. Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, put the headset units into both ears and proceed to step 3.

When you pair a second or subsequent device (if the headset has pairing information for other devices), put the headset units into both ears, then hold your fingers to the touch sensors on both the left and right units for about 5 seconds.

When the touch sensors have been operated correctly, a beep will sound.



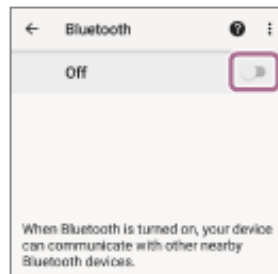


You will hear the voice guidance say, “Bluetooth pairing”, from both headset units.

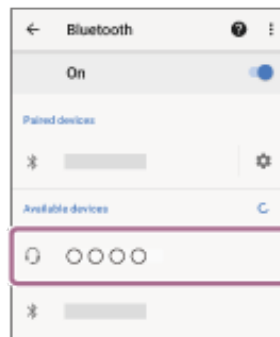
3. Unlock the screen of the Android smartphone if it is locked.
4. Find the headset on the Android smartphone.
 1. Select [Settings] - [Device connection] - [Bluetooth].



2. Touch the switch to turn on the Bluetooth function.



5. Touch [WF-1000XM4].



If Passkey (*) input is required, input “0000”.

The headset and smartphone are paired and connected with each other.

You will hear the voice guidance say, “Bluetooth connected”, from both headset units.

If they are not connected, see [“Connecting to a paired Android smartphone”](#).

If [WF-1000XM4] does not appear on the Android smartphone screen, try again from the

If [WIRELESS] does not appear on the Android smartphone screen, try again from the beginning of step 4.

*A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

About the instruction manual video

Watch the video to find out how to register a device (pairing) for the first time.

https://rd1.sony.net/help/mdr/mov0022/h_zz/

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- To delete all Bluetooth pairing information, see “[Initializing the headset to restore factory settings](#)”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once

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.
- When a 9th device is paired.
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
- When the pairing information for the headset has been deleted from the Bluetooth device.
- When the headset is initialized.
All of the pairing information is deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

- The headset can be paired with multiple devices, but can only play music from 1 paired device at

- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

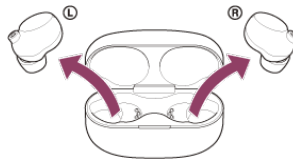
Pairing and connecting with a Bluetooth device

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

Before starting the operation, make sure of the following:

- The Bluetooth device is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the Bluetooth device is in hand.

1. Remove both units of the headset from the charging case.



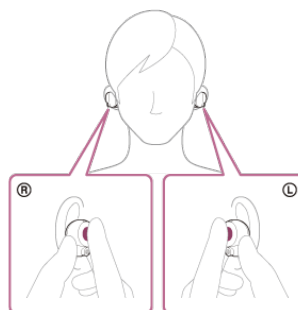
The headset turns on automatically.

2. Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, put the headset units into both ears and proceed to step 3.

When you pair a second or subsequent device (if the headset has pairing information for other devices), put the headset units into both ears, then hold your fingers to the touch sensors on both the left and right units for about 5 seconds.

When the touch sensors have been operated correctly, a beep will sound.



You will hear the voice guidance say “Bluetooth pairing” from both headset units

You will hear the voice guidance say, "Bluetooth pairing", from both headset units.

3. Perform the pairing procedure on the Bluetooth device to search for this headset.

[WF-1000XM4] will be displayed on the list of detected devices on the screen of the Bluetooth device.

If it is not displayed, repeat from step 2.

4. Select [WF-1000XM4] displayed on the screen of the Bluetooth device for pairing.

If Passkey (*) input is required, input "0000".

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

5. Make the Bluetooth connection from the Bluetooth device.

Some devices automatically connect with the headset when the pairing is complete. You will hear the voice guidance say, "Bluetooth connected", from both headset units.

If they are not connected, see "[Connecting to a paired Bluetooth device](#)".

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Bluetooth device.
- To delete all Bluetooth pairing information, see "[Initializing the headset to restore factory settings](#)".

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, set the headset into the charging case, and start the operation again from step 1.
- Once 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.
 - When a 9th device is paired.

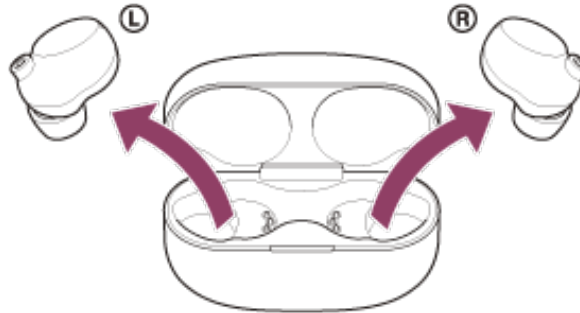
The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the Bluetooth device.
 - When the headset is initialized.

All of the pairing information is deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Already Paired?

Connecting to a paired Bluetooth device

1. Remove the headset from the charging case.



The headset turns on automatically.

2. Put the headset units into both ears.

If the headset has automatically connected to the last connected device, you will hear the voice guidance say, “Bluetooth connected”, from both headset units.

Check the connection status on the Bluetooth device. If it is not connected, proceed to step 3.

3. Make the Bluetooth connection from the Bluetooth device.

As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

When connected, you will hear the voice guidance say, “Bluetooth connected”, from both headset units.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Bluetooth device.

Note

- When connecting, [WF-1000XM4], [LE_WF-1000XM4], or both may be displayed on the connecting device. When both or [WF-1000XM4] is displayed, select [WF-1000XM4]; when [LE_WF-1000XM4] is displayed, select [LE_WF-1000XM4].

- If the last-connected Bluetooth device is placed near the headset, the headset may connect

automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the last-connected device or turn off the power.

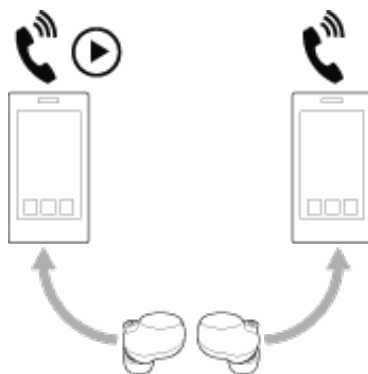
- If you cannot connect your Bluetooth device to the headset, delete the headset pairing information on your Bluetooth device and perform the pairing again. As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

Connecting the headset to 2 devices simultaneously (multipoint connection)

When [Connect to 2 devices simultaneously] is turned on with the “Sony | Headphones Connect” app, the headset can connect to 2 devices via Bluetooth connections simultaneously, allowing you to do the following.

- Waiting for an incoming call for 2 smartphones

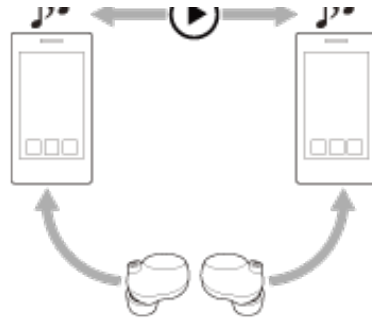
You can listen to music played on one smartphone with the headset, wait for an incoming call for both smartphones, and talk if an incoming call arrives.



- Switching music playback between 2 devices

You can switch the music playback from one device to the other without performing a Bluetooth reconnection.





Connecting the headset to 2 devices via Bluetooth connections simultaneously

Before connecting, make sure that the “Sony | Headphones Connect” app is installed on one of the 2 devices.

1. Pair the headset with 2 devices, respectively.
2. Operate the device on which the “Sony | Headphones Connect” app is installed to establish a Bluetooth connection with the headset.
3. Turn on [Connect to 2 devices simultaneously] with the “Sony | Headphones Connect” app.
4. Operate the second device to establish a Bluetooth connection with the headset.

When Bluetooth connections are established between 2 devices and the headset, another paired device can be connected via Bluetooth connection.

If you try to make a Bluetooth connection with the headset by operating the third device, the Bluetooth connection with the last device that played music will be maintained, and the Bluetooth connection with the other device will be disconnected. Then a Bluetooth connection between the third device and the headset is established.

Music playback when the headset is connected to 2 devices via Bluetooth connections

- When playing music by operating the headset, the music is played from the device that played last.
- If you want to play music from the other device, stop playback on the device that is playing the music, and start playback by operating the other device.
Even if you start playback by operating the second device while playing music on the first device, the music from the first device will continue to be heard via the headset. In this state, if you stop playback on the first device, you can listen to music from the second device via the headset.

Talking on the phone when the headset is connected to 2 devices via Bluetooth connections

- When the headset is connected to 2 smartphones, etc. via Bluetooth connections simultaneously, both devices will be in standby mode.
- When an incoming call arrives to the first device, a ring tone is heard via the headset. When an incoming call arrives to the second device while talking on the headset, a ring tone is heard via the second device.
If you finish the call on the first device, the ring tone from the second device will be heard via the headset.

[Go to Page Top](#)

Using the noise canceling function

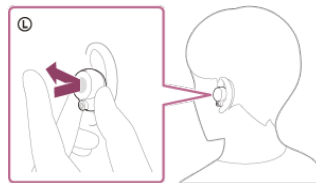
If you use the noise canceling function, you can enjoy music without being disturbed by ambient noise.

1. Remove the headset from the charging case and then put the headset units into your ears.

When you turn the headset on for the first time after purchase or just after initializing the headset, the noise canceling function is turned on automatically when you put the headset units into your ears.

Any changes made to the settings are retained from this point on.

2. Tap the touch sensor on the left unit to change the settings of the noise canceling function.



Each time you tap, the function switches as follows.

Ambient Sound Mode: ON

You will hear the voice guidance say, "Ambient sound".



Noise canceling function: ON

You will hear the voice guidance say, "Noise canceling".

About the instruction manual video

Watch the video to find out how to use the noise canceling function.

https://rd1.sony.net/help/mdr/mov0023/h_zz/

Hint

- You can also turn on/off the noise canceling function and change the settings of the noise canceling function and Ambient Sound Mode with the “Sony | Headphones Connect” app.
- You can select one of the following on the “Sony | Headphones Connect” app to set how you want the functions to change when you tap the left unit of the headset.
 - Noise canceling function: ON ➡ Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
 - Noise canceling function: ON ➡ Ambient Sound Mode: ON
 - Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
 - Noise canceling function: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
- When only one unit of the headset is worn, the Ambient Sound Mode is set to ON, even if the headset was set to the noise canceling function when you used the headset last. Putting on both headset units will automatically turn on the noise canceling function.

Note

- The headset cannot fully perform the noise canceling function unless the supplied earbud tips are used.
- If the headset is not worn properly on your ears, the noise canceling function may not work correctly. Put the headset properly into your ears.

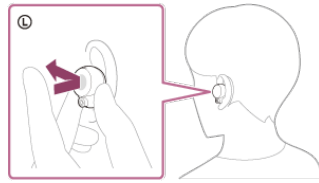
[Go to Page Top](#)

Listening to ambient sound during music playback (Ambient Sound Mode)

You can hear ambient sound through the microphones embedded in the left and right units of the headset while enjoying music.

To activate the Ambient Sound Mode

Tap the touch sensor on the left unit while the noise canceling function is on.



To change the setting of the Ambient Sound Mode

You can change the settings of the Ambient Sound Mode by connecting the smartphone (with the “Sony | Headphones Connect” app installed) and the headset via Bluetooth connection.

Voice focus: Unwanted noise will be suppressed while announcements or people’s voices are picked up, allowing you to hear them as you listen to music.

To turn off the Ambient Sound Mode

Tap the touch sensor on the left unit to turn off the Ambient Sound Mode.

Each time you tap, the function switches as follows.

Noise canceling function: ON

You will hear the voice guidance say, “Noise canceling”.



Ambient Sound Mode: ON

You will hear the voice guidance say, “Ambient sound”.

About the instruction manual video

Watch the video to find out how to use the Ambient Sound Mode.

https://rd1.sony.net/help/mdr/mov0023/h_zz/

Hint

- Ambient Sound Mode settings changed with the “Sony | Headphones Connect” app are stored in the headset. You can enjoy music with the stored settings of the Ambient Sound Mode even when the headset is connected to other devices which do not have the “Sony | Headphones Connect” app installed.
- You can select one of the following on the “
Sony | Headphones Connect
” app to set how you want the functions to change when you tap the left unit of the headset.

- Noise canceling function: ON ➡ Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
- Noise canceling function: ON ➡ Ambient Sound Mode: ON
- Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
- Noise canceling function: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF

Note

- Depending on the ambient condition and the type/volume of audio playback, the ambient sound may not be heard even when using the Ambient Sound Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds such as on a road with car and bicycle traffic.
- If the headset is not worn properly, the Ambient Sound Mode may not work correctly. Twist the headset to put it into your ears properly.
- Do not cover the microphones on the left and right units of the headset with your hands. If they are covered, the effect of noise canceling function or Ambient Sound Mode may not perform properly, or a beeping sound (feedback) may occur. If any of this is the case, remove your hands, etc. from the left and right microphones.

This headset is equipped with the function to detect a beeping sound (feedback) and cancel the sound in a short time.

In rare cases, the noise canceling function or the Ambient Sound Mode may temporarily stop in reaction to a high note such as an alarm or an electronic sound, but the noise canceling function or the Ambient Sound Mode will automatically return in about a second.

- If the Ambient Sound Mode is enabled in a rather noisy environment, a noise may be heard. This is not a malfunction. In this case, set the noise canceling function to ON or set the noise canceling function and the Ambient Sound Mode to OFF.

[Go to Page Top](#)

How to find my lost WF-1000XM4 earbud

headphones

Use the Google™ Find My Device app* to find the location of your WF-1000XM4 earbud headphones.

* Download the app at Google Play™ Store. Network services, content, operating system, and software are subject to terms and conditions and may be changed, interrupted, or discontinued at any time and may require fees, registration, and credit card information.

About the voice guidance

In the factory settings, when the headset is worn on your ears, you will hear the English voice guidance via the headset.

You can change the language of the voice guidance and turn on/off the voice guidance using “Sony | Headphones Connect” app. For more details, refer to the “Sony | Headphones Connect” app help guide.

https://rd1.sony.net/help/mdr/hpc/h_zz/

You will hear voice guidance from the left and right units of the headset at the same time in the following situations.

- When entering pairing mode: “Bluetooth pairing”
- When establishing a Bluetooth connection: “Bluetooth connected”
- When disconnecting a Bluetooth connection: “Bluetooth disconnected”
- When turning on the noise canceling function: “Noise canceling”
- When turning on the Ambient Sound Mode: “Ambient sound”
- When turning off the noise canceling function and Ambient Sound Mode: “Off”
- When the Google Assistant is not available on the smartphone connected to the headset even if you operate the touch sensor on the headset unit to which the Google Assistant feature is assigned: “The Google Assistant is not connected”
- When the Google Assistant is not available during software update: “The Google assistant is not available during update. Please wait a moment until the update completes.”
- When Amazon Alexa is not available on the smartphone connected to the headset even if you

operate the touch sensor on the headset unit to which the Amazon Alexa feature is assigned:
“Either your mobile device isn’t connected; or you need to open the Alexa App and try again”

You will hear voice guidance from the left and right units of the headset in the following situations. When only one unit of the headset is worn on your ear, you will hear voice guidance from the headset unit you are wearing.

- When the headset is turned on: “Power on”
- When powering off with the “Sony | Headphones Connect” app: “Power off”
- When informing the remaining battery charge of the headset: “Battery about XX %” (The “XX” value indicates the approximate remaining charge. Use it as a rough estimate.) / “Battery fully charged”
- When the remaining battery charge of the headset is low: “Low battery, please recharge headset”
- When automatically turning off due to low battery of the headset: “Please recharge headset. Power off”

Note

- It takes about 20 minutes when you change the language of the voice guidance.
- When you initialize the headset to restore the factory settings after you change the language of the voice guidance, the language will also return to the factory setting.
- If the voice guidance is not heard after changing the voice guidance language or updating the software of the headset, set the headset into the charging case to turn it off, then remove the headset from the charging case to turn it on again.

Replacing the earbud tips

M-sized earbud tips come attached to the left and right units of the headset at the time of purchase.

If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain proper sound qualities, noise canceling effects, or call performances.

If any of this is the case, try the following.

- Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips,

try the earbud tip sizes in order from the larger ones to the smaller ones. The size of the left and right earbud tips may be different. The “Sony | Headphones Connect” app will help you to determine which earbud tips are most suitable for you to achieve the optimal noise cancellation effect.

- Check if the headset is properly worn on your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.

Noise isolation earbud tips

The size of the earbud tips can be determined based on the color of the inside of the earbud tips.

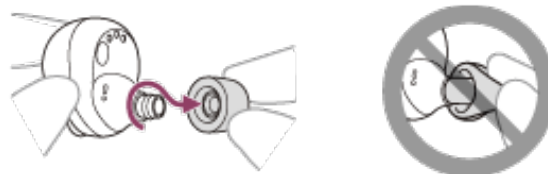


S size: orange

M size: green

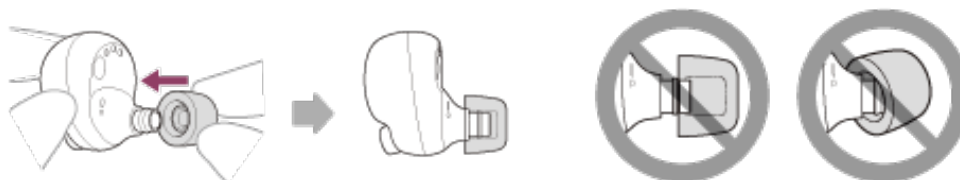
L size: light blue

1. Remove the earbud tip.



- Do not pinch the end of the earbud tip when removing it.

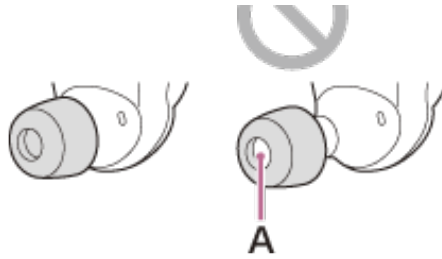
2. Attach the earbud tip.



- Firmly insert the earbud tip all the way. Do not attach the earbud tip in a loose or skewed manner.

3. Be sure to confirm that the stem color (orange, green or light blue) of the earbud tip cannot be seen.





A: Stem

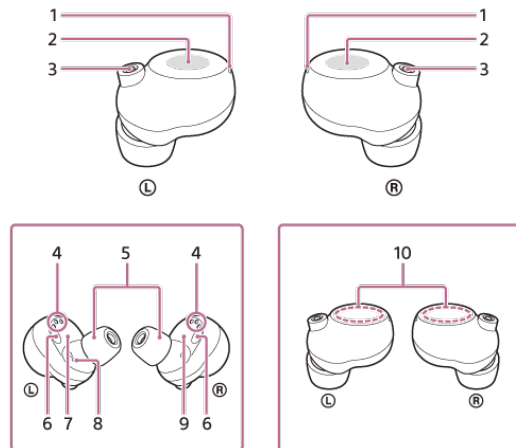
- The inside will be easy to see when illuminated by the light.

Note

- The earbud tips deteriorate through long-term use and storage. When there are cracked, peeled, or chipped portions, refrain from using them.
If the earbud tips deteriorate, they cannot achieve proper sound qualities or noise canceling effects, and can cause injuries or diseases as the earbud tips may come off and remain in the ear.
- As the earbud tips fit more snugly in your ears, you may feel a strain to your ears. If you experience discomfort, discontinue use.
- Do not pull on the polyurethane foam portion of the earbud tip. If it is separated from the earbud tip, it will not function.
- Do not subject the polyurethane foam portion of the earbud tip to pressure for over long periods of time. It may cause deformation and it may be difficult to return the earbud tip to the original shape.
- When the earbud tips become dirty, do not wash them in water, and wipe off the dirt using a dry cloth. Do not use alcohol, etc. Doing so may quicken the deterioration.
- When the earbud tips get soaked, drain the liquid well, and make sure that the earbud tips are dried before use or storage.
- The varying sizes of the holes on the polyurethane foam portion of the earbud tip have no effect on the sound quality.
- You may hear a cracking noise in your ears when wearing the headset. However, this is not a malfunction.
- The foam materials may become firm at a low temperature. Warm the earbud tips a little with your hands before use.
- When the environmental temperature or usage temperature is high, the polyurethane foam may take time to return to its original shape.
- If you feel that the bass sound has become insufficient (or that the sound quality has deteriorated), exchange the earbud tips with new ones.

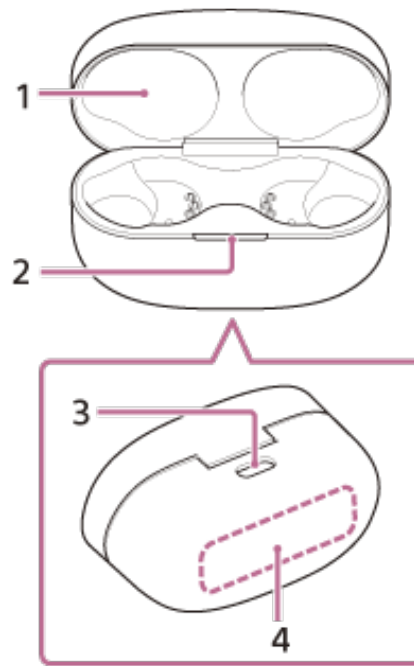
Location and function of parts

Headset



1. Microphones (left, right)
2. Touch sensors (left, right)
3. Microphones (left, right)
4. Charging ports (left, right)
5. Earbud tips (left, right)
6. IR sensors
7. **L** (left) mark
8. Tactile dot
There is a tactile dot on the left unit.
9. **R** (right) mark
10. Built-in antennas (left, right)
A Bluetooth antenna is built into each left or right unit of the headset.

Charging case



1. Lid
 2. Indicator
Shows the charging state.
 3. USB Type-C port
Using the supplied USB Type-C cable, connect the charging case to a computer or to an AC outlet via a commercially available USB AC adaptor to simultaneously charge both the headset and the charging case.
 4. Contact surface for the Qi charging
-

Using Amazon Alexa

By using the Amazon Alexa app installed on your smartphone, you can speak to the headset's microphones to operate the smartphone or perform a search.

Compatible smartphones

- The OS version which supports the latest version of the Amazon Alexa app on Android or iOS
- Installation of the latest

Amazon Alexa

app is required.

1. Open the app store on your mobile device.
 2. Search for Amazon Alexa app.
 3. Select Install.
 4. Select Open.
1. Put the headset units into your ears and connect the headset to the smartphone via Bluetooth connection.
 2. Launch the Amazon Alexa app.

Amazon Alexa can be assigned as a touch sensor function of the headset unit to which the music playback function is assigned. You can change the function assignments to the touch sensors of the left and right units using the “Sony | Headphones Connect” app.

When you use Amazon Alexa for the first time, you will need to login with your Amazon account, and proceed to step 3 to set up your headset to the Amazon Alexa app.

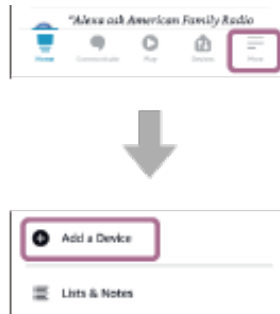
If you have already set up Amazon Alexa before, but have configured the touch sensor on the right unit of the headset to a function other than Amazon Alexa, refer to the hint section below to reconfigure the touch sensor on the left unit of the headset to Amazon Alexa.

3. Perform the initial setup for Amazon Alexa.

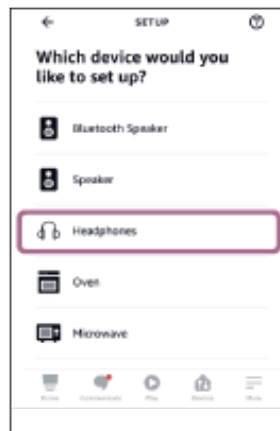
1. Touch the [More] icon in the lower right corner of the

Amazon Alexa

app screen, and touch [Add a Device].



2. On the [] screen, select [Headphones].



3. From [AVAILABLE DEVICES] on the [Select your device] screen, select [WF-1000XM4].



If you cannot find [WF-1000XM4] in [AVAILABLE DEVICES], the headset is not connected to the account being used. Please try the connection. Connect the headset to the account being used.

the smartphone via Bluetooth connection. Connect the headset to the smartphone via Bluetooth connection.

4. On the [

Set up Alexa on your

WF-1000XM4

] screen, touch [

CONTINUE

].



5. If the [

This will override the current voice assistant on this accessory

] screen appears, touch [

CONTINUE

].



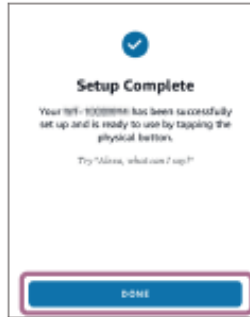
6. On the [

Setup Complete

] screen, touch [

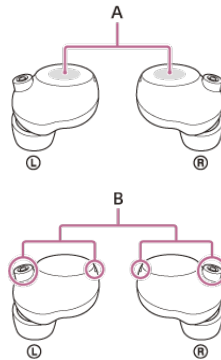
DONE

].



Once the initial setup is complete, the function of the touch sensor on the right unit of the headset (or the left unit if only the left unit of the headset was worn for the initial setup) is changed to Amazon Alexa.

4. Say the wake word (*) (“Alexa”) or operate the touch sensor on the headset unit to which the Amazon Alexa feature is assigned to use Amazon Alexa.



A: Touch sensors (left, right)

B: Microphones (left, right)

- Hold your finger to the touch sensor to input a voice command.

Example:

“What is the weather”

“Play music (**)”

- If there is no voice, it will be automatically canceled.

*To set the wake word, enable [Activate Voice Assistant with your Voice] with the “Sony | Headphones Connect” app.

**Need Amazon or Prime Music subscription.

For details on Amazon Alexa and its capability, refer to the following website:

<https://www.amazon.com/b?node=16067214011>

Hint

- When you set up the headset to Amazon Alexa, the touch sensor on the right unit of the headset (or on the left unit if only the left unit of the headset was worn for the initial settings) will be automatically configured for Amazon Alexa. You can restore the touch sensor back to its previous functions by changing its settings on the “Sony | Headphones Connect” app. Similarly, you can reconfigure the touch sensor back to Amazon Alexa if you have previously connected to Amazon Alexa, but have changed to another function.
- Check or update the software version of the headset with the “Sony | Headphones Connect” app.
- When Amazon Alexa is not available for reasons such as not being connected to the network, the voice guidance “Either your mobile device isn’t connected; or you need to open the Alexa App and try again” is heard from both units of the headset.
- The Amazon Alexa feature can be assigned to the headset unit with the touch sensor that has the music playback function assigned. When you want to use the Amazon Alexa feature on either unit of the headset, assign the music playback function to the headset unit you want to use, and then assign the Amazon Alexa feature.
On the headset unit to which the music playback function is not assigned, the Amazon Alexa feature cannot be used. You can change the function assignments to the touch sensors of the left and right units using the “Sony | Headphones Connect” app.

Note

- The Amazon Alexa feature and the Google Assistant feature cannot be assigned to the headset at the same time.
 - You can use the Amazon Alexa feature when you are wearing only one unit to which the Amazon Alexa feature is assigned on your ear. When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned. Check the setting of the headset with the “Sony | Headphones Connect” app.
 - Amazon Alexa is not available in all languages and countries/regions. Alexa features and functionality may vary by location.
-

What you can do with the “Sony | Headphones Connect” app

When you connect the smartphone with the “Sony | Headphones Connect” app installed and the headset via Bluetooth connection, you can do the following.

- Update the headset software
- Switch the voice guidance language
- Turn the voice guidance on/off
- Change the function of the touch sensor
- Set the Bluetooth connection mode (sound quality mode)
- Turn off the headset
- Set the wearing detection automatic music playback pause/resume function
- Set the wearing detection automatic power off function
- Turn the wake word of Amazon Alexa on/off
- Switch the multipoint connection (Connect the headset to 2 devices simultaneously) on/off setting
- Change the device connected in a multipoint connection
- Initialize the headset
- Assist to determine the optimal earbud tips
- Check the headset software version
- Display the Bluetooth connection codec
- Display the remaining battery charge of the headset
- Display the remaining battery charge of the charging case
- Display the popup message to urge charging (when the remaining battery charge of the charging case is low)
- Select the Equalizer/CLEAR BASS setting
- Customize the Equalizer setting
- Set the DSEE Extreme (completion for high-range sound) function
- Adjust the noise canceling function and Ambient Sound Mode (ambient sound control)
- Select the switching pattern when switching the noise canceling function/Ambient Sound Mode on the headset
- Use auto adjustment of the noise canceling function by behavior recognition (Adaptive Sound Control)
- Set the automatic wind noise reduction function
- Enable/disable the automatic audio detection for Speak-to-Chat and set it up
- Play/pause music or skip to the beginning of the previous track (or the current track during playback)/skip to the beginning of the next track

playback, skip to the beginning of the next track

- Adjust the volume during music playback/phone call
- Easy pairing

For details on the “Sony | Headphones Connect” app, refer to the following URL.

https://rd1.sony.net/help/mdr/hpc/h_zz/

Hint

- The operation of the “Sony | Headphones Connect” app differs depending on the audio device. The app specifications and screen design may change without prior notice.
-

On water resistant performance of the headset

On water resistant performance of the headset

- The charging case is not water resistant.
- The water resistant specifications of this headset are equivalent to IPX4 in IEC 60529 “Degrees of protection against ingress of water (IP Code)”, which specifies the degree of protection provided against the entry of water. The headset cannot be used in water. Unless the headset is used correctly, water may get into the headset and cause fire, electrocution, or malfunctions. Note the following cautions carefully and use the headset correctly.
IPX4: Protected against water splashing from any direction.
- The sound conduits (sound output tubes), air holes, and microphone holes (in 2 locations) of the headset are not completely watertight.

If any water droplets are left in the sound conduits, air holes, or microphone holes (in 2 locations), the following symptoms may occur temporarily, but they are not malfunctions.

- Sounds become difficult to hear.
- The noise canceling effect is weakened.
- Unusual sounds are heard.
- Voices during phone calls become difficult to hear.

Liquids that the water resistant performance specifications apply to

Applicable:**Fresh water, tap water, perspiration**

Not applicable:

Liquids other than those above (examples: soapy water, detergent water, water with bath agents, shampoo, hot spring water, hot water, pool water, seawater, etc.)

The water resistant performance of the headset is based on measurements performed by Sony under the conditions described above. Note that malfunctions resulting from water immersion caused by customer misuse are not covered by the warranty.

To maintain water resistant performance

Carefully note the precautions below to ensure proper use of the headset.

- Do not splash water forcibly into the sound output holes.
- Do not drop the headset into water, and do not use underwater.
- Do not allow the headset to remain wet in a cold environment, as the water may freeze. To prevent malfunction, make sure to wipe off any water after use.
- Do not place the headset in water or use it in a humid place such as a bathroom.
- Do not drop the headset or expose it to mechanical shock. Doing so may deform or damage the headset, resulting in deterioration of water resistance performance.
- If the headset gets wet,
 1. Use a soft dry cloth to wipe off any water that gets on the headset.
 2. Remove the earbud tips, position the sound conduits and the air holes downward, and shake several times to get the water out.
 3. Turn the microphone holes (in 2 locations) downward and gently tap them about 5 times on a dry cloth, etc. to remove any water collected inside.
 4. After completing these steps, leave the headset to dry in room temperature.
- If the headset units are charged while they are wet with sweat, etc., the charging ports will corrode. Before charging, wipe off any moisture with a soft dry cloth and leave to dry in room temperature.





- When the charging ports of the headset or charging case get dirty, wipe them clean with a soft dry cloth.
- Do not wash pants or shirts with the headset units left in the pockets.



- If the headset is cracked or deformed, refrain from using the headset near water, or contact your nearest Sony dealer.

SPECS

Specifications

Headset

Power source:

DC 3.85 V: Built-in lithium-ion rechargeable battery

DC 5 V: When charged using USB

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Charging time:

Approx. 1.5 hours (headset)

Approx. 3 hours (charging case)

Mass:

Approx. 7.3 g × 2 (0.26 oz × 2) (headset only (including M size of earbud tips))

Approx. 41 g (1.45 oz) (charging case)

Communication specifications

Communication system:

BLUETOOTH Specification version 5.2

Output:

BLUETOOTH Specification Power Class 1

Maximum communication range:

Line of sight approx. 10 m (30 ft) (*1)

Radio frequency:

2.4 GHz band (2.4000 GHz to 2.4835 GHz)

Compatible BLUETOOTH profiles (*2):

A2DP/AVRCP/HFP/HSP

Supported codec (*3):

SBC

AAC

LDAC

Transmission bandwidth (A2DP):

20 Hz to 20,000 Hz (with 44.1 kHz for sampling)

20 Hz to 40,000 Hz (with LDAC 96 kHz for sampling, at 990 kbps)

*1 The communication range is a rough estimate. The communication range may differ depending on surrounding conditions.

*2 BLUETOOTH standard profiles indicate the purpose of BLUETOOTH communication between devices.

*3 Audio signal compression and conversion format

Design and specifications of the headset are subject to change without notice.

Compatible iPhone/iPod

iPhone SE (2nd generation), iPhone 11 Pro Max, iPhone 11 Pro, iPhone 11, iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8 Plus, iPhone 8, iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone 5s, iPod touch (7th generation), iPod touch (6th generation)

* As of February 2021

Note

- The charging time may differ depending on the conditions of use.

ONLINE TROUBLESHOOTING

<https://helpguide.sony.net/mdr/wf1000xm4/v1/en/contents/TP1000240497.html>

- - [What can I do to solve a problem?](#)
 - Power/Charging
 - Sound
 - Bluetooth connection
 - Others
 - [Resetting the headset](#)

- - resetting the headset
 - Initializing the headset to restore factory settings