

Wireless Noise Canceling Stereo Headset
WH-1000XM4C



Model: YY3013

Quick Start Guide

Find your fit

[Wearing the headset](#)

Download the app, and set up the headset

Many useful features are out there in your device. Download the “Sound Connect” app and get the most out of what you have.

For the main features available with the “Sound Connect” app, see [“Using the “Sound Connect” app”](#).



Sound Connect

Let's start to use

1



Turning on the headset

Press and hold the power button for about 2 seconds or more until the indicator flashes in blue and the notification sounds. The headset turns on. The headset enters pairing mode automatically when you turn on the headset for the first time after purchase.

The power button is located on the left unit.

2

Establishing a BLUETOOTH® connection



Follow the downloaded “Sound Connect” app instructions.

3

Operating the headset



You can use the touch sensor control panel to perform the following actions.

- Tap twice quickly: Play/Pause
- Swipe forward and release: Skip to the beginning of the next track
- Swipe backward and release: Skip to the beginning of the previous track (or the current track during playback)
- Swipe up and release: Increase the volume
- Swipe down and release: Lower the volume

The touch sensor control panel is located on the flat surface on the exterior of the right unit.

For more details on the operating procedure, refer to “Controlling the audio device (BLUETOOTH connection)”.

To prevent burning or malfunction due to getting wet

The headset is not waterproof.

If the headset is charged while it is wet with rain or sweat, this can result in burnout or malfunction.

Note

- If you put on the headset without adjusting the headband slider, the headset may not be positioned properly on your head, resulting in discomfort or a weak noise canceling effect.
The wearing detection function of the headset may also not work properly and cause music playback to stop automatically or activate the automatic power off function (the battery saving function) to automatically turn off the headset.

Related information

[Wearing the headset](#)

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

[Charging](#)

What you can do with the headset

[Using the headset](#)

[Using the “Sound Connect” app](#)

Getting started

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Supplied accessories

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Parts and controls

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- [Wearing the headset](#)

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- [About the touch sensor control panel](#)

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Power/Charging

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Making connections

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

Easy setup with app

- [Connecting with the “Sound Connect” app](#)

Android™ smartphone

- [Pairing and connecting with an Android smartphone](#)

- [Connecting to a paired Android smartphone](#)

iPhone (iOS devices)

- [Pairing and connecting with an iPhone](#)

- [Connecting to a paired iPhone](#)

Computers

- [Pairing and connecting with a computer \(Windows® 11\)](#)

- [Pairing and connecting with a computer \(Mac\)](#)

- [Connecting to a paired computer \(Windows 11\)](#)

- [Connecting to a paired computer \(Mac\)](#)

Other BLUETOOTH devices

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

- [Connecting to a paired BLUETOOTH device](#)

Multipoint connection

- [Connecting the headset to 2 devices simultaneously \(multipoint connection\)](#)

[Disconnecting BLUETOOTH connection \(after use\)](#)

[Using the supplied headphone cable](#)

Listening to music

Listening to music via a BLUETOOTH connection

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

- [Controlling the audio device \(BLUETOOTH connection\)](#)

- [About 360 Reality Audio](#)

Noise canceling function

- [What is noise canceling?](#)

- [Using the noise canceling function](#)

- [Optimizing the noise canceling function according to the wearing conditions \(NC Optimizer\)](#)

Listening to ambient sound

- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)

- [Listening to ambient sound quickly \(Quick Attention Mode\)](#)

- [Speaking with someone while wearing the headset \(Speak-to-Chat\)](#)

Making phone calls

[Receiving a call](#)

[Making a call](#)

[Functions for a phone call](#)

[Making a video call on your computer](#)

Using the voice assist function

[Using the voice assist function \(Google™ app\)](#)

[Using the voice assist function \(Siri\)](#)

Important information

[Precautions](#)

[Supported codecs](#)

[How to keep the software up-to-date \(for comfortable use of the headset\)](#)

[To prevent burning or malfunction due to getting wet](#)

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Troubleshooting

[Troubleshooting](#)

[Resetting the headset](#)

[Initializing the headset to restore factory settings](#)

Specifications

[Specifications](#)

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Using the headset

For functions with detailed operating procedures described in the Help Guide, refer to the Related Topic at the bottom of the page.

BLUETOOTH connection

You can connect to devices such as a smartphone or computer via BLUETOOTH.

Playing music from a device via a BLUETOOTH connection

You can enjoy music wirelessly from BLUETOOTH-connected devices such as a smartphone or computer.



Making calls via a BLUETOOTH-connected device

You can make wireless calls using BLUETOOTH-connected devices such as a smartphone or computer.



Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Connecting the headset to 2 devices simultaneously \(multipoint connection\)](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Controlling the audio device \(BLUETOOTH connection\)](#)

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Using the “Sound Connect” app

Install the “Sound Connect” app on your smartphone from the Google Play™ store or App Store.



Service information linked with the features of the “Sound Connect” app

<https://www.sony.net/supported-servicelink>
[sony.net/servicelink](https://www.sony.net/servicelink)

- The services that can be linked differ depending on the countries and regions.
- The specifications of the services that can be linked are subject to change, suspension or termination without notice.

The following functions can be operated and set using the “Sound Connect” app.

For functions with detailed operating procedures described in the Help Guide, refer to the Related Topic at the bottom of the page.

The following can be accessed from the [My Device] tab.

Headset controls and status display

- Displaying the remaining battery charge (headset)

Ambient Sound Control

The modes of the noise canceling function and ambient sound function can be adjusted.

Adaptive Sound Control

The headset adjusts the noise canceling function automatically based on detected actions.

Speak-to-Chat

Automatic audio detection for Speak-to-Chat can be enabled or disabled, and its settings can be configured.

Equalizer

Set sound quality from presets. You can also set sound quality customized to your preferences.

DSEE Extreme

Using AI (Artificial Intelligence) technology, the headset improves high-range sound reproduction. It upscales CD and compressed audio files to high-resolution quality, reproducing a dynamic and clear sound.

Note

- When DSEE Extreme is set to [Auto], the available operating time is reduced.

360 Reality Audio

Set up the 360 Reality Audio.

BLUETOOTH Connection Quality

You can set whether to prioritize sound quality or stable connection.

- [Prioritize Sound Quality]: Prioritizes the sound quality.
- [Prioritize Stable Connection]: Select this option when the connection is unstable, such as when frequent sound interruptions occur.

Change Quick Access services

Set the service to be assigned to Quick Access.

Touch sensor control panel

Enables or disables operation on the touch sensor control panel.

Pause when headphones are removed

Set the function to automatically pause and resume music playback based on wearing-detection.

Automatic Power Off

Set the function to automatically power off based on wearing-detection. When enabled, power consumption increases.

Notification & Voice Guide

Switch the notification sounds and voice guidance on or off. Set the language and volume for the voice guidance as well.

Software version

Display the headset software version.

Update Software

Set how to update the headset software.

The following can be accessed from the [Discover] tab.

Listening History

It records and displays usage history, such as headset activity and the songs you have listened to, allowing you to review your listening experience.

The following can be accessed from the [Menu] tab.

Help

Display support information for the headset.

Note

- The operating instructions and screen displays of the “Sound Connect” app are subject to change without prior notice due to future updates.

Related Topic

- [Using the noise canceling function](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)
- [Speaking with someone while wearing the headset \(Speak-to-Chat\)](#)
- [About 360 Reality Audio](#)
- [Using Quick Access](#)
- [About the touch sensor control panel](#)
- [Wearing the headset](#)
- [About the voice guidance](#)
- [How to keep the software up-to-date \(for comfortable use of the headset\)](#)

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About the voice guidance

You will hear the following voice guidances depending on the operating procedure performed and the headset status. In the factory settings, when you put the headset on your ears, you will hear the voice guidance in English, Chinese, or Japanese.

You can change the language of the voice guidance and turn on or turn off the voice guidance using “Sound Connect” app.

“Pairing”

- When you put the headset on your ears and the headset enters pairing mode automatically:
The headset enters pairing mode automatically in the following cases.
 - When you pair the headset with a device for the first time after purchasing the headset
 - When there is no pairing information, such as after initialization, and you put the headset on your ears
- When you manually set the headset to pairing mode and put the headset on your ears

“Low battery”

- When the remaining battery charge of the headset is low

“Battery is empty”

- When automatically turning off due to low battery of the headset

“Battery about XX %” / “Battery fully charged”

- When informing the remaining battery charge:
The “XX” value indicates the approximate remaining charge. This is a rough estimate.

“Voice guidance test”

- When setting the voice guidance volume

“Optimizer start”

- When you start the NC Optimizer

“Optimizer finished”

- When the NC Optimizer finishes

“App assigned to the Quick Access is not launched on the mobile device”

- When the corresponding app does not start even if the noise canceling/Ambient Sound Mode button is pressed when Quick Access is set to the noise canceling/Ambient Sound Mode button

“The Quick Access is not available. Please open the Sound Connect and check the Service settings.”

- When the usage conditions are not met during Quick Access use

Note

- Changing the language of the voice guidance takes up to 10 minutes.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will also return to the factory settings.
- If the voice guidance is not heard, turn off the headset. Then, turn it back on again.

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Included items

After opening the package, check that all of the items in the list are included. If any items are missing, consult the Sony support contact or your nearest Sony dealer.

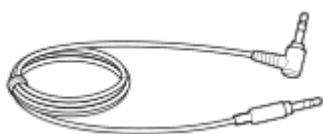
Numbers in parentheses indicate the number of items.

Wireless Noise Canceling Stereo Headset (1)

USB Type-C® cable (USB-A to USB-C®) (1) (Models for Chinese mainland)



Headphone cable (1)



Carrying case (1)



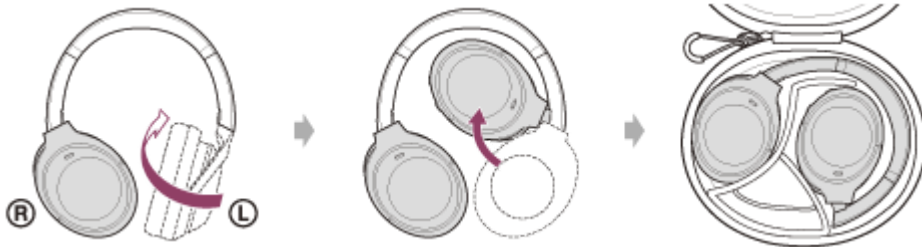
Documents (1 set)

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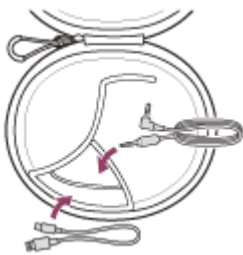
Setting the headset in the carrying case

When you have finished using the headset, rotate the left and right units to flatten the headset, fold one unit toward the headband, and store them in the supplied carrying case.



To store the cables

Put the cables in the holder separated by the divider in the carrying case.



Note

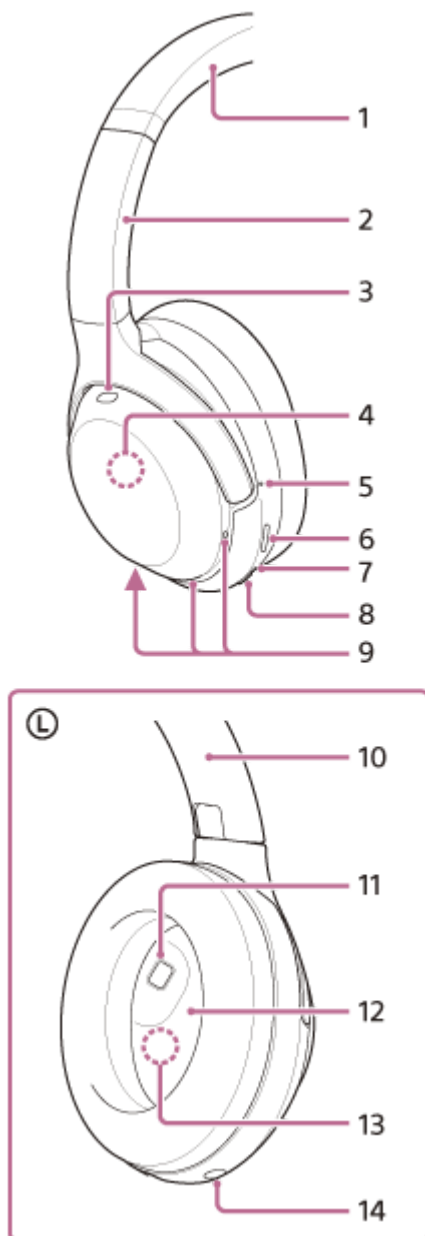
- External force beyond the range of normal use, such as turning the unit's rotary axis or other moving parts to the opposite side of the normal direction or dropping the headset, may cause damage. The warranty does not cover malfunctions caused by damage due to improper handling.

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Location and function of parts

Left unit

The noise canceling/Ambient Sound Mode button, the power button, and the headphone cable input jack are located on the left unit.

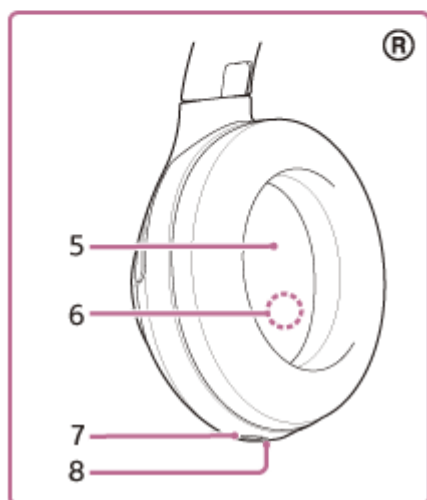
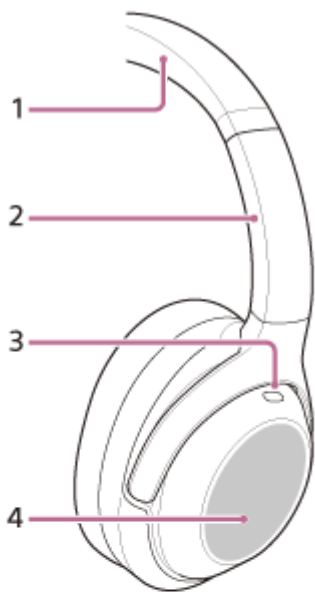


1. Headband
2. Headband slider
Slide to adjust the length of the headband.
3. Noise canceling function microphone (external)
Picks up the sound of the noise when the noise canceling function is in use.
4. Built-in antenna
A BLUETOOTH antenna is built into the headset.

5. Tactile dot
6. Noise canceling/Ambient Sound Mode button
NC/AMB: Noise canceling/Ambient Sound Mode mark
7. Indicator (red/blue)
Lights up in red or blue to indicate the power or communication status of the headset.
8. Power/BLEETOOTH button
⏻ : Power mark
📶 : BLEETOOTH mark
9. Voice pickup microphones
Pick up the sound of your voice when talking on the phone or using the Speak-to-Chat mode.
10. Serial number
It is located on the inside of the headband slider.
11. Proximity sensor
Detects whether the headset is worn on the ears.
12. L (left) mark
13. Noise canceling function microphone (internal)
Picks up the sound of the noise when the noise canceling function is in use.
14. Headphone cable input jack
Connects a music player or other device with the supplied headphone cable. Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you may not hear the sound properly.

Right unit

The USB Type-C port is located on the right unit. The touch sensor control panel is located on the flat surface of the exterior of the right unit.



1. Headband

2. Headband slider

Slide to adjust the length of the headband.

3. Noise canceling function microphone (external)

Picks up the sound of the noise when the noise canceling function is in use.

4. Touch sensor control panel

It is located on the flat surface on the exterior of the right unit.

You can use the touch sensor control panel to perform operations such as music playback remote control of the BLUETOOTH device.

5. R (right) mark

6. Noise canceling function microphone (internal)

Picks up the sound of the noise when the noise canceling function is in use.

7. USB Type-C port

Connects the headset to an AC outlet with a USB AC adaptor or to a computer with a USB Type-C cable to charge the headset.

8. Charging indicator (red)

Lights up in red while charging.

Related Topic

- [About the indicator](#)
- [Checking the remaining battery charge](#)
- [About the touch sensor control panel](#)

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Wireless Noise Canceling Stereo Headset
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About the indicator

You can check various statuses of the headset by the indicator.

● : Turns on in blue

● : Turns on in red

-: Turns off

Power button indicator (blue/red)

Power status

The indicator flashes 2 times in blue.

● - ● -

- When the headset is turned on

The indicator lights up in blue for about 2 seconds.

● - - - -

- When turning off the headset

Indication of the remaining battery charge

The indicator flashes 2 times in blue.

● - ● -

- When the remaining battery charge is displayed and the remaining charge is more than 10%

The indicator repeatedly flashes slowly in red for about 15 seconds.

● - - ● - -

- When the remaining battery charge is displayed and the remaining charge is 10% or less
- When the remaining battery charge becomes low

BLUETOOTH connection status

The indicator repeatedly flashes twice in blue.

● - ● - - - - ● - ● - - - - ● - ●

- When in pairing mode

The indicator repeatedly flashes in blue with an interval of about 1 second.

● - - - - - ● - - - - -

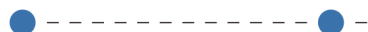
- When the connection is not established

The indicator repeatedly flashes quickly in blue for about 5 seconds.

● - ● - ● - ● - ● - ● - ● - ● - ● -

- When the connection process is completed

The indicator repeatedly flashes in blue with an interval of about 5 seconds.



- When the connection is established

The indicator repeatedly flashes quickly in blue.

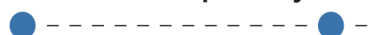


- When a call is incoming

The unconnected and connected status indications automatically turn off after a period of time has passed. They start flashing again for a period of time when an action is performed. When the remaining battery charge becomes low, the indicator starts flashing in red.

Other

The indicator repeatedly flashes in blue with an interval of about 5 seconds.



- When the headset is turned on while the headphone cable is connected
The indicator turns off automatically after a period of time has passed. When the remaining battery charge becomes low, the indicator starts flashing in red.

The indicator repeatedly flashes in red and blue at an interval of about 0.6 seconds.



- Updating software

The indicator flashes 4 times in blue.



- When the initialization process is completed

USB Type-C port charging indicator (red)

Charging status

The indicator lights up in red for about 1 minute, and then turns off.



- When the battery is fully charged when charging starts on the headset

The indicator lights up in red.



- When the headset is charging

The indicator turns off.



- When the battery becomes fully charged and charging is complete

The indicator repeatedly flashes twice in red.



- When the battery temperature of the headset is abnormal

The indicator repeatedly flashes slowly in red.



- When an error occurs while the headset is charging and the headset is not charged

Related Topic

- [Checking the remaining battery charge](#)
- [Initializing the headset to restore factory settings](#)

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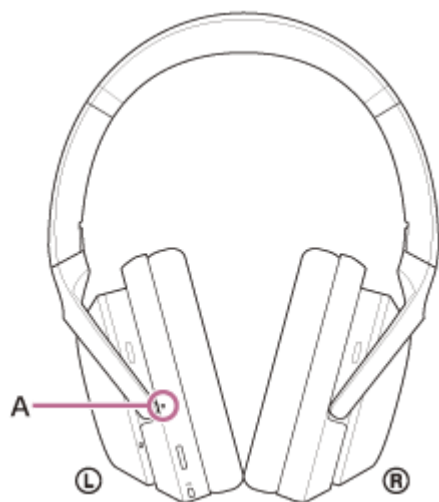
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Wireless Noise Canceling Stereo Headset
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Wearing the headset

1 Check the left and right units of the headset.

There is a tactile dot (A) on the left unit.



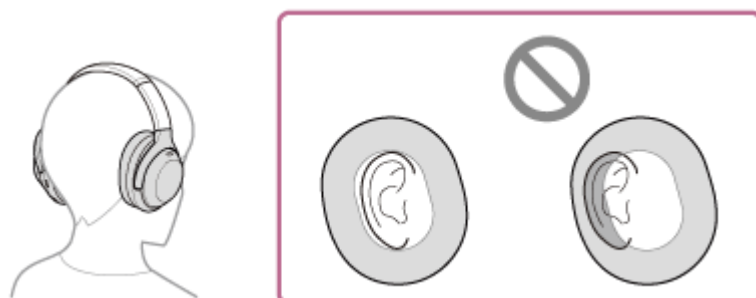
2 Extend the headband slider.

Extend the headband slider to its full length before putting on the headset.



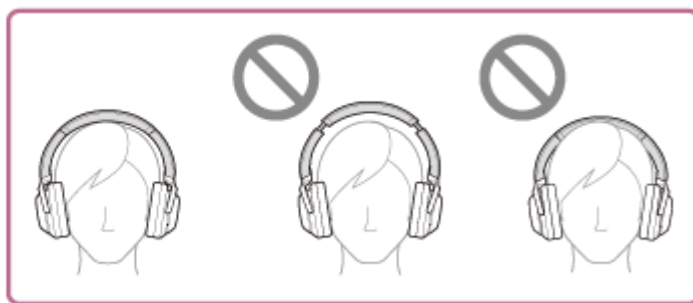
3 Put on the headset.

Put on the headset with the earpads fitting snugly over your ears.



4 Adjust the length of the headband slider.

Adjust the headband slider to a length where the headband touches the top of your head.



5 Adjust the orientation of the units.

Adjust the orientation of the left and right units so that the earpads fit snugly all around your ears.



If you put on the headset without adjusting the headband slider, the headset may not be positioned properly on your head, resulting in discomfort or a weak noise canceling effect.

The wearing detection function of the headset may also not work properly and cause music playback to stop automatically or activate the automatic power off function (the battery saving function) to automatically turn off the headset.

If you feel that the headband does not fit and easily displaces after adjusting the headband slider, adjust the headband slider to a shorter length. This may improve the situation.

When attaching and removing the headset

In the factory settings, the built-in proximity sensor in the left unit detects when the headset is worn on or removed from your ears. When it is detected, the headset automatically controls the touch sensor control panel's action, powering off the headset, pausing music playback, and other functions.

When the headset is worn

- You can use the touch sensor control panel of the headset to play music, make and receive calls, and other actions.

When the headset is removed

- When you listen to music while wearing the headset on your ears, the headset will pause music playback automatically if the headset is removed. When the headset is worn again, the headset resumes music playback.
- In order to save the battery, the headset will automatically turn off after 15 minutes of not being worn.
- When the headset is removed, music playback, making and receiving calls, and other actions cannot be performed even if you tap the touch sensor control panel. This is to prevent the headset from reacting incorrectly. The noise canceling function cannot be used even if you press the noise canceling/Ambient Sound Mode button.
- When you are talking on the headset while wearing the headset on your ears, the call is automatically switched to the smartphone if the headset is removed. When you put the headset on your ears again, the call is switched to the headset.

Hint

- By using the “Sound Connect” app, you can change the settings of the wearing detection automatic music playback pause and resume function and the wearing detection automatic power off function (the battery saving function).

Note

- In the following cases, wearing detection may react incorrectly. When you are not using the headset, turn off the headset.
 - With the headset around your neck, your chin goes into the housing.



- Your hand is placed inside the earpad of the left unit.



- The headset is inside a container such as a bag.



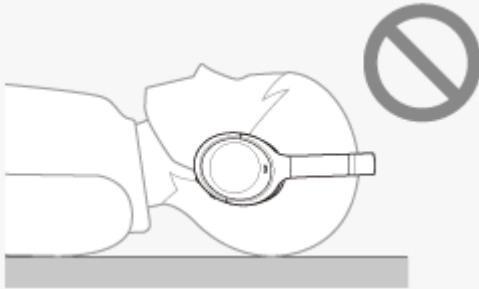
- The headset is hanging on the edge of something such as a bag.



- The headset is on a surface such as a desk.



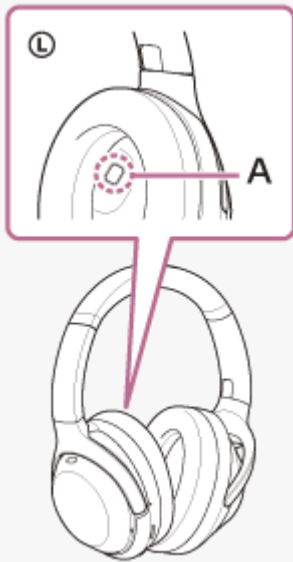
- When you wear the headset with your face up or down as shown below, or when you wear the headset upside down, wearing detection may not work properly, and you may not be able to operate the touch sensor control panel or the noise canceling/Ambient Sound Mode button. Wear the headset correctly while facing forward, or press the power button briefly.
- Wearing the headset while lying down or with your face up



- Wearing the headset with your face down



- When you wear the headset over a cap, cloth, a scarf, or hair, wearing detection may not work properly, and you may not be able to operate the touch sensor control panel. Wear the headset so that your ears are inside the earpads.
- When the supplied headphone cable is connected to the headset, wearing detection does not work.
- The wearing detection automatic music playback pause and resume function is only available when connected via BLUETOOTH connection.
- The connected device or playback application you are using may not support the wearing detection automatic music playback pause and resume function.
- When attaching and removing the headset, the call is switched only when the wearing detection automatic power off function is enabled.
- If the proximity sensor part inside the left unit housing gets fogged up or there are water droplets on it due to condensation or humidity from sweat, etc., wearing detection may not work properly. When the sensor part is fogged up or there are water droplets on it, leave the proximity sensor part facing up until the moisture disappears.



A: Proximity sensor part

- External force beyond the range of normal use, such as turning the unit's rotary axis or other moving parts to the opposite side of the normal direction or dropping the headset, may cause damage. The warranty does not cover malfunctions caused by damage due to improper handling.

Related Topic

- [Using the "Sound Connect" app](#)

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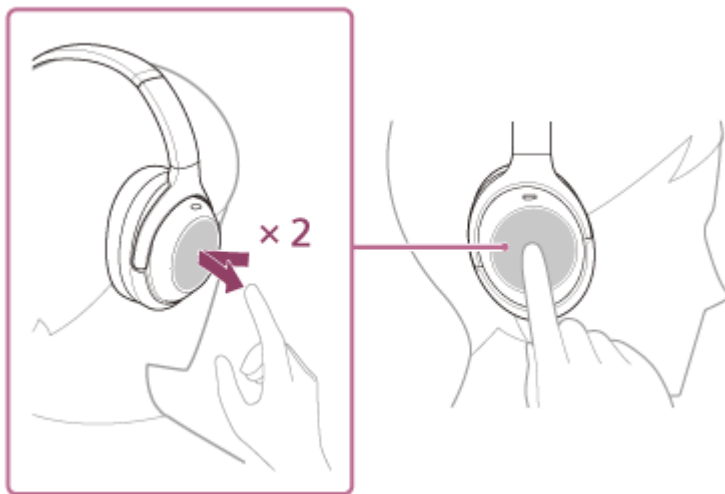
About the touch sensor control panel

Use the touch sensor control panel (A) on the headset for various actions, such as music playback, phone calls, or switching to the Quick Attention Mode.



Main actions

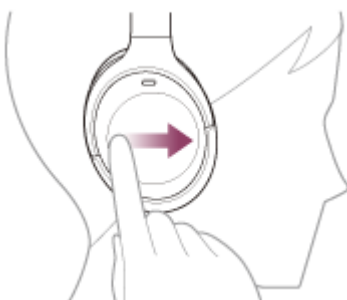
- Tap quickly 2 times at an interval of about 0.4 seconds.



During music playback: Plays or pauses music.

For a phone call: Receives a call when there is an incoming call. Finishes the call during a call.

- Swipe forward and release.



During music playback: Skips to the beginning of the next track. To fast-forward, swipe forward and hold. Release at the desired playback point.

- Swipe backward and release.



During music playback: Skips to the beginning of the previous track (or the current track during playback). To fast-reverse, swipe backward and hold. Release at the desired playback point.

- Swipe up and release.



During music playback/a phone call: Increases the volume. Repeat until the volume reaches the desired level. To continue changing the volume, swipe up and hold. Release at the desired level.

- Swipe down and release.



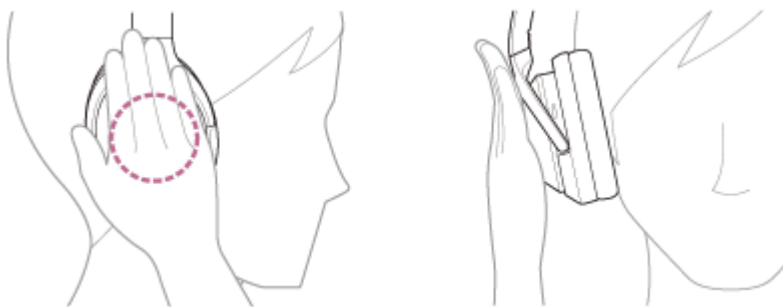
During music playback/a phone call: Lowers the volume. Repeat until the volume reaches the desired level. To continue changing the volume, swipe down and hold. Release at the desired level.

- Hold your finger to the touch sensor control panel.



When using the voice assist function: Starts voice input. To finish voice input, release your finger.

- Touch the entire touch sensor control panel with your hand.



Activates the Quick Attention Mode. To deactivate the Quick Attention Mode, release your hand.

Hint

- You can switch the touch sensor control panel on/off, using the “Sound Connect” app.

Note

- If the communication condition is poor, the BLUETOOTH device may malfunction in response to the operating procedure on the headset.
- The available functions may vary depending on the connected device, the music software, or app used. In some cases, the device may function differently or may not work even if the above operating procedures described are performed.
- In order to prevent the headset from reacting incorrectly, music playback, making and receiving calls, and other actions cannot be performed when not wearing the headset on your ears, even if you tap the touch sensor control panel.

Related Topic

- [Using the “Sound Connect” app](#)
- [Controlling the audio device \(BLUETOOTH connection\)](#)
- [Functions for a phone call](#)
- [Wearing the headset](#)
- [Using the voice assist function \(Siri\)](#)
- [Listening to ambient sound quickly \(Quick Attention Mode\)](#)
- [Receiving a call](#)
- [Making a call](#)

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Wireless Noise Canceling Stereo Headset
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Using Quick Access

Quick Access is a feature that allows you to play content in the corresponding app simply by pressing a button on the headset.

1 Put the headset on your ears.

See "[Wearing the headset](#)" for how to put the headset on your ears.

2 Connect the headset to the smartphone via BLUETOOTH connection.

3 Launch the "Sound Connect" app and change the function of the noise canceling/Ambient Sound Mode button to Quick Access.

4 On the "Sound Connect" app, assign a service to be executed when the noise canceling/Ambient Sound mode button is pressed twice.

You can use the assigned service by pressing the noise canceling/Ambient Sound Mode button twice. Set the function to be performed by pressing the noise canceling/Ambient Sound Mode button twice to [Press the [NC/AMB] button 2 times].

5 Launch the app for the service assigned to Quick Access.

6 Press the noise canceling/Ambient Sound Mode button twice to use Quick Access.

You can use the assigned service.

Hint

- To use Quick Access, you need to install the corresponding smartphone app and connect to the Internet. Depending on the app, you may need to sign in.
- Refer to the "Sound Connect" app for details on the latest Quick Access specifications.

Note

- The services that can be assigned to Quick Access differ depending on the countries and regions.

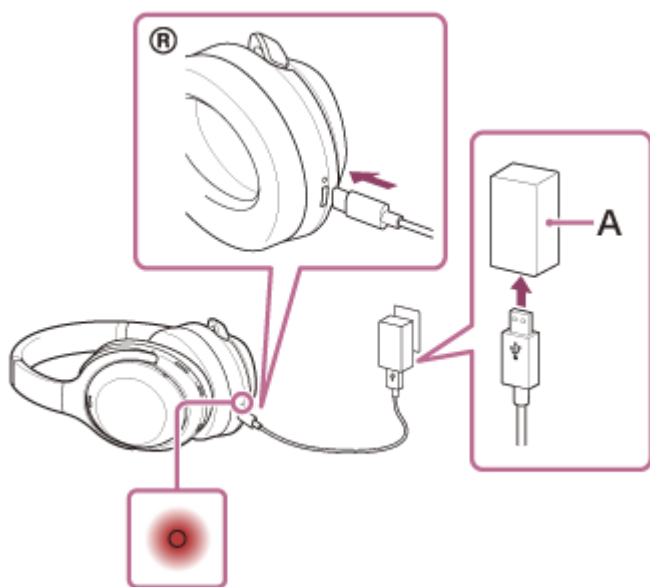
TP1002326349

Charging

The headset contains a built-in lithium-ion rechargeable battery. Use the USB Type-C cable to charge the headset before use.

1 Connect the headset to an AC outlet.

Use a USB Type-C cable and USB AC adaptor (A).



The charging indicator on the headset lights up in red.
When charging is complete, the charging indicator turns off automatically.

After charging is complete, disconnect the USB Type-C cable.

About the charging time

The required time for fully charging the headset is about 3 hours (*).

(*) Time required for charging an empty battery to its full capacity. The charging time may differ depending on the conditions of use.

System requirements for battery charge using USB

● Commercially available USB AC adaptor

A commercially available USB AC adaptor with a Type-C connector capable of supplying an output current of 1.5 A (1 500 mA) or more (Models for countries and regions excluding Chinese mainland)

A commercially available USB AC adaptor capable of supplying an output current of 1.5 A (1 500 mA) or more (Models for Chinese mainland)

● Commercially available USB cable (Models for countries and regions excluding Chinese mainland)

A commercially available USB Type-C cable (compliant with USB standards)

● Personal computer

The computer equipped with a USB port as a standard

- We do not guarantee that the operating procedures will work on all computers.
- The operating procedures on a self-made computer are not guaranteed.

Usage hours

- If the headset is not used for a long time, the battery usage hours may be temporarily reduced. Performance will return to normal after several cycles of charging and use.
- If you do not use your headset for several months, charge it at least once every 6 months to prevent battery deterioration due to over-discharge.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.

Hint

- The headset can be also charged by connecting the headset to a running computer using the USB Type-C cable.

Note

- If a USB Type-C cable is supplied, be sure to use it.
- After charging is complete, disconnect the USB Type-C cable.
- Charging may not be successful depending on the type of USB AC adaptor.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging once again.
- If the headset is not used for a long time, it may take longer to charge the battery.
- If the headset detects an abnormality during charging due to the following causes, the charging indicator flashes in red. In this case, charge once again within the charging temperature range. If the problem persists, consult the Sony support contact or your nearest Sony dealer.
 - Ambient temperature exceeds the charging temperature range of 5 °C to 35 °C (41 °F to 95 °F).
 - There is a problem with the rechargeable battery.
- If you charge the headset after it has not been used for a long period, the charging indicator may not light up in red immediately. Please wait a moment until the charging indicator lights up.
- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.
- When connecting the headset to a computer, make sure to connect it directly to the computer with a USB Type-C cable. Charging will not be properly completed when the headset is connected through a USB hub.

Related Topic

- [About the indicator](#)

TP1002326343

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Available operating time

The available operating times of the headset with the battery fully charged are as follows:

BLUETOOTH connection

Music playback time

Codec	Noise canceling function/Ambient Sound Mode	Available operating time
LDAC™	Noise canceling function: Active	Maximum 20 hours
LDAC	Ambient Sound Mode: Active	Maximum 16 hours
LDAC	Inactive	Maximum 27 hours
AAC	Noise canceling function: Active	Maximum 27 hours
AAC	Ambient Sound Mode: Active	Maximum 19 hours
AAC	Inactive	Maximum 34 hours
SBC	Noise canceling function: Active	Maximum 27 hours
SBC	Ambient Sound Mode: Active	Maximum 19 hours
SBC	Inactive	Maximum 34 hours

- About 60 minutes of music playback is possible after 3 minutes charging.

Communication time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: Active	Maximum 20 hours
Ambient Sound Mode: Active	Maximum 16 hours
Inactive	Maximum 27 hours

Headphone cable connected (power is turned on)

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: Active	Maximum 19 hours
Ambient Sound Mode: Active	Maximum 16 hours
Inactive	Maximum 32 hours

Hint

- By using the “Sound Connect” app, you can check which codec is used for a connection or switch the DSEE Extreme™ function.

Note

- Usage hours may be different from the time described above depending on the settings for the headset functions and usage conditions.
- If you set the following functions, the available operating time of the battery becomes shorter than the ones described above.
 - Equalizer
 - DSEE Extreme
 - Speak-to-Chat
 - Service Link
 - Other changes to the default modes and functions made on the “Sound Connect” app

If you run the above settings at the same time, the available operating time of the battery becomes even shorter.

Related Topic

- [Supported codecs](#)
- [Using the “Sound Connect” app](#)

TP1002326344

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable battery in the following ways.

Check on your smartphone

- When you are using an iPhone (iOS 13 or later)

When the headset is connected to an iPhone via an HFP (Hands-free Profile) BLUETOOTH connection, you can check the remaining battery charge of the headset on an iPhone. For details, refer to the operating instructions for the iPhone.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. This is a rough estimate.

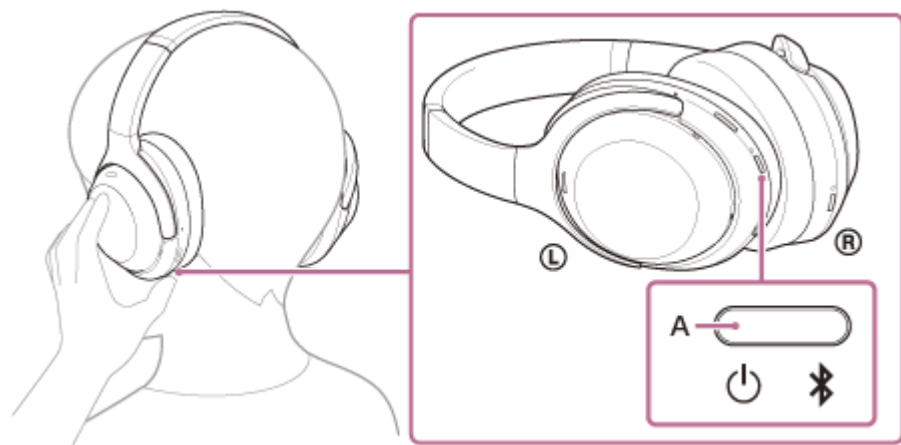
- When you are using an Android smartphone (OS 8.1 or later)

When the headset is connected to an Android smartphone via an HFP BLUETOOTH connection, you can check the remaining battery charge of the headset on the smartphone. For details, refer to the operating instructions for the Android smartphone.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. This is a rough estimate.

Check with the power button

When you press the power button (A) while the headset is on, a voice guidance indicating the remaining battery charge can be heard.



“Battery about XX %” (The “XX” value indicates the approximate remaining charge.)

“Battery fully charged”

The remaining battery charge indicated by the voice guidance may differ from the actual remaining charge in some cases. This is a rough estimate.

Also, if the remaining battery charge is 10% or lower when the headset is turned on, the indicator flashes in red for about 15 seconds.

Check with the voice guidance notification

When the rechargeable battery becomes low, the voice guidance will play in the following cases.

- When the headset is turned on
- When using the headset

When the battery becomes completely empty, an alarm sounds. The voice guidance plays, then the headset automatically turns off.

Hint

- You can also check the remaining battery charge of the headset with the “Sound Connect” app. Android smartphones and iPhone both support this app.

Note

- If the headset and smartphone are not connected with HFP, the remaining battery charge will not be correctly displayed.
- If you connect the headset to an iPhone or Android smartphone with Media audio (A2DP) only in a multipoint connection, the remaining battery charge will not be displayed correctly.
- The remaining battery charge may not be properly displayed in the following situations. In that case, repeatedly charge and discharge the battery multiple times. The remaining battery charge will then be properly displayed.
 - When using the headset for the first time after purchase
 - When the headset has not been used for a long period of time
 - Immediately after a software update

Related Topic

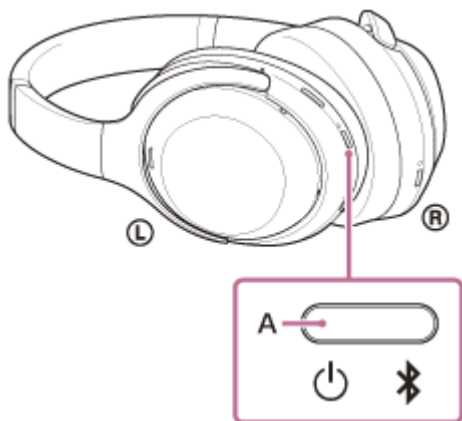
- [About the indicator](#)
- [Using the “Sound Connect” app](#)

TP1002326345

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Turning on the headset

- 1 Press and hold the power button (A) for about 2 seconds or more until the indicator flashes in blue.



Related Topic

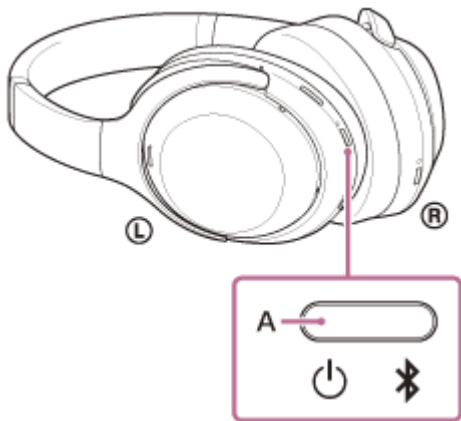
- [Turning off the headset](#)

TP1002326346

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Turning off the headset

- 1 Press and hold the power button (A) for about 2 seconds or more until the blue indicator turns off.



Hint

- You can also turn off the headset with the “Sound Connect” app.
- The headset will automatically turn off after 15 minutes of not being worn. This setting can be changed using the “Sound Connect” app.
- When storing the headset in a bag or similar container, turn off the headset. Wearing detection may react incorrectly.

Related Topic

- [Turning on the headset](#)
- [Using the “Sound Connect” app](#)

TP1002326347

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

How to make a wireless connection to BLUETOOTH devices

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

Pairing

To use the BLUETOOTH function, you must register both devices that will connect with each other in advance. This process of registration is called "pairing".
Pair the headset and the device manually.

Connecting to a paired device

Once a device is paired, it is not necessary to pair it again. Connect to devices already paired with the headset using the methods necessary for each device.

For details on pairing or connection methods, refer to the following Related Topic.

Related Topic

- [Pairing and connecting with an Android smartphone](#)
- [Pairing and connecting with an iPhone](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Pairing and connecting with a BLUETOOTH device](#)
- [Connecting to a paired Android smartphone](#)
- [Connecting to a paired iPhone](#)
- [Connecting to a paired computer \(Windows 11\)](#)
- [Connecting to a paired computer \(Mac\)](#)
- [Connecting to a paired BLUETOOTH device](#)

TP1002326350

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Connecting with the “Sound Connect” app

Launch the “Sound Connect” app on your Android smartphone/iPhone to connect the headset to a smartphone or iPhone.



Sony Sound Connect 

Note

- The connection between the headset and some smartphones or iPhones may become unstable when using the “Sound Connect” app. In that case, follow the procedures in [“Connecting to a paired Android smartphone”](#), or [“Connecting to a paired iPhone”](#) to connect to the headset.

Related Topic

- [Pairing and connecting with an Android smartphone](#)
- [Pairing and connecting with an iPhone](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Connecting to a paired Android smartphone](#)
- [Connecting to a paired iPhone](#)
- [Using the “Sound Connect” app](#)

TP1002326351

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Pairing and connecting with an Android smartphone

The operating procedure 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 operating procedure, check the following.

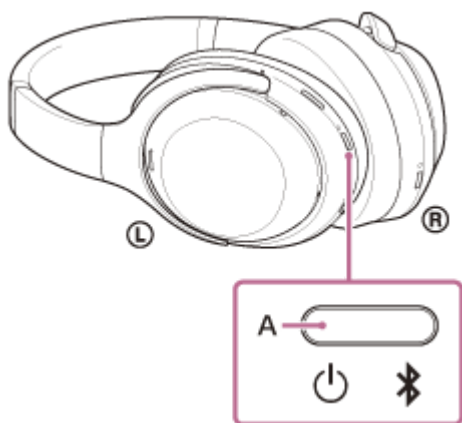
- The Android smartphone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the Android smartphone are in hand.

1 Check the status of the headset.

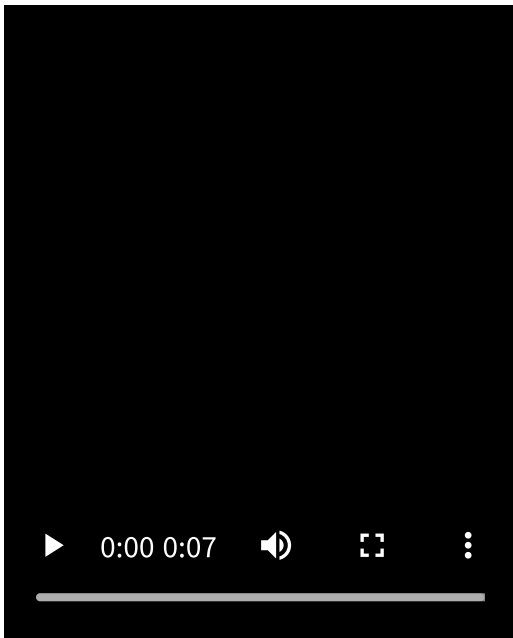
The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you pair a second or subsequent device, if the headset already has pairing information for other devices, enter pairing mode manually. Press and hold the BLUETOOTH button (A) for about 7 seconds or more.



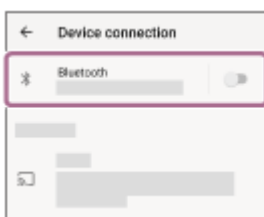
The indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, “Pairing”.



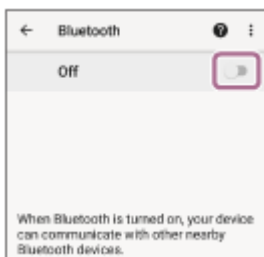
2 Unlock the screen of the Android smartphone if it is locked.

3 On your Android smartphone screen, select the following items.

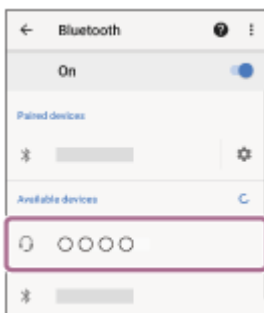
[Settings] - [Device connection] - [Bluetooth]



4 Touch the switch to turn on the BLUETOOTH function.



5 Touch [WH-1000XM4C].



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

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

You will hear a notification sound indicating that the connection is established.

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

If [WH-1000XM4C] does not appear on your Android smartphone screen, try again from step 3.

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

Hint

- The above operating procedure 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, turn off the power and start the operating procedure again from step 1.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected BLUETOOTH device
 - When the headset is initialized
All of the pairing information will be 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.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Connecting to a paired Android smartphone](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

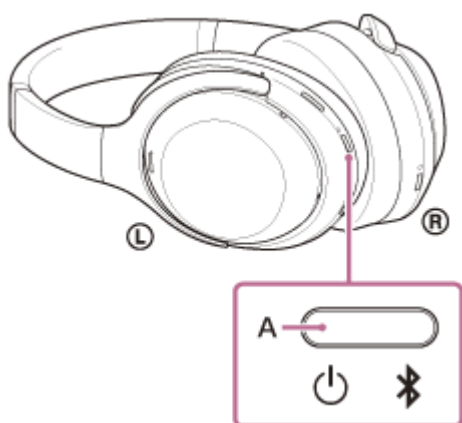
TP1002326352

Connecting to a paired Android smartphone

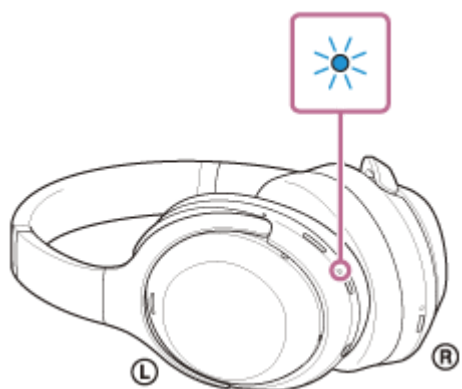
1 Unlock the screen of the Android smartphone if it is locked.

2 Turn on the headset.

Press and hold the power button (A) for about 2 seconds or more.



You will hear a notification sound indicating that the headset is turned on.
The indicator continues to flash in blue even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

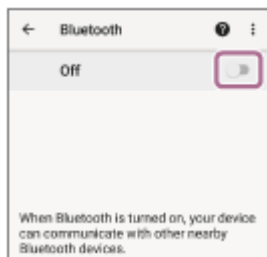
Check the connection status on the Android smartphone. If it is not connected, proceed to step 3.

3 On your Android smartphone screen, select the following items.

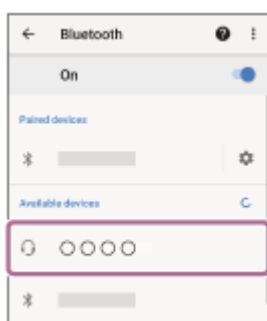
[Settings] - [Device connection] - [Bluetooth]



4 Touch the switch to turn on the BLUETOOTH function.



5 Touch [WH-1000XM4C].



You will hear a notification sound indicating that the connection is established.

Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.

Note

- 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. If this is the case, deactivate the BLUETOOTH function on the last-connected device or turn off the power.
- If you cannot connect your Android smartphone to the headset, delete the headset pairing information on your Android smartphone. Then, pair them again. For the operating procedures on your Android smartphone, refer to the operating instructions supplied with the Android smartphone.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Pairing and connecting with an Android smartphone](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)

TP1002326353

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Pairing and connecting with an iPhone

The operating procedure 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 operating procedure, check the following.

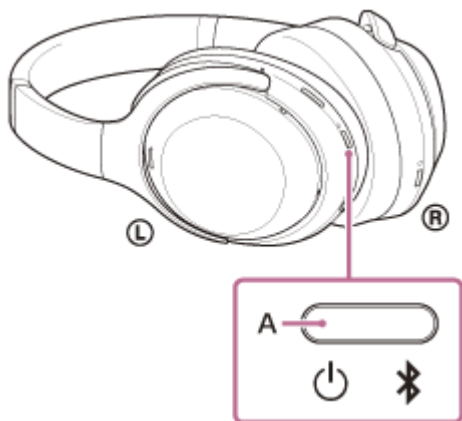
- The iPhone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the iPhone are in hand.

1 Check the status of the headset.

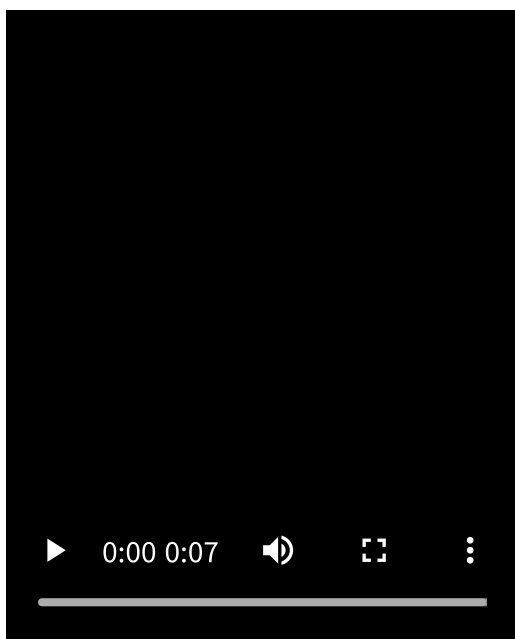
The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

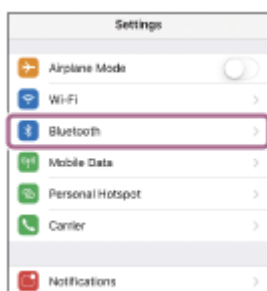
When you pair a second or subsequent device, if the headset already has pairing information for other devices, enter pairing mode manually. Press and hold the BLUETOOTH button (A) for about 7 seconds or more.



The indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, “Pairing”.



- 2 Unlock the screen of the iPhone if it is locked.
- 3 On your iPhone screen, go to [Settings] and touch [Bluetooth].



- 4 Touch the switch to turn on the BLUETOOTH function.



- 5 Touch [WH-1000XM4C].



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

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

You will hear a notification sound indicating that the connection is established.

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

If [WH-1000XM4C] does not appear on your iPhone screen, try again from step 3.

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

Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the iPhone.
- 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, turn off the power and start the operating procedure again from step 1.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected BLUETOOTH device
 - When the headset is initialized
All of the pairing information will be 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.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Connecting to a paired iPhone](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

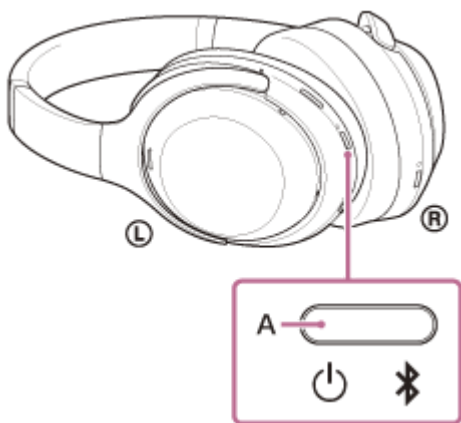
TP1002326354

Connecting to a paired iPhone

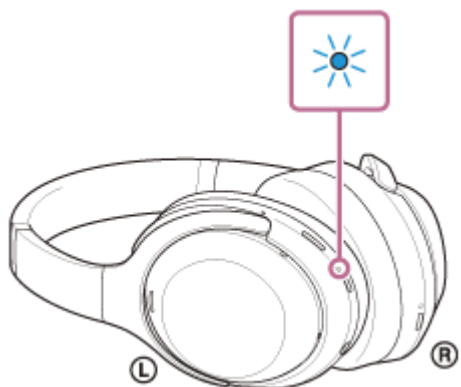
1 Unlock the screen of the iPhone if it is locked.

2 Turn on the headset.

Press and hold the power button (A) for about 2 seconds or more.



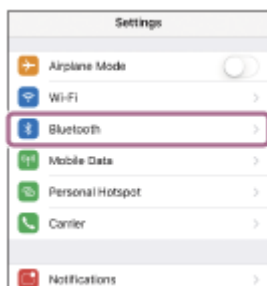
You will hear a notification sound indicating that the headset is turned on.
The indicator continues to flash in blue even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

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

3 On your iPhone screen, go to [Settings] and touch [Bluetooth].



- 4 Touch the switch to turn on the **BLUETOOTH** function.



- 5 Touch **[WH-1000XM4C]**.



You will hear a notification sound indicating that the connection is established.

Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the iPhone.

Note

- 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. If this is the case, deactivate the BLUETOOTH function on the last-connected device or turn off the power.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone. Then, pair them again. For the operating procedures on your iPhone, refer to the operating instructions supplied with the iPhone.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Pairing and connecting with an iPhone](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)

TP1002326355

Pairing and connecting with a computer (Windows® 11)

The operating procedure 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 operating procedure, check the following.

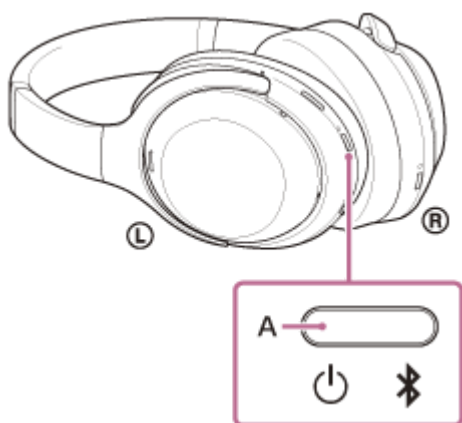
- Your computer has a BLUETOOTH function that supports music playback connections (A2DP).
- When you use a video calling application on your computer, your computer has a BLUETOOTH function that supports calling connections (HFP/HSP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer are in hand.
- Depending on the computer you are using, the built-in BLUETOOTH adaptor may need to be turned on. In the following cases, refer to the operating instructions supplied with your computer.
 - You do not know how to turn on the BLUETOOTH adaptor.
 - You want to know if your computer has a built-in BLUETOOTH adaptor.

1 Check the status of the headset.

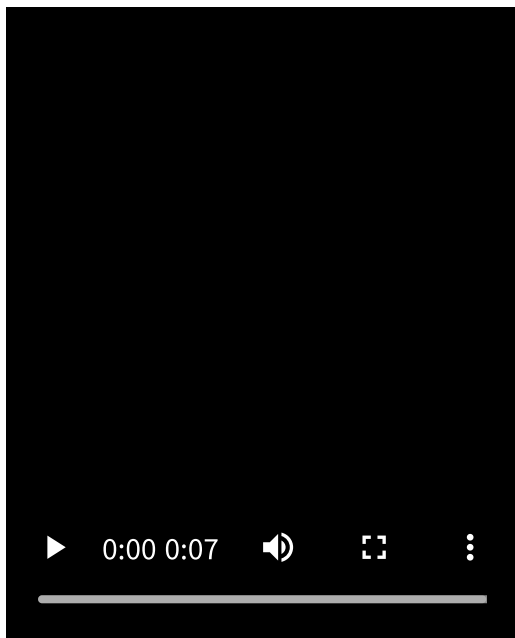
The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you pair a second or subsequent device, if the headset already has pairing information for other devices, enter pairing mode manually. Press and hold the BLUETOOTH button (A) for about 7 seconds or more.



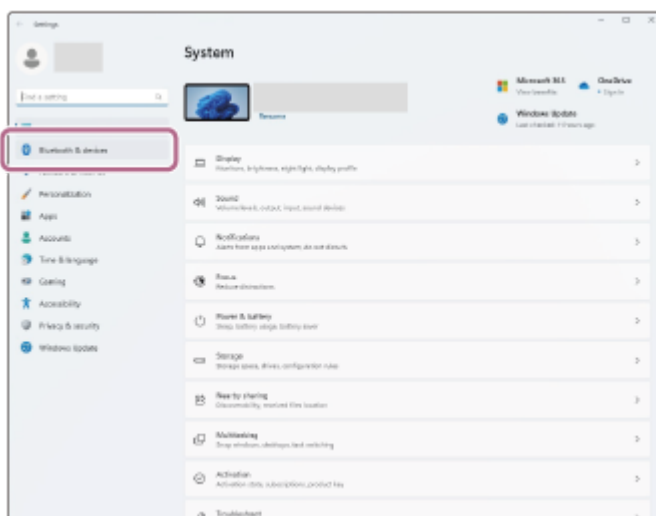
The indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, “Pairing”.



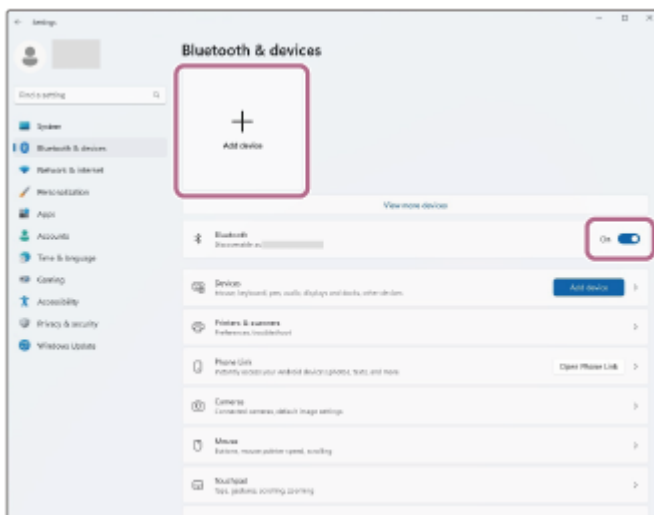
2 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

3 On your computer screen, click the [Start] button, then [Settings].

4 Click [Bluetooth & devices].



5 Click the [Bluetooth] switch to turn on the BLUETOOTH function. Click [Add device].



6 Click [Bluetooth].



7 Click [WH-1000XM4C].



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

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

You will hear a notification sound indicating that the connection is established.

If they are not connected, see ["Connecting to a paired computer \(Windows 11\)"](#).

If [WH-1000XM4C] does not appear on your computer screen, try again from step 3.

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

Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the computer.
- 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, turn off the power and start the operating procedure again from step 1.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected BLUETOOTH device
 - When the headset is initialized
All of the pairing information will be 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.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Connecting to a paired computer \(Windows 11\)](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Making a video call on your computer](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

TP1002326356

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Pairing and connecting with a computer (Mac)

The operating procedure 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.

Compatible OS

macOS (version 12 or later)

Before starting the operating procedure, check the following.

- Your computer has a BLUETOOTH function that supports music playback connections (A2DP).
- When you use a video calling application on your computer, your computer has a BLUETOOTH function that supports calling connections (HFP/HSP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer are in hand.
- Depending on the computer you are using, the built-in BLUETOOTH adaptor may need to be turned on. In the following cases, refer to the operating instructions supplied with your computer.
 - You do not know how to turn on the BLUETOOTH adaptor.
 - You want to know if your computer has a built-in BLUETOOTH adaptor.

- Set the computer speaker to the ON mode.

If the computer speaker is turned off, no sound can be heard from the headset.

🔊 : the icon showing the speaker is off

The icon below shows the computer speaker is turned on.

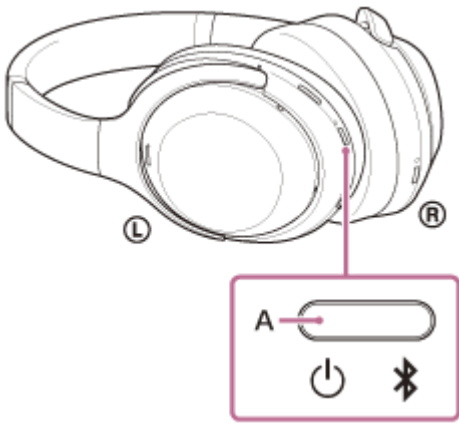


1 Check the status of the headset.

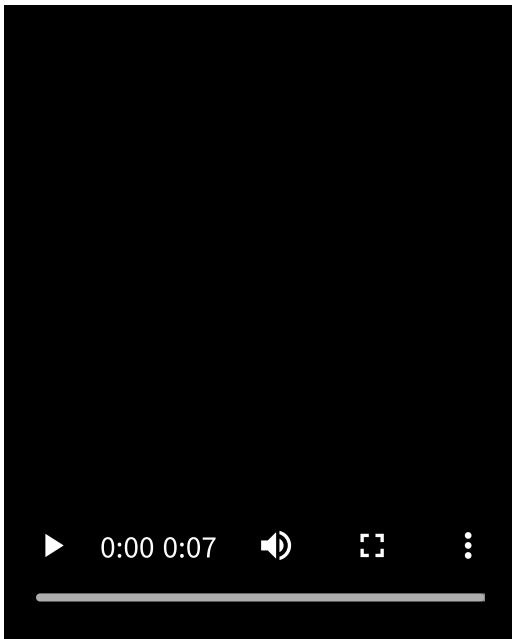
The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you pair a second or subsequent device, if the headset already has pairing information for other devices, enter pairing mode manually. Press and hold the BLUETOOTH button (A) for about 7 seconds or more.



The indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, "Pairing".



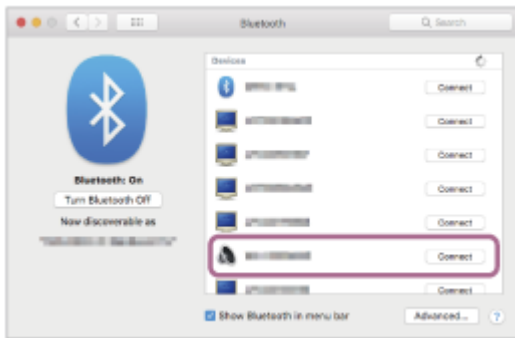
2 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

3 Select the following items from the Dock at the bottom of your computer screen.
[System Preferences] - [Bluetooth]

 : the system preferences icon



4 Select [WH-1000XM4C] on the [Bluetooth] screen and click [Connect].



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

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

You will hear a notification sound indicating that the connection is established.

If they are not connected, see [“Connecting to a paired computer \(Mac\)”](#).

If [WH-1000XM4C] does not appear on your computer screen, try again from step 3.

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

Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the computer.
- 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, turn off the power and start the operating procedure again from step 1.
 - Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is pairedThe headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected BLUETOOTH device
 - When the headset is initialized
- All of the pairing information will be 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.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Connecting to a paired computer \(Mac\)](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Making a video call on your computer](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

TP1002326357

Connecting to a paired computer (Windows 11)

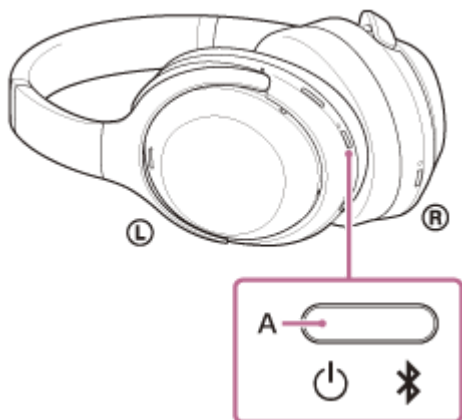
Before starting the operating procedure, check the following.

- Depending on the computer you are using, the built-in BLUETOOTH adaptor may need to be turned on. In the following cases, refer to the operating instructions supplied with your computer.
 - You do not know how to turn on the BLUETOOTH adaptor.
 - You want to know if your computer has a built-in BLUETOOTH adaptor.

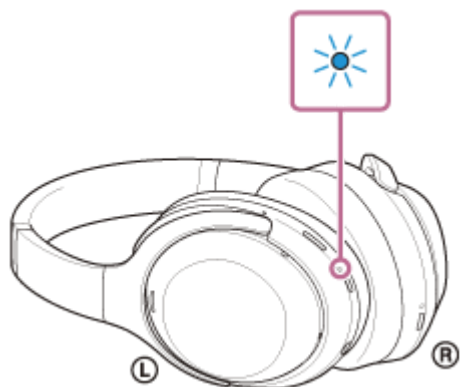
1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Turn on the headset.

Press and hold the power button (A) for about 2 seconds or more.



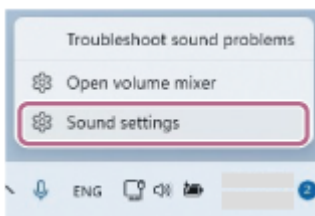
You will hear a notification sound indicating that the headset is turned on.
The indicator continues to flash in blue even after you release your finger from the button.



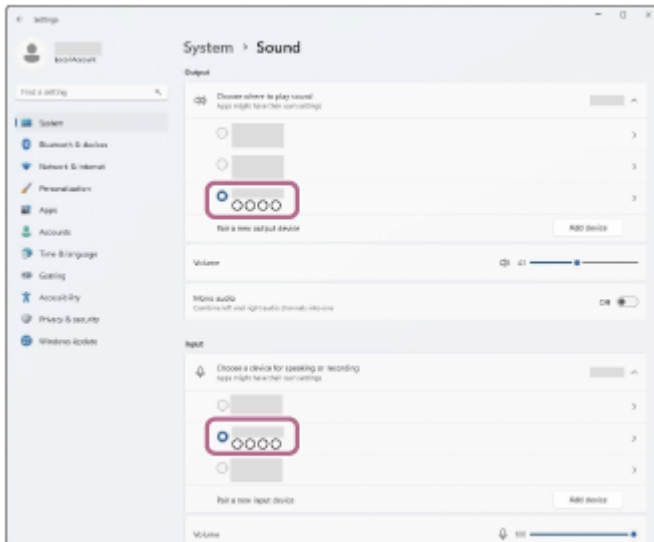
If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

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

3 On your computer screen, right-click the speaker icon on the toolbar, then select [Sound settings].

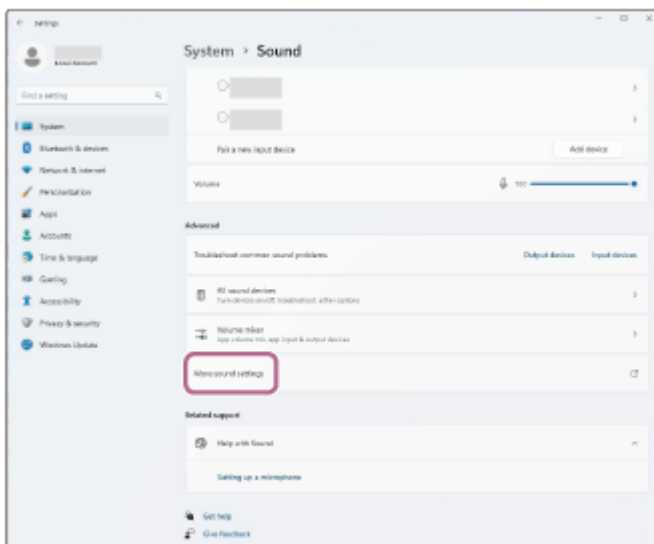


- 4 On the [Sound] screen, select [WH-1000XM4C] for [Output] and [Input].

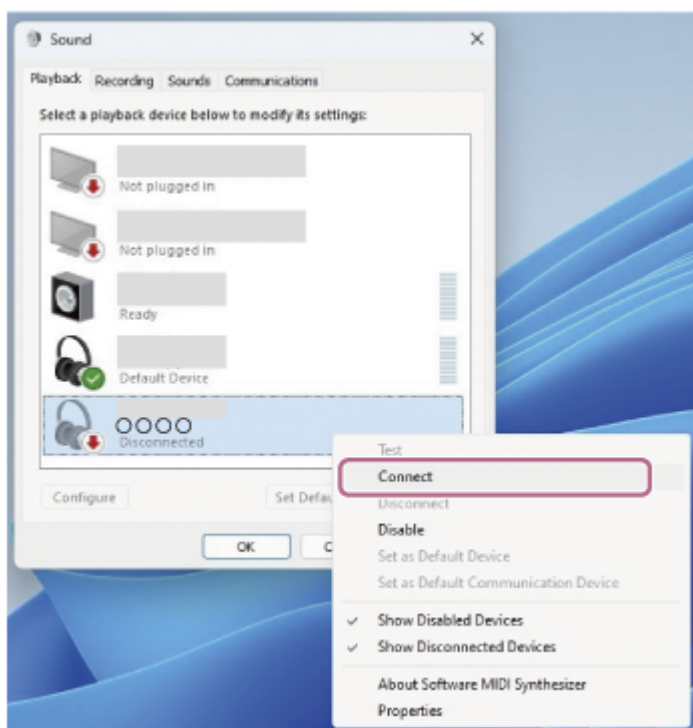


The headset and computer are paired and connected with each other.
You will hear a notification sound indicating that the connection is established.
If [WH-1000XM4C] is not displayed for [Output] and [Input], proceed to step 5.

- 5 Click [More sound settings].



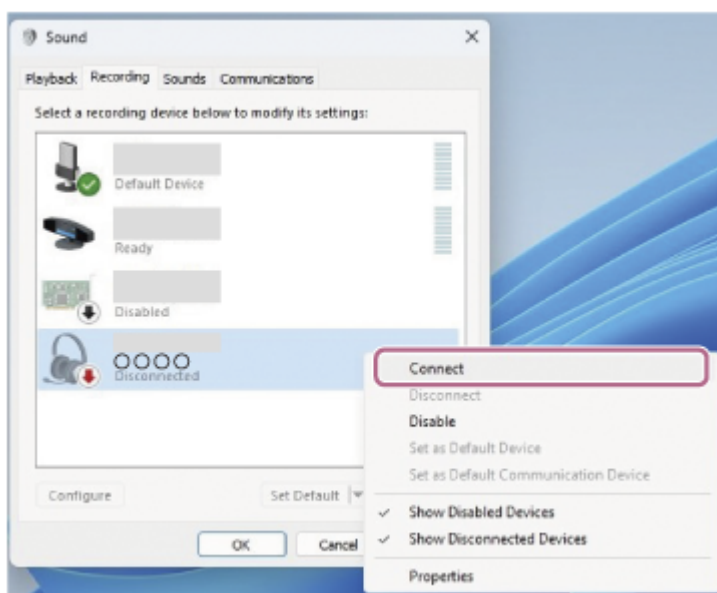
- 6 On the [Playback] tab on the [Sound] screen, select [WH-1000XM4C], right-click it, and select [Connect] from the displayed menu.



The connection is established.

You will hear a notification sound indicating that the connection is established.

- 7** On the [Recording] tab, select [WH-1000XM4C], right-click it, and select [Connect] from the displayed menu.



Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the computer.

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- 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. If this is the case, deactivate the BLUETOOTH function on the last-connected device or turn off the power.

- If you cannot connect your computer to the headset, delete the headset pairing information on your computer. Then, pair them again. For the operating procedures on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)

TP1002326358

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Connecting to a paired computer (Mac)

Compatible OS

macOS (version 12 or later)

Before starting the operating procedure, check the following.

- Depending on the computer you are using, the built-in BLUETOOTH adaptor may need to be turned on. In the following cases, refer to the operating instructions supplied with your computer.
 - You do not know how to turn on the BLUETOOTH adaptor.
 - You want to know if your computer has a built-in BLUETOOTH adaptor.

- Set the computer speaker to the ON mode.

If the computer speaker is turned off, no sound can be heard from the headset.

🔊 : the icon showing the speaker is off

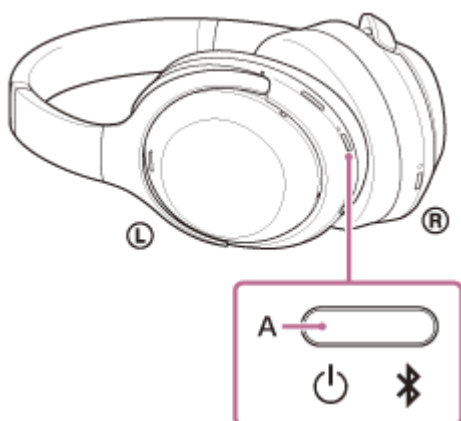
The icon below shows the computer speaker is turned on.



1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

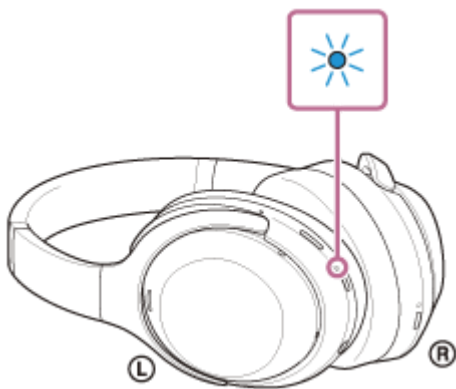
2 Turn on the headset.

Press and hold the power button (A) for about 2 seconds or more.



You will hear a notification sound indicating that the headset is turned on.

The indicator continues to flash in blue even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

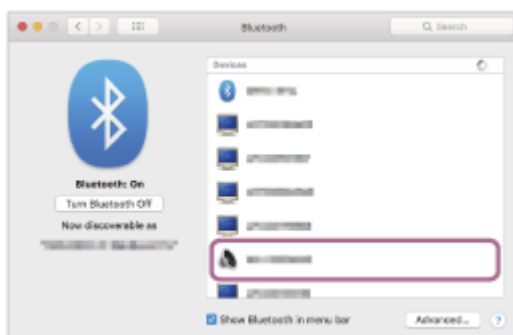
Check the connection status on the computer. If it is not connected, proceed to step 3.

**3 Select the following items from the Dock at the bottom of your computer screen.
[System Preferences] - [Bluetooth]**

 : the system preferences icon



4 Click [WH-1000XM4C] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop-up menu.



The connection is established. You will hear a notification sound indicating that the connection is established.

Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the computer.

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- 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. If this is the case, deactivate the BLUETOOTH function on the last-connected device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer. Then, pair them again. For the operating procedures on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)

TP1002326359

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Pairing and connecting with a BLUETOOTH device

The operating procedure 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 operating procedure, check the following.

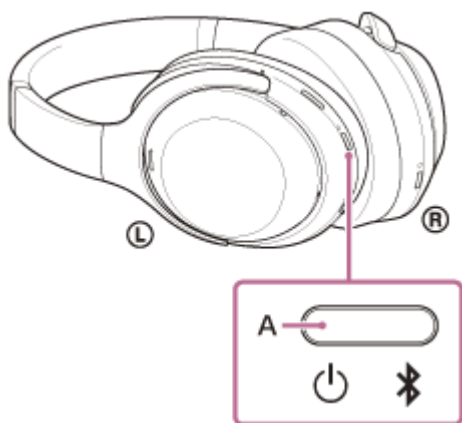
- The BLUETOOTH device is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the BLUETOOTH device are in hand.

1 Check the status of the headset.

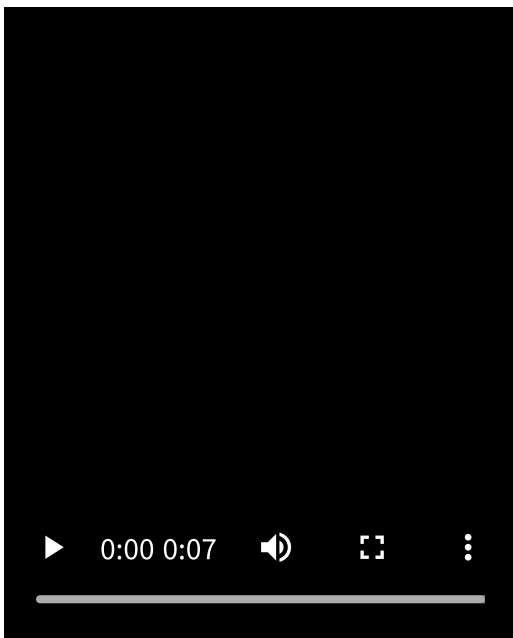
The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you pair a second or subsequent device, if the headset already has pairing information for other devices, enter pairing mode manually. Press and hold the BLUETOOTH button (A) for about 7 seconds or more.



The indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, “Pairing”.



2 Perform the pairing procedure on the BLUETOOTH device to search for this headset.

[WH-1000XM4C] will be displayed on the list of detected devices on the screen of the BLUETOOTH device.
If it is not displayed, repeat from step 1.

3 Select [WH-1000XM4C] 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".

4 Make the BLUETOOTH connection from the BLUETOOTH device.

Some devices automatically connect with the headset when pairing is complete.
You will hear a notification sound indicating that the connection is established.
If they are not connected, see ["Connecting to a paired BLUETOOTH device"](#).

Hint

- The above operating procedure 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, turn off the power and start the operating procedure again from step 1.
- Once BLUETOOTH devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected BLUETOOTH device
 - When the headset is initialized
All of the pairing information will be 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.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Connecting to a paired BLUETOOTH device](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

TP1002326360

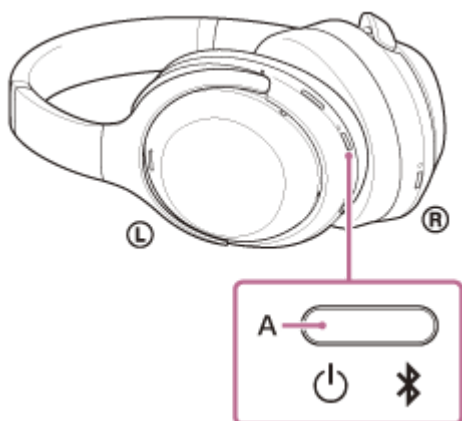
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Wireless Noise Canceling Stereo Headset
WH-1000XM4C

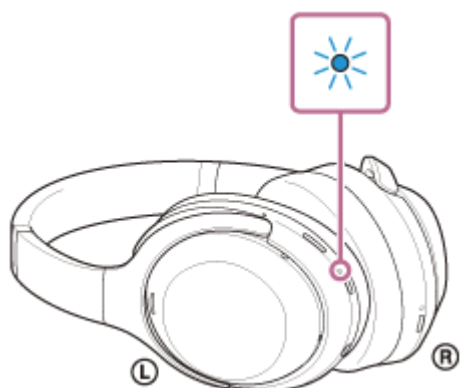
Connecting to a paired BLUETOOTH device

1 Turn on the headset.

Press and hold the power button (A) for about 2 seconds or more.



You will hear a notification sound indicating that the headset is turned on.
The indicator continues to flash in blue even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

Check the connection status on the BLUETOOTH device. If it is not connected, proceed to step 2.

2 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 a notification sound indicating that the connection is established.

Hint

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

Note

- 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. If this is the 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. Then, pair them again. For the operating procedures on your BLUETOOTH device, refer to the operating instructions supplied with the BLUETOOTH device.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Pairing and connecting with a BLUETOOTH device](#)
- [Listening to music from a device via a BLUETOOTH connection](#)
- [Disconnecting BLUETOOTH connection \(after use\)](#)

TP1002326361

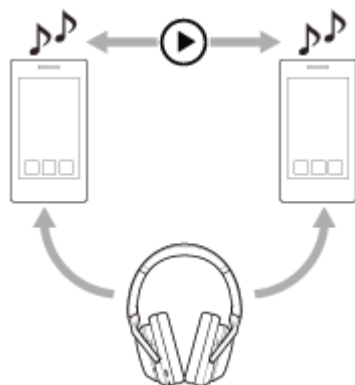
Connecting the headset to 2 devices simultaneously (multipoint connection)

The headset can be simultaneously connected to 2 devices via BLUETOOTH connections, allowing you to perform 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 simultaneously via BLUETOOTH connections

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

- 1 Pair the headset with 2 devices, respectively.
- 2 Operate the device with the “Sound Connect” app installed to connect the headset via BLUETOOTH.
- 3 Turn on [Connect to 2 devices simultaneously] in the “Sound Connect” app.
- 4 Operate the second device to establish a BLUETOOTH connection with the headset.

The following occurs when attempting to connect a paired third device to a headset via a BLUETOOTH connection while 2 devices are already connected via BLUETOOTH connections.

The BLUETOOTH connection with the device that was last playing music will be maintained.

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. If you stop playback on the first device in this state, 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 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.

Note

- By using the “Sound Connect” app, you can set the device to continue playing music from the previously used audio source.

Related Topic

- [Using the “Sound Connect” app](#)
- [How to make a wireless connection to BLUETOOTH devices](#)
- [Supported codecs](#)

TP1002326362

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Disconnecting BLUETOOTH connection (after use)

1 Disconnect the BLUETOOTH connection by operating the BLUETOOTH device.

You will hear a notification sound.

2 Turn off the headset.

You will hear a notification sound.

Hint

- When you finish playing music, the BLUETOOTH connection may terminate automatically depending on the BLUETOOTH device.

Related Topic

- [Turning off the headset](#)

TP1002326364

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

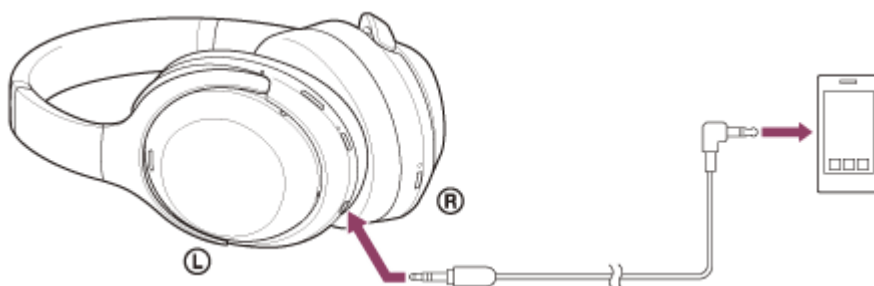
Using the supplied headphone cable

You can use the headset as noise canceling headphones while the headset is connected to a device via the supplied headphone cable and the headset is turned on.

The headset supports High-Resolution Audio playback.

1 Connect a playback device to the headphone cable input jack with the supplied headphone cable.

Be sure to connect the L-shaped plug into the connecting device.



2 Turn on the headset.

You will hear a notification sound indicating that the headset is turned on.

Hint

- You can listen to music even if the headset is turned off. In this case, the noise canceling function cannot be used.
- To enjoy High-Resolution Audio music or use functions such as noise canceling/Ambient Sound Mode, turn the headset on.
- The headset turns off automatically if you disconnect the supplied headphone cable from the headset while it is turned on.
- When an incoming call arrives, a ring tone is heard via the headset. Answer the call using your smartphone, and talk using the microphone of the phone. You can hear the caller's voice from the headset. If you disconnect the headphone cable from the smartphone, you can talk using the microphone and speaker of the phone.

Note

- Use the supplied headphone cable only.
- When plugging or unplugging the cable, hold the plug and plug it straight into the headphone cable input jack. Pulling on the cable or applying excessive force may cause it to break.
- Make sure the plug is fully inserted. If the plug is not fully inserted, sound may not be heard.
- When using the headphone cable, the BLUETOOTH function cannot be used.
- You can use Quick Attention Mode and Speak-to-Chat while the headset is connected to a device via the headphone cable and the headset is turned on. Perform operating procedures, such as adjusting the volume and play/pause, on the playback device. When the headset is turned off, you cannot use Quick Attention Mode and Speak-to-Chat.
- The noise canceling/Ambient Sound Mode button cannot be used when the headset is turned off.
- When talking on the phone by connecting the headphone cable with the headset, disable Speak-to-Chat. If Speak-to-Chat is enabled, the caller's voice will not be heard from the headset.

Related Topic

- [Using the noise canceling function](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)
- [Listening to ambient sound quickly \(Quick Attention Mode\)](#)
- [Speaking with someone while wearing the headset \(Speak-to-Chat\)](#)

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Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Listening to music from a device via a BLUETOOTH connection

If your BLUETOOTH device supports the following profiles, you can enjoy listening to music and control the device from your headset via a BLUETOOTH connection.

- A2DP (Advanced Audio Distribution Profile)
You can enjoy high-quality music wirelessly.
- AVRCP (Audio Video Remote Control Profile)
You can adjust the volume and other settings.

The operation may vary depending on the BLUETOOTH device. Refer to the operating instructions supplied with the BLUETOOTH device.

1 Connect the headset to a BLUETOOTH device.

2 Put the headset units on your ears.

See "[Wearing the headset](#)" for how to put the headset on your ears.

3 Operate the BLUETOOTH device to start playback and adjust the volume to a moderate level.

4 Adjust the volume using the touch sensor control panel of the headset.

- To increase the volume: Swipe up repeatedly until the volume reaches the desired level.



- To lower the volume: Swipe down repeatedly until the volume reaches the desired level.



- To change the volume continuously: Swipe up or down and hold. Release at the desired volume level.

When the volume reaches the maximum or minimum, an alarm sounds.

Hint

- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.
- Depending on the BLUETOOTH device, it may be necessary to adjust the volume or set the audio output setting on the device.
- The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during music playback, the volume of a call does not change.

Note

- If the communication condition is poor, the BLUETOOTH device may malfunction in response to the operating procedure on the headset.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Controlling the audio device \(BLUETOOTH connection\)](#)
- [Using the noise canceling function](#)

TP1002326366

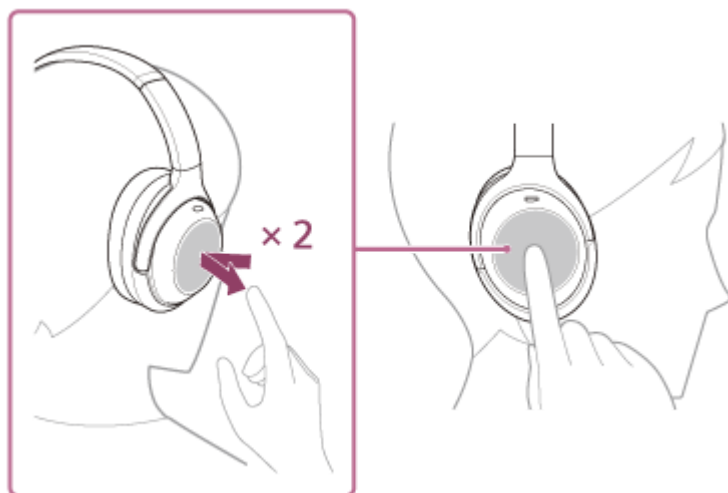
Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Controlling the audio device (BLUETOOTH connection)

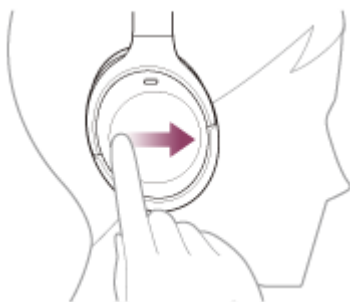
If your BLUETOOTH device supports the AVRCP profile's operating function, the following operating procedures are available. The available functions may vary depending on the BLUETOOTH device, so refer to the operating instructions supplied with the device.

You can use the touch sensor control panel to perform the following actions.

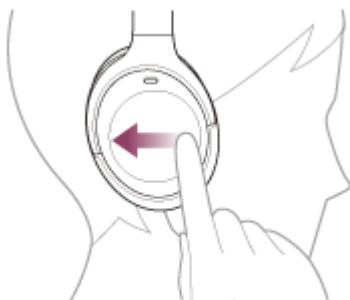
- To play or pause: Tap twice quickly with an interval of about 0.4 seconds between taps.



- To skip to the beginning of the next track: Swipe forward and release.



- To skip to the beginning of the previous track or the current track during playback: Swipe backward and release.



- To fast-forward: Swipe forward and hold. It takes a while until fast-forwarding starts. Release at the desired playback point.



- To fast-reverse: Swipe backward and hold. It takes a while until fast-reversing starts. Release at the desired playback point.



- To increase the volume: Swipe up repeatedly until the volume reaches the desired level.



- To lower the volume: Swipe down repeatedly until the volume reaches the desired level.



- To change the volume continuously: Swipe up or down and hold. Release at the desired volume level.

When the volume reaches the maximum or minimum, an alarm sounds.

Note

- If the communication condition is poor, the BLUETOOTH device may malfunction in response to the operating procedure on the headset.
- The available functions may vary depending on the connected device, the music software, or app used. In some cases, the device may function differently or may not work even if the above operating procedures described are performed.

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

About 360 Reality Audio

360 Reality Audio is a new music experience using Sony's 360 three-dimensional audio technology. Positional information is attached to each sound source such as vocals, chorus, and musical instruments, and are placed in a spherical space. Listeners can experience a three-dimensional sound field as if they are immersed in a live performance of the artists.

Conditions of use

Download and use a music streaming service app that supports 360 Reality Audio on your smartphone or tablet equipped with iOS or Android. The app may require a fee.

By optimizing the sound field and the acoustic feature of headset with the "Sound Connect" app, you can enjoy a more realistic sense of reality.

For details on 360 Reality Audio, refer to the following URL.

<https://www.sony.net/360RA/>

Note

- Service is not available in certain countries and regions.

TP1002326368

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

What is noise canceling?

The noise canceling function generates antiphase sound against surrounding noises such as sounds from vehicles or air conditioners indoors. It reduces the surrounding noises by canceling them out.

Note

- The NC Optimizer function automatically optimizes the noise canceling performance according to changes in the wearing condition and usage environment. Therefore, you may notice fluctuations in the noise canceling effect depending on the situation.
- Depending on the type of noise or if it is used in a very quiet environment, you may not feel the noise canceling effects, or you may feel that some noise is increased.
- When you are wearing the headset, depending on how you wear the headset, the noise canceling effects may be decreased or a beeping sound (feedback) may be heard. In this case, take off the headset and put it on again.
- The noise canceling function works primarily on noise in the low frequency band such as vehicles and air conditioning. While noise is reduced, it is not completely canceled.
- When you use the headset in a car or a bus, noise may occur depending on street conditions.
- Smartphones may cause interference and noise. Should this occur, move the headset further away from the smartphone.
- Do not cover the microphones (A) on the left and right units of the headset with your hands or other objects. The effect of the noise canceling function or Ambient Sound Mode may not work properly or a beeping sound (feedback) may occur. If any of this is the case, remove your hands or other objects from the left and right microphones.



For details on how to use the noise canceling function, refer to the following Related Topic.

Related Topic

- [Using the noise canceling function](#)

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Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Using the noise canceling function

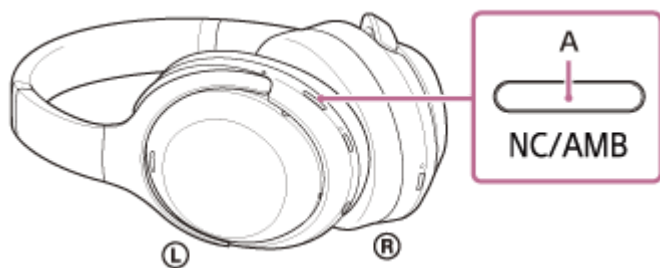
If you use the noise canceling function, you can enjoy music without being disturbed by ambient noise.

1 Turn on the headset.

You will hear a notification sound indicating that the headset is turned on.

When you are using the headset for the first time after purchase or just after initializing the headset, the noise canceling function is activated automatically when you turn on the headset.

2 Press the noise canceling/Ambient Sound Mode button (A) to change the settings of the noise canceling function.



Each time the button is pressed, the function switches as follows.

The noise canceling function is enabled and Ambient Sound Mode is disabled.
You will hear a notification sound.



Ambient Sound Mode is enabled and the noise canceling function is disabled.
You will hear a notification sound.

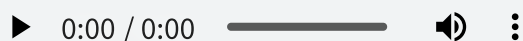


The noise canceling function and Ambient Sound Mode are disabled.
You will hear a notification sound.

Check the notification sound

It may not play on any browsers except the latest ones.

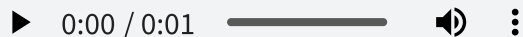
- When the noise canceling function is enabled



- When Ambient Sound Mode is enabled



- When the noise canceling function and Ambient Sound Mode are disabled



About the instruction manual video

Watch the video for how to use the noise canceling function. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0110/h_uz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0110/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0110/ja/>

Hint

- If you connect the supplied headphone cable while using the noise canceling function with a BLUETOOTH connection, the BLUETOOTH function is turned off. You can continue to use the noise canceling function.
- You can also change the settings of the noise canceling function and Ambient Sound Mode with the “Sound Connect” app.

Related Topic

- [About the voice guidance](#)
- [Turning on the headset](#)
- [What is noise canceling?](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)
- [Using the “Sound Connect” app](#)

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Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Optimizing the noise canceling function according to the wearing conditions (NC Optimizer)

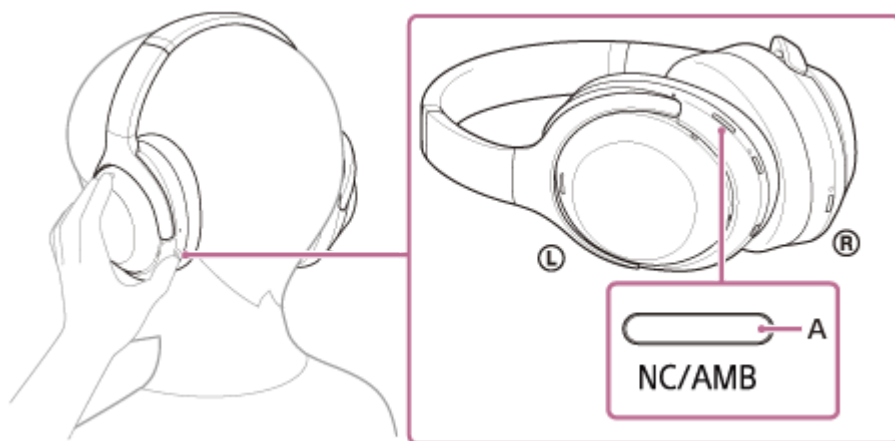
The headset analyzes the wearing conditions, such as face shape, hairstyle, and the presence of glasses, to optimize the noise canceling performance.

It is recommended that you run NC Optimizer when using the headset for the first time or when the wearing conditions have changed.

1 Put on the headset with the power turned on.



2 Press and hold the noise canceling/Ambient Sound Mode button (A) for about 2 seconds until you hear the voice guidance say, "Optimizer start".



You will hear test signals while the optimization is in progress. When the optimizing process is finished, you will hear the voice guidance say, "Optimizer finished".

Hint

- It is recommended that you run NC Optimizer again when your wearing conditions have changed, such as after changing your hairstyle or taking off the glasses you usually wear.
- You can also operate NC Optimizer from the "Sound Connect" app.

Note

- When running NC Optimizer, wear the headset in the same condition as when you actually use it. It is recommended that you do not touch the headset while NC Optimizer is running.
- If the headset receives other operations while NC Optimizer is running, the process will be canceled.

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

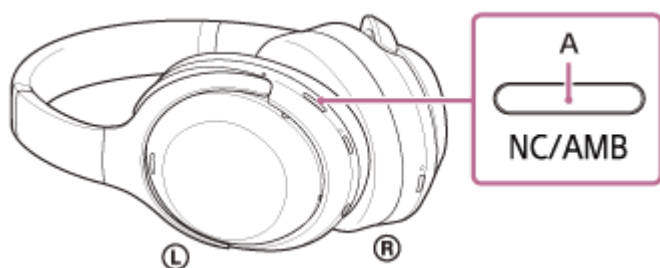
The microphones built into the left and right headset units make it easier to hear ambient sound. You can hear ambient sound while enjoying music.

1 Turn on the headset.

You will hear a notification sound indicating that the headset is turned on.

When you are using the headset for the first time after purchase or just after initializing the headset, the noise canceling function is activated automatically when you turn on the headset.

2 Press the noise canceling/Ambient Sound Mode button (A) to switch to the Ambient Sound Mode.



Each time the button is pressed, the function switches as follows.

Ambient Sound Mode is enabled and the noise canceling function is disabled.
You will hear a notification sound.



The noise canceling function is enabled and Ambient Sound Mode is disabled.
You will hear a notification sound.

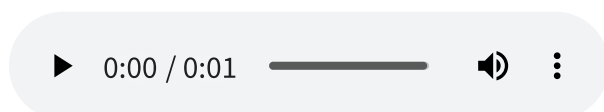


The noise canceling function and Ambient Sound Mode are disabled.
You will hear a notification sound.

Check the notification sound

It may not play on any browsers except the latest ones.

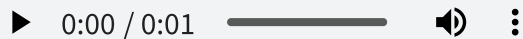
- When Ambient Sound Mode is enabled



- When the noise canceling function is enabled



- When the noise canceling function and Ambient Sound Mode are disabled



About the instruction manual video

Watch the video for how to use Ambient Sound Mode. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0110/h_zz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0110/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0110/ja/>

Hint

- Ambient Sound Mode settings changed with the “Sound Connect” app are stored in the headset. You can enjoy music with the stored settings by enabling Ambient Sound Mode even when the headset is connected to other devices which do not have the “Sound Connect” app installed.

Note

- Depending on the ambient conditions and the type and volume of audio playback, ambient sounds may not be heard even when using 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 being worn properly on your ears, the Ambient Sound Mode may not work correctly. Wear the headset properly.
- Depending on the surrounding environment, wind noise may increase when Ambient Sound Mode is activated. In that case, lower the volume of Ambient Sound Mode using the “Sound Connect” app. If the wind noise is still significant, inactive Ambient Sound Mode.
- When Ambient Sound Mode is activated, if your fingers or hair touch the noise canceling function microphones, you may hear a loud sound.

Related Topic

- [About the voice guidance](#)
- [Using the noise canceling function](#)
- [Using the “Sound Connect” app](#)

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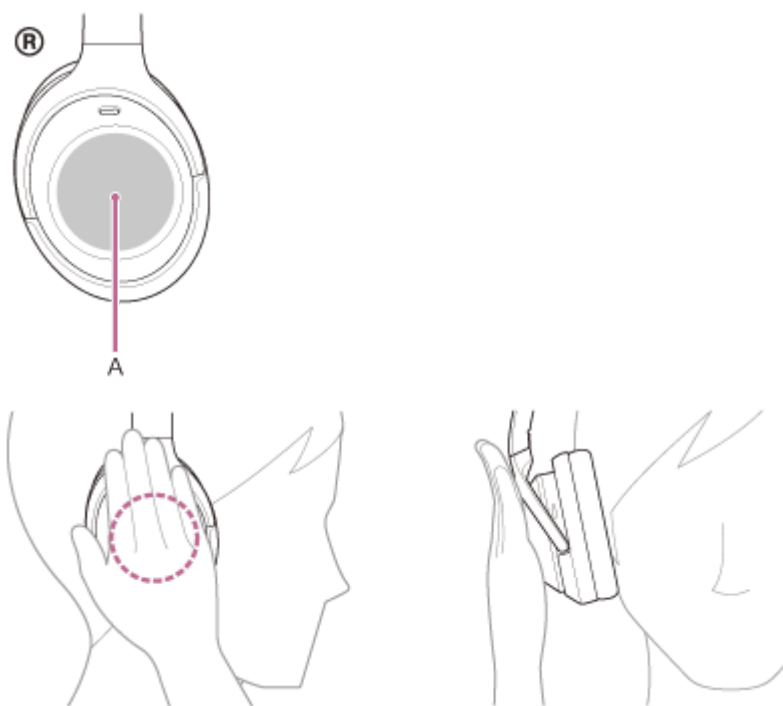
Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Listening to ambient sound quickly (Quick Attention Mode)

This function turns down music, call sounds, and the ringtone to allow ambient sound to be easily heard. The Quick Attention Mode is useful for quickly listening to train announcements, etc.

To activate the Quick Attention Mode

Touch the entire touch sensor control panel (A) of the headset. The Quick Attention Mode is activated only when you are touching the touch sensor control panel.



To deactivate the Quick Attention Mode

Release your hand from the touch sensor control panel.

Note

- If you touch as follows, the function may not work properly.
 - The whole touch sensor control panel is not covered.



- The touch sensor control panel is not touched.



- Depending on the ambient conditions and the type and volume of audio playback, ambient sounds may not be heard even when using the Quick Attention 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 being worn properly, the Quick Attention Mode may not work correctly. Wear the headset properly.
- The Quick Attention Mode cannot be used during a call.

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Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Speaking with someone while wearing the headset (Speak-to-Chat)

Speak-to-Chat is a feature that makes it easier to hear the voice of your conversation partner while wearing the headset. Set up with the “Sound Connect” app.

While the Speak-to-Chat mode is activated, the headset pauses the music being played and captures the voice of the person you are conversing with to make it easier to hear.

When the headset does not detect the wearer’s voice for a certain period of time, the Speak-to-Chat mode ends automatically.

To end the mode sooner, operate the buttons or the touch sensor control panel of the headset.



To enable Speak-to-Chat

To activate the Speak-to-Chat mode, Speak-to-Chat must be enabled in advance.

In the factory settings, Speak-to-Chat is disabled. To enable, change the setting with the “Sound Connect” app.

To disable Speak-to-Chat

To disable, change the setting with the “Sound Connect” app.

Hint

- You can also use the “Sound Connect” app to switch between enabled/disabled, change the sensitivity of the automatic audio detection, and change the time until the Speak-to-Chat mode ends. In the factory settings, the time until the mode ends is set to about 15 seconds.

Note

- The Speak-to-Chat mode activates when it detects the speech of the person wearing the headset. In rare cases, the mode may activate unintentionally in response to vibrations caused by actions such as brushing your teeth, coughing, or humming, or by devices such as electric toothbrushes, massagers, or shavers. If the Speak-to-Chat mode starts frequently, set the Speak-to-Chat mode to “L Sensitivity”.
- The Speak-to-Chat mode may not start if the speech of the person wearing the headset is not detected due to ambient noise. In this case, try speaking longer or louder. However, in places with extremely loud noise, such as on an airplane, the Speak-to-Chat mode may not start even if you speak longer or louder.

Related Topic

- [Using the “Sound Connect” app](#)

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Receiving a call

You can talk on the phone hands-free via a BLUETOOTH connection on a smartphone that supports the following BLUETOOTH profiles.

- HFP: Hands-free Profile
- HSP: Headset Profile
- If your smartphone supports both HFP and HSP, set it to HFP.
- The operating procedure may vary depending on the smartphone. Refer to the operating instructions supplied with the smartphone.
- Depending on the connected device or the application, the functions may not work properly even if you try to operate them with the headset.

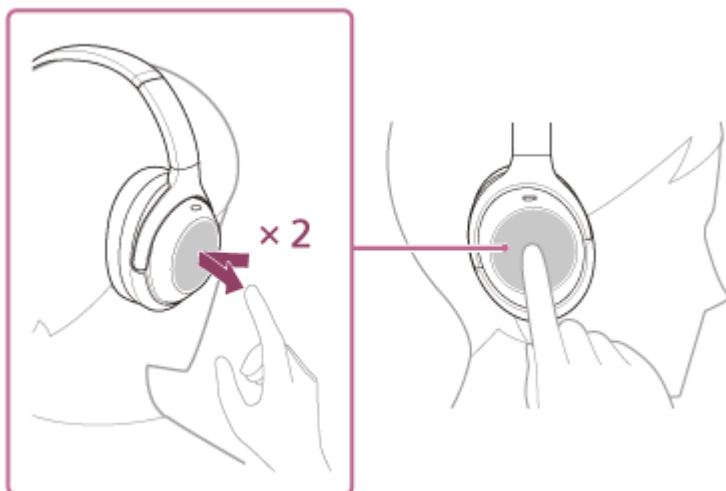
Ring tone

When an incoming call arrives, a ring tone will be heard from the headset, and the indicator flashes quickly in blue. You will hear either of following ring tones, depending on your smartphone.

- Ring tone set on the headset
- Ring tone set on the smartphone
- Ring tone only for a BLUETOOTH connection set on the smartphone

- 1 **Connect the headset to a smartphone via a BLUETOOTH connection beforehand.**
- 2 **When you hear the ring tone, tap the touch sensor control panel twice quickly with an interval of about 0.4 seconds to receive the call.**

When you receive an incoming call during music playback, playback pauses and a ring tone will be heard from the headset.



You can talk using the microphones on the left unit.

If no ring tone is heard via the headset

- The headset may not be connected with the smartphone over HFP or HSP. Check the connection status on the smartphone.
- If music playback does not pause automatically, operate the playback device to pause playback.

3 Adjust the volume using the touch sensor control panel.

- To increase the volume: Swipe up repeatedly until the volume reaches the desired level.



- To lower the volume: Swipe down repeatedly until the volume reaches the desired level.



- To change the volume continuously: Swipe up or down and hold. Release at the desired volume level.

When the volume reaches the maximum or minimum, an alarm sounds.

4 When you finish your phone call, tap the touch sensor control panel twice quickly with an interval of about 0.4 seconds to end the call.

If you received a call during music playback, music playback resumes automatically after ending the call.

Hint

- When receiving a call when using a smartphone or mobile phone, some smartphones or mobile phones may receive a call on the phone instead of the headset. With an HFP or HSP connection, switch the call to the headset by holding your finger to the headset's touch sensor control panel until it switches, or by using your smartphone or mobile phone.
- The volume for a call can be adjusted during a telephone conversation only.
- The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.

Note

- Depending on the connected device or playback application you are using, when you receive an incoming call during music playback, playback may not resume automatically even after you finish the call.
- Use a smartphone at least 50 cm (19.68 in) away from the headset. Noise may result if the smartphone is too close to the headset.
- Your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction.

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Making a call](#)
- [Functions for a phone call](#)

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Making a call

You can talk on the phone hands-free via a BLUETOOTH connection on a smartphone that supports the following BLUETOOTH profiles.

- HFP: Hands-free Profile
- HSP: Headset Profile
- If your smartphone supports both HFP and HSP, set it to HFP.
- The operating procedure may vary depending on the smartphone. Refer to the operating instructions supplied with the smartphone.
- Depending on the connected device or the application, the functions may not work properly even if you try to operate them with the headset.

1 Connect the headset to a smartphone via a BLUETOOTH connection.

2 Operate your smartphone to make a call.

When you make a call, the dial tone is heard from the headset.

If you make a call during music playback, playback pauses.

If no dial tone is heard via the headset, switch the call device to the headset using your smartphone.

You can talk using the microphones on the left unit.

3 Adjust the volume using the touch sensor control panel.

- To increase the volume: Swipe up repeatedly until the volume reaches the desired level.



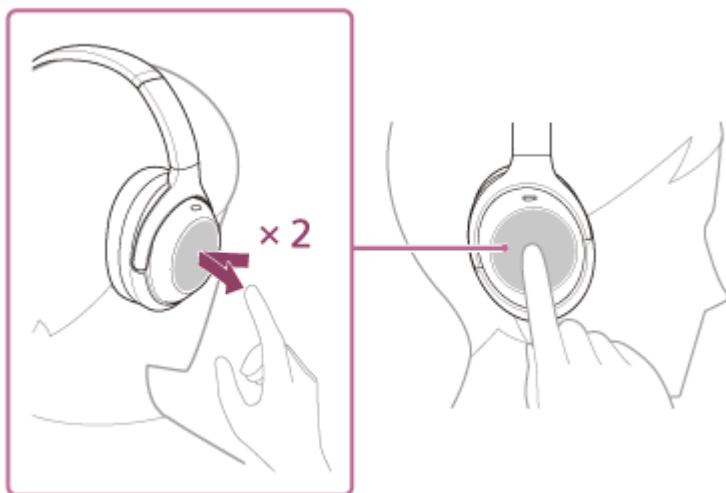
- To lower the volume: Swipe down repeatedly until the volume reaches the desired level.



- To change the volume continuously: Swipe up or down and hold. Release at the desired volume level.

When the volume reaches the maximum or minimum, an alarm sounds.

- 4 When you finish your phone call, tap the touch sensor control panel twice quickly with an interval of about 0.4 seconds to end the call.



If you made a call during music playback, music playback resumes automatically after ending the call.

Hint

- The volume for a call can be adjusted during a telephone conversation only.
- The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.

Note

- Depending on the connected device or playback application you are using, when you make a call during music playback, playback may not resume automatically even after you finish the call.
- Use a smartphone at least 50 cm (19.68 in) away from the headset. Noise may result if the smartphone is too close to the headset.
- Your voice will be heard from the headset through the headset's microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Receiving a call](#)
- [Functions for a phone call](#)

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Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Functions for a phone call

The functions available during a call may vary depending on the profile supported by your smartphone. In addition, even if the profile is the same, the available functions may vary depending on the smartphone.

Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the touch sensor control panel.

Refer to the operating instructions supplied with the smartphone.

When the supported profile is HFP (Hands-free Profile)

During standby/music playback

- Hold your finger to the touch sensor control panel for about 1 second to start up the voice dial function of the smartphone/mobile phone, or activate the Google app on the Android smartphone or Siri on the iPhone.



Outgoing call

- Tap the touch sensor control panel twice quickly with an interval of about 0.4 seconds to cancel an outgoing call.
- Hold your finger to the touch sensor control panel to change the call device back and forth from the headset to the smartphone/mobile phone.

Incoming call

- Tap the touch sensor control panel twice quickly to answer a call.
- Hold your finger to the touch sensor control panel to reject a call.

During call

- Tap the touch sensor control panel twice quickly to finish a call.
- Hold your finger to the touch sensor control panel to change the call device back and forth from the headset to the smartphone/mobile phone.

When the supported profile is HSP (Headset Profile)

Outgoing call

- Tap the touch sensor control panel twice quickly to cancel an outgoing call.

Incoming call

- Tap the touch sensor control panel twice quickly to answer a call.

During call

- Tap the touch sensor control panel twice quickly to finish a call.

Related Topic

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

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Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Making a video call on your computer

When you make a video call on your computer, you can talk wirelessly from your headset.

- 1 **Connect the headset to your computer via a BLUETOOTH connection.**
- 2 **Launch the video calling application on your computer.**
- 3 **Check the settings (*) of the video calling application.**
 - When you make a video call on your computer, select calling connections (HFP/HSP) and not music playback connections (A2DP). If you select music playback connections, a video call may not be available.
 - On the speaker settings, select calling connections [Headset (WH-1000XM4C Hands-Free)] (**). ([Headphones (WH-1000XM4C Stereo)] (**) is for music playback connections.)
 - On the microphone settings, select calling connections [Headset (WH-1000XM4C Hands-Free)] (**).
When the microphone is not set up, the Speak-to-Chat mode activates when the headset detects the speech of the person wearing the headset, and the sound from the headset is muted.
 - Depending on the video calling application you are using, only [WH-1000XM4C] may be displayed. If this is the case, select [WH-1000XM4C].
 - As for frequently asked questions and answers, refer to the customer support website.

(*) Depending on the video calling application you are using, this function may not be available.

(**) Names may vary according to the computer or the video calling application you are using.

Hint

- In the following cases, select [Headset (WH-1000XM4C Hands-Free)] on the settings of your computer to make connections. See [“Connecting to a paired computer \(Windows 11\)”](#) or [“Connecting to a paired computer \(Mac\)”](#).
 - When the video calling application settings cannot be confirmed
 - When you cannot select calling connections [Headset (WH-1000XM4C Hands-Free)]

Note

- While Speak-to-Chat is enabled, if the microphone is not set up correctly, the Speak-to-Chat mode is activated when a voice is detected, and the sound from the headset may be muted.
- Depending on the video calling application you are using, it may not be possible to configure the microphone settings. If this is the case, use the “Sound Connect” app to disable Speak-to-Chat.
- Depending on the computer or application you are using, the headset may not work properly during a video call. This may be improved by restarting the computer.

Related Topic

- [How to make a wireless connection to BLUETOOTH devices](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Connecting to a paired computer \(Windows 11\)](#)

- Connecting to a paired computer (Mac)
- Disconnecting BLUETOOTH connection (after use)

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Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Using the voice assist function (Google™ app)

By linking with the Google app on your Android smartphone, you can operate the Android smartphone by voice while wearing the headset.

1 Set the assist and voice input selection to the Google app.

On the Android smartphone, select the following menus.

[Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input]

Then, set [Assist app] to the Google app.

The above operating procedure is an example. For details, refer to the operating instructions for the Android smartphone.

The latest version of the Google app may be required.

Models for countries and regions excluding Chinese mainland:

For details on the Google app, refer to the operating instructions or the support website of your Android smartphone, or the Google Play website.

Models for Chinese mainland:

For details on the Google app, refer to the operating instructions or the support website of the Android smartphone.

The Google app may not be activated from the headset depending on specifications of the Android smartphone.

2 Connect the headset to the Android smartphone via BLUETOOTH connection.

3 When the Android smartphone is in standby or playing music, hold your finger to the headset's touch sensor control panel for more than about 1 second.



The Google app is activated.

4 Talk to Google through the app while wearing the headset on your ears.

There are microphones on the left unit of the headset.

For details on the apps which work with the Google app, refer to the operating instructions for the Android smartphone.

After launching the Google app, voice input will be disabled if no speech is recorded for a certain period of time.

Note

- Even if "Hey Google" is enabled on your Android smartphone, you cannot use the "Hey Google" voice command to launch the Google app.
- When using the voice assist function, your voice will be heard from the headset through the headset's microphones (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction.
- The Google app may not be activated depending on specifications of the smartphone or application version.
- The Google app does not work when connected to a device not compatible with the voice assist function.

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Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Using the voice assist function (Siri)

By linking with Siri on your iPhone, you can operate the iPhone by voice while wearing the headset.

1 Activate Siri.

On an iPhone, select [Settings] - [Siri & Search].

Enable [Press Home for Siri] and [Allow Siri When Locked].

The above operating procedure is an example. For details, refer to the operating instructions for the iPhone.

For details on Siri, refer to the operating instructions or support website of the iPhone.

2 Connect the headset to the iPhone via BLUETOOTH connection.

3 When the iPhone is in standby or playing music, hold your finger to the headset's touch sensor control panel for more than about 1 second.



Siri is activated.

4 Talk to Siri through the app while wearing the headset on your ears.

There are microphones on the left unit of the headset.

For details on the apps which work with Siri, refer to the operating instructions for the iPhone.

After activating Siri, Siri will be deactivated if no voice input is detected for a certain period of time.

Note

- Siri cannot be activated when you say "Hey Siri" even when the iPhone's "Hey Siri" setting is enabled.
- When using the voice assist function, your voice will be heard from the headset through the headset's microphones (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction.
- Siri may not be activated depending on specifications of the smartphone or application version.

Precautions

On BLUETOOTH communications

- BLUETOOTH wireless technology is a short-range wireless technology that enables communication between digital devices, such as smartphones and computers. The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.
- Depending on the BLUETOOTH device connected to the headset, the communication environment, and the surrounding conditions, noise or sound cut out may occur.
- The maximum communication distance of the headset is approximately 10 m (32.8 ft). The communication distance may vary depending on the surrounding environment.
- Microwaves emitting from a BLUETOOTH device may affect the operation of electronic medical devices. Turn off the headset and other BLUETOOTH devices in the following locations, as it may cause an accident:
 - in hospitals, near priority seating in trains, locations where inflammable gas is present, near automatic doors, or near fire alarms.
- When you use the headset on an airplane, follow flight crew directions. Radio waves may affect instruments, causing risk of accident due to malfunction.
- The audio playback on the headset may be delayed from that on the transmitting device, due to the characteristics of BLUETOOTH wireless technology. As a result, the sound may not be in sync with the image when viewing movies or playing games.
- The headset supports security functions that comply with the BLUETOOTH standard as a means of ensuring security during communication using BLUETOOTH wireless technology. However, depending on the configured settings and other factors, this security may not be sufficient. Be careful when communicating using BLUETOOTH wireless technology.
- Sony shall assume no responsibility for any damages or loss resulting from information leaks that occur when using BLUETOOTH communications.
- BLUETOOTH connections with all BLUETOOTH devices cannot be guaranteed.
 - BLUETOOTH devices connected with the headset must comply with the BLUETOOTH standard prescribed by Bluetooth SIG, Inc., and must be certified as compliant.
 - Even if a connected device complies with the BLUETOOTH standard described above, the connection may fail depending on the characteristics and specifications of the device. Additionally, differences in operation methods, display, or performance may occur.
 - When using the headset to perform hands-free talking on the phone, noise may occur depending on the connected device or the communication environment.
- Depending on the device to be connected, it may require some time to start communications.

Note on temperature rise

- The temperature of the headset may rise while charging or when using the headset for a long period of time. This is not a malfunction.

Note on static electricity

- If you use the headset when the air is dry, you may experience mild tingling in your ears. This is not a malfunction of the headset, but is caused by static electricity accumulated on your body. You can reduce the effect by wearing clothes made of natural materials that do not easily generate static electricity.

Notes on wearing the headset

- After use, remove the headset from your ears slowly. The headset has a high degree of sealing. If the headset is pressed hard or suddenly removed from the ear, you may risk damaging your eardrum.

- When putting on the headset, noise may be generated from the diaphragm. This is not a malfunction.
 - Long-term use of the headset may cause symptoms such as itching and irritation in the ears.
- If you experience any of the above symptoms while the headset is in use, stop using it immediately. Then, consult a doctor, the Sony support contact, or your nearest Sony dealer.

Other notes

- The headset is a precision device, so do not drop it or subject it to strong shocks. This may cause deformation or damage, resulting in reduced performance.
- The touch sensor may not operate properly if you apply stickers or other adhesive items to the touch sensor control panel.
- Be careful not to catch your finger in the headset when folding.
- The BLUETOOTH function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- Depending on the signal conditions of your smartphone or the surrounding environment, you may not be able to use the headset.
- Do not breathe into the driver unit or the microphones.
- Do not apply weight or pressure to the headset for long periods, including when it is stored, as it may cause deformation. When storing the headset, do not apply force.
- If you experience discomfort while using the headset, stop using it immediately.
- The earpads are consumables. If they deteriorate or become damaged due to long-term use or storage, consult the Sony support contact or your nearest Sony dealer.
- The headset is not waterproof. If water or foreign matter enters the headset, this can result in burnout or malfunction. If water or foreign matter enters the headset, stop use immediately. Then, consult the Sony support contact or your nearest Sony dealer. In particular, be careful in the following cases.
 - When using the headset near a sink or liquid container
Be careful that the headset does not fall into a sink or container filled with water.
 - When using the headset in the rain or snow, or in humid locations
 - When using the headset while you are perspiring
If you touch the headset with wet hands or if the headset come into contact with wet clothing, the headset may get wet.

Cleaning the headset

- Occasionally clean the plug with a soft dry cloth.
- Dust and dirt on the exterior of the headset can be wiped off with pure water type wet wipes. Do not use the following items as they may damage the surface finish and lead to malfunction or breakage.
 - Wet wipes containing alcohol
 - Thinner
 - Benzine and other similar substances

Do not use the headset near medical devices

- Radio waves can affect cardiac pacemakers and medical devices. Do not use the headset in crowded places such as crowded trains or inside a medical institution.
- The headset has magnets. These magnets may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place the headset close to persons who use such medical devices. Consult your doctor before using the headset if you use any such medical devices.

Keep the headset away from magnetic cards

- The headset has magnets. If a magnetic card comes near the headset, the card magnet may be affected or become deactivated.

Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Supported codecs

A codec is an “audio coding algorithm” used when transmitting sound wirelessly via a BLUETOOTH connection. The headset supports the following 3 codecs for music playback via an A2DP connection: SBC, AAC, and LDAC.

- SBC

This is an abbreviation for Subband Codec.

SBC is the standard audio coding technology used in BLUETOOTH devices.

All BLUETOOTH devices support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.

AAC is mainly used in Apple products such as iPhone that can provide a higher sound quality than that of SBC.

- LDAC

LDAC is an audio coding technology developed by Sony that enables the transmission of High-Resolution (Hi-Res) Audio content, even over a BLUETOOTH connection.

Unlike other BLUETOOTH-compatible coding technologies such as SBC, it operates without any down-conversion of the High-Resolution Audio content (*).

It allows approximately 3 times more data (**) than those other technologies to be transmitted over a BLUETOOTH wireless network with unprecedented sound quality, employing efficient coding and optimized packetization.

(*) excluding DSD format contents.

(**) in comparison with SBC when the bitrate of 990 kbps (96/48 kHz) or 909 kbps (88.2/44.1 kHz) is selected.

When music in one of the above codecs is transmitted from a connected device, the headset switches to that codec automatically and plays back the music in the same codec.

When you want to play back music with LDAC, use the “Sound Connect” app and set [Bluetooth Connection Quality] to [Prioritize Sound Quality]. In [Prioritize Stable Connection] and [Low latency], music cannot be played back with LDAC. If the connected device supports a codec of higher sound quality than SBC, you may need to set the device beforehand to enjoy music with the desired codec from the supported codecs.

Refer to the operating instructions supplied with the connected device to set the codec.

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How to keep the software up-to-date (for comfortable use of the headset)

Update the headset software to enjoy new functions and resolve certain issues. Update the headset software using the “Sound Connect” app.

For details on the latest headset software and how to update the software, refer to the information on the support website.

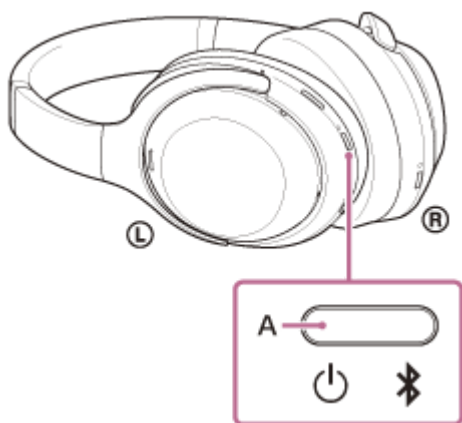
When the update automatically setting is enabled on the “Sound Connect” app and the following conditions are met, the software update starts automatically at around night time when the headset is not in use.

- The software has already transferred.
- The remaining battery charge of the headset is more than 20%.
- The headset is turned off.

You can also update the headset software in the following way.

1 Turn on the headset.

Press and hold the power button (A) for about 2 seconds or more.



2 Launch the “Sound Connect” app on a mobile device such as a smartphone.

3 Update the headset software following the on-screen instructions.

Note

- Before performing an update, disconnect any other BLUETOOTH devices connected to the mobile device being used for the update.
Software may not be updated when the mobile device is connected with other devices compatible with BLUETOOTH Low Energy (such as wearable devices or smart watches).
- Note the following if the update cannot be completed.
 - Close all the apps installed on the mobile device except the “Sound Connect” app.
 - Fully charge the headset and the mobile device.
 - Put the headset and the mobile device being used for the update as close to each other as possible before starting the update.
 - Do not start the update if there are wireless LAN devices or other BLUETOOTH devices nearby.
 - Turn off the power saving mode (*) of your mobile device before updating the software.
Depending on the OS version of your mobile device, the update may not be completed under the power saving mode.

(*) Names may vary according to the mobile device you are using.

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To prevent burning or malfunction due to getting wet

On waterproof performance of the headset

The headset is not waterproof. If water or foreign matter enters the headset, this can result in burnout or malfunction.

Avoid situations such as the following and be careful not to expose the headset to moisture or dirt.

- Using the headset in the rain or snow.



- Touching the headset without drying wet hands after doing housework in the kitchen or washing hands in the washroom.



- Touching the headset with sweaty hands, or using the headset in situations where the headset may get soaked in sweat.

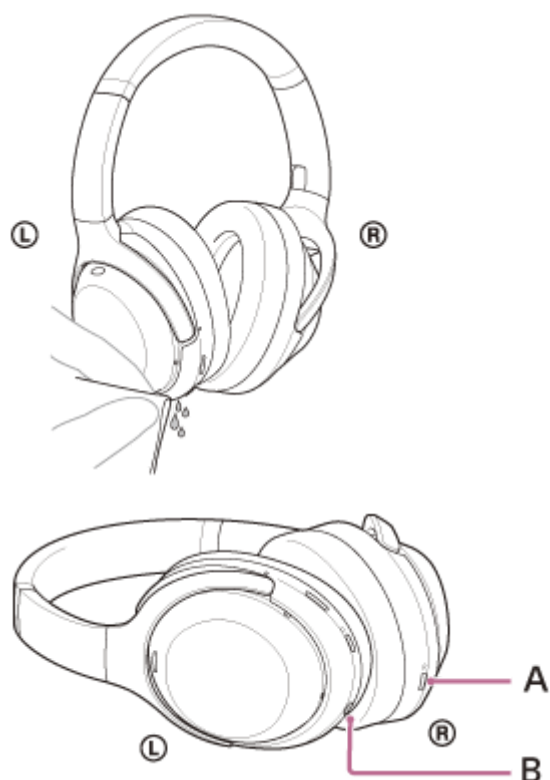


- Putting the headset in a bag with a cold PET bottle.



If the headset gets wet, or water enters the headset

If a wet headset is charged or turned on, this can result in burnout or malfunction. While subjecting the headset to as little vibration as possible, turn the earpads downward slowly, and let water drain from the earpads. Then, position the headset upright and put a dry cloth under the USB Type-C port (A) and headphone cable input jack (B) until no more water comes out from the inside. After that, leave the headset in a shaded, well-ventilated place until it is completely dry.



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<https://rd1.sony.net/help/mdr/sl/26/>
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Troubleshooting

If you have any problems, please follow the process below.

1. Turn the headset off, charge it, and then turn it on again.



2. Restart the device being connected such as your computer or smartphone.



3. Access the Sony support site from the menu of the “Sound Connect” app to search for the cause and solution of the issue, or check the support site below.

<https://www.sony.net/support/WH-1000XM4C/>



4. Reset the headset.



5. Initialize the headset.



6. Should any problems persist, consult the Sony support contact below or your nearest Sony dealer.

<https://www.sony.net/support-contact>

Related Topic

- [Charging](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

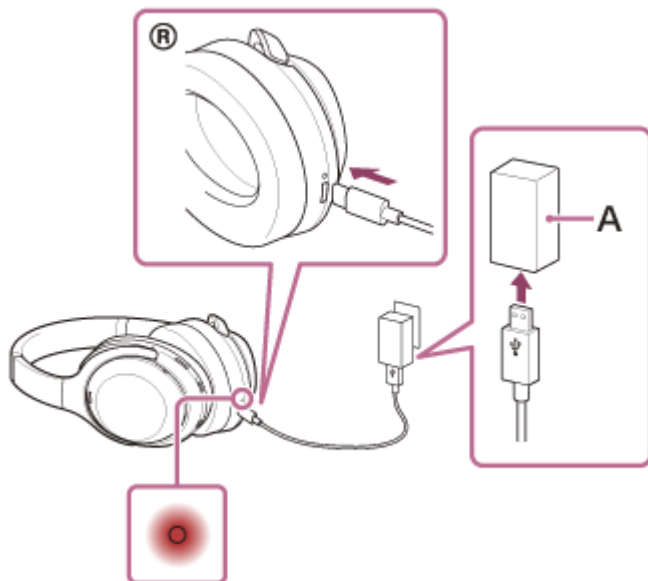
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Resetting the headset

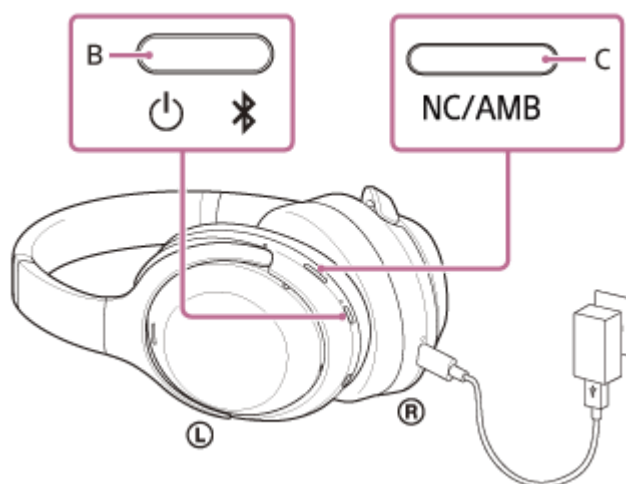
If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset.

1 Connect the headset to an AC outlet.

Use a USB Type-C cable and USB AC adaptor (A).



2 Press the power button (B) and the noise canceling/Ambient Sound Mode button (C) simultaneously.



The headset will be reset (the charging indicator turns off and then lights up again).

The pairing information and other settings are retained.

If the headset does not operate correctly even after resetting, initialize the headset to restore factory settings.

- Initializing the headset to restore factory settings

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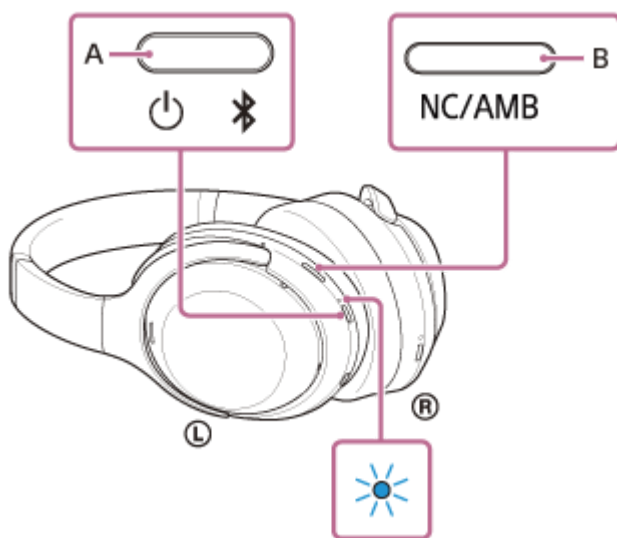
Initializing the headset to restore factory settings

If the headset does not operate correctly even after resetting, initialize the headset.

1 Turn off the headset.

Remove the USB Type-C cable.

2 Press and hold the power button (A) and the noise canceling/Ambient Sound Mode button (B) for about 7 seconds or more.



When initializing is complete, the indicator flashes in blue 4 times.

This operating procedure resets the volume settings and other settings to the factory settings and deletes all pairing information. In this case, delete the pairing information for the headset from the connected device and then pair them again.

If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

Related Topic

- [Resetting the headset](#)

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Wireless Noise Canceling Stereo Headset
WH-1000XM4C

Specifications

Power source:

DC 5 V (Using a commercially available USB AC Adaptor)
Using built-in lithium-ion batteries (Product Operation Power: DC 3.7 V)

Charging time:

Approx. 3 hours

Note

- Charging hours may be different depending on the conditions of use.

Charging temperature:

5 °C to 35 °C (41 °F to 95 °F)

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Mass:

Approx. 253 g (9 oz)

Impedance:

40 Ω (1 kHz) (when connecting via the headphone cable with the headset turned on)
16 Ω (1 kHz) (when connecting via the headphone cable with the headset turned off)

Sensitivity:

106 dB/mW (when connecting via the headphone cable with the headset turned on)
101 dB/mW (when connecting via the headphone cable with the headset turned off)

Frequency response:

4 Hz - 40 000 Hz (IEC(1))
(when connecting via the headphone cable with the headset turned on)

(1) IEC = International Electrotechnical Commission

Communication system:

BLUETOOTH

Design and specifications are subject to change without notice.

Compatible iPhone models

iPhone 16e
iPhone 16 Pro Max
iPhone 16 Pro
iPhone 16 Plus

iPhone 16
iPhone 15 Pro Max
iPhone 15 Pro
iPhone 15 Plus
iPhone 15
iPhone 14 Pro Max
iPhone 14 Pro
iPhone 14 Plus
iPhone 14
iPhone SE (3rd generation)
iPhone 13 Pro Max
iPhone 13 Pro
iPhone 13
iPhone 13 mini
iPhone 12 Pro Max
iPhone 12 Pro
iPhone 12
iPhone 12 mini
iPhone SE (2nd generation)
iPhone 11 Pro Max
iPhone 11 Pro
iPhone 11
iPhone XS Max
iPhone XS
iPhone XR
(As of March 2026)

Depending on the iOS supported by the above models, the “Sound Connect” app may not be usable.

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