

Wireless Noise Canceling Stereo Headset

Беспроводные стереонаушники с функцией шумоподавления

Reference Guide

参考指南

참고 설명서

Справочник

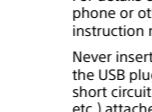
دليل مرجع



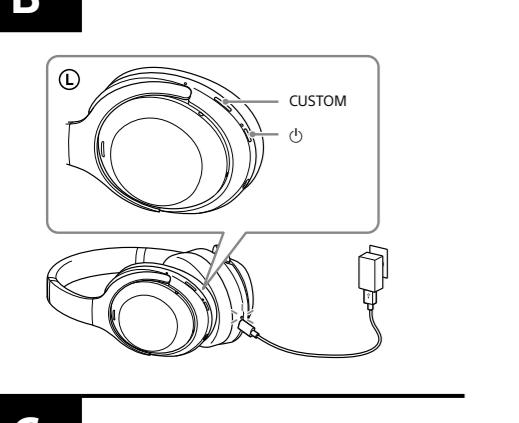
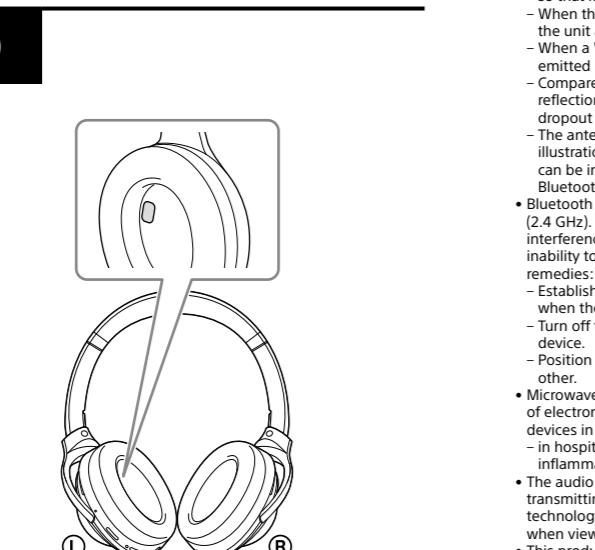
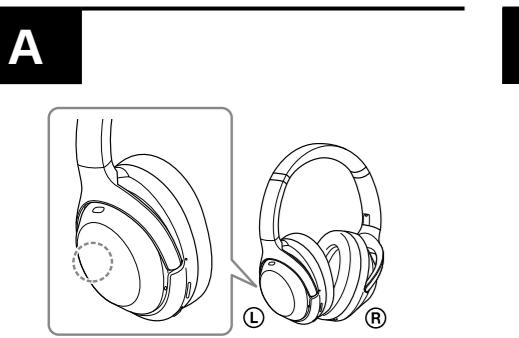
©2020 Sony Corporation
Printed in Malaysia
<https://www.sony.net/>

WH-1000XM4

https://rd1.sony.net/help/mdr/wh1000xm4/h_zz/



DIGITAL N[®] Bluetooth[®] LDAC[™]



English

Wireless Noise Canceling Stereo Headset

Do not install the appliance in a confined space, such as a bookcase or built-in cabinet.
Do not expose the batteries (battery pack or batteries installed) to extreme heat such as sunshine, fire or the like for a long time.
Do not subject the unit to extreme low temperature conditions that may result in overheating and thermal runaway.
Do not dismantle, open or shred secondary cells or batteries.
Do not expose cells or batteries to heat or fire. Avoid storage in direct sunlight or near a heat source. If the unit becomes hot during use, turn the unit off and let it cool for several hours before turning it back on.
If the event of a cell leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.
Secondary cells and batteries need to be charged before use. Always refer to the manufacturer's instructions or equipment manual for proper charging.
After extended periods of storage, it may be necessary to charge and discharge the cells or batteries several times to obtain maximum performance.
Dispose of properly.

This equipment has been tested and found to comply with the limits set out in the EMC regulation using a connection cable shorter than 3 meters.

Reduction of the Use of Hazardous Substances in Electrical & Electronic Equipment (Applicable in Republic of India)
This product and its components, consumables, parts or spares comply with the hazardous substances restriction of India's E-Waste (Management and Handling of Hazardous Waste) by weight in homogeneous materials for Lead, Mercury, Hexavalent Chromium, Polybrominated Biphenyls (PBB) and Polybrominated Diphenyl Ethers (PBDE), and 0.01% by weight in homogeneous materials for Cadmium, except for the exemptions specified in Schedule II of the aforesaid Rules.

Do not use, store, or leave in a place subject to high amounts of humidity, dust, smoke, or steam, or in a place subject to high temperatures such as near a fire, a location subject to direct sunlight, in a car, etc.
High volume may affect your hearing.

Do not use the unit while walking, driving or cycling. Doing so may cause traffic accidents.

Do not use at a dangerous place unless the surrounding sound can be heard clearly.

Mobile phones may cause interference and noise. Should this occur, locate the unit further away from the mobile phone.

Depending on how you wear the unit, the noise canceling effect may vary or a beeping sound (howling) may occur. If this happens, take off the unit, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases:

- When using the unit around a sink, etc.

- Be careful that the unit does not fall into a sink or container filled with water.

- When using the unit in the rain or snow, or in humid locations

- When using the unit while you are sweaty.

- If you touch the unit with wet hands, or put the unit in the pocket of a damp article of clothing, the unit may get wet.

For details on the effect of contact to the human body from the mobile phone or other wireless devices connected to the unit, refer to the instruction manual of the wireless device.

Never insert the USB plug when the main unit or charging cable is wet. If the USB plug is inserted while the main unit or charging cable is wet, a short circuit may occur due to the liquid (tap water, seawater, soft drink, etc.) attached to the main unit or charging cable or due to foreign matter, and cause abnormal heat generation or malfunction.

This product (including accessories) has magnet(s) which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Consult your doctor before using the product to ensure use of any medical device.

Note on static electricity

Static electricity accumulated in the body may cause mild tingling in your ears. To reduce the effect, wear clothes made from natural materials, which suppress the generation of static electricity.

Complies with
IMDA Standards
DB00353

Precautions

On BLUETOOTH[®] communications

Bluetooth wireless technology operates within a range of about 10 m. The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.

Bluetooth communication may not be possible or noise or audio overflow may occur under the following conditions:

- When there is a person between the unit and the Bluetooth device. This situation may be improved by positioning the Bluetooth device so that it faces the antenna of the unit.

- When there is an obstacle, such as a metal object or a wall, between the unit and the Bluetooth device.

- When the unit is in close proximity to a television, a computer, a microwave oven, or a mobile phone.

- Compared to use indoors, use outdoors is subjected little to signal reflection from walls, floors, and ceilings, which results in audio dropout occurring more frequently than use indoors.

- The antenna is built into the unit and is indicated by the dotted line in the illustration. The range of the Bluetooth communications can be improved by removing any obstacles between the connected Bluetooth device and the antenna of this unit.

Bluetooth and Wi-Fi (IEEE802.11b/g/n) devices use the same frequency (2.4 GHz). When using the unit near a Wi-Fi device, electromagnetic interference may occur, resulting in noise, audio dropout, or the inability to connect. If this happens, try performing the following remedies:

- Establish a connection between the unit and the Bluetooth device when they are at least 10 m away from the Wi-Fi device.

- Turn off the Wi-Fi device when using the unit within 10 m of the Wi-Fi device.

- Position the unit and the Bluetooth device as near as possible to each other.

- Microwaves emitted from a Bluetooth device may affect the operation of electronic medical devices. Turn off this unit and other Bluetooth devices in the following locations, as it may cause an accident:

- in hospitals, near priority seating in trains, locations where medical equipment is used, or near fire alarms.

- The audio player on this unit 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.

- This product emits radio waves when used in wireless mode, and uses a different mode for wired mode. Please do not use direct or cross-gnd mode as it is impossible to use products in wireless mode.

- The unit 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.

- Some features may not work for an extended period of time resulting from information leaks that occur when using Bluetooth communications.

- Connection with all Bluetooth devices cannot be guaranteed. Bluetooth devices connected with the unit must comply with the Bluetooth standards prescribed by Bluetooth SIG, Inc., and must be certified as compliant.

- Even when a connected device complies with the Bluetooth standard, there may be cases where the characteristics or specifications of the Bluetooth device make it unable to connect, or result in different control methods, display, or operation.

- When using the unit to perform hands-free talking on the phone, route calls depending on the connected device or the communication environment.

- Depending on the device to be connected, it may require some time to start communication.

If sound skips frequently during playback
• The situation may be improved by setting the sound quality mode to "Priority on stable connection". For details, refer to the Help Guide.

The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.

When listening to music from a smartphone, the situation may be improved by closing unnecessary apps or restarting the smartphone.

Frequency band:
2.4 GHz band (2.4000 GHz - 2.4835 GHz)

Depend on the in-flight entertainment services, it may not be supported.

Communication specification

Communication system:
Bluetooth Specification version 5.0

Output:
Bluetooth Specification Power Class 1

Maximum communication range:
Line of sight approx. 10 m¹⁾

Frequency band:
2.4 GHz band (2.4000 GHz - 2.4835 GHz)

1) Depending on the in-flight entertainment services, it may not be supported.

On the use of calling apps for smartphones and computers

This unit supports normal incoming calls only. Calling apps for smartphones and computers are not supported.

On charging the unit

This unit can be charged using USB only. A computer with a USB port or a USB AC adaptor is required for charging.

Be sure to use the supplied USB Type-C[®] cable.

When charging, the unit cannot be turned on and the Bluetooth and noise canceling functions cannot be used.

If the unit is not charged for a long time, the rechargeable battery may become depleted quickly. The battery will be able to hold a proper charge after it is discharged and recharged several times. When storing the unit for a long time, charge the battery once every six months to prevent over-discharge.

If the rechargeable battery becomes depleted extremely quickly, it should be replaced with a new one. Please contact your nearest Sony dealer for a battery replacement.

If the unit does not operate properly

Follow the procedure below to reset the unit (Fig. B).

Press the and buttons simultaneously while the unit is charging. The unit is reset when the pairing information is deleted.

If the problem persists even after the unit is reset, perform the procedure below to initialize the unit.

Disconnect the USB Type-C[®] cable and turn off the unit. Press and hold the and buttons simultaneously for at least 7 seconds. The indicator (blue) blinks 4 times, the unit is initialized, and the unit is reset.

After the unit is initialized, it may not be able to connect to your iPhone or computer. If this happens, delete the pairing information of the unit from the iPhone or computer, and then pair them again.

On the noise canceling function

The noise canceling function senses external ambient noise (such as the noise inside a vehicle or the sound of air conditioning inside a room) with built-in microphones, and produces an equal-but-opposite sound that cancels out the ambient noise.

The noise canceling effect may not be pronounced in a very quiet environment, or some noise may be heard.

The noise canceling function works for noise in the low frequency band primarily. Although noise is reduced, it is not canceled completely.

Do not use the unit while walking, driving or cycling. Doing so may cause traffic accidents.

Do not use at a dangerous place unless the surrounding sound can be heard clearly.

Mobile phones may cause interference and noise. Should this occur, locate the unit further away from the mobile phone.

Depending on how you wear the unit, the noise canceling effect may vary or a beeping sound (howling) may occur. If this happens, take off the unit, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases:

- When using the unit around a sink, etc.

- Be careful that the unit does not fall into a sink or container filled with water.

- When using the unit in the rain or snow, or in humid locations

- When using the unit while you are sweaty.

- If you touch the unit with wet hands, or put the unit in the pocket of a damp article of clothing, the unit may get wet.

For details on the effect of contact to the human body from the mobile phone or other wireless devices connected to the unit, refer to the instruction manual of the wireless device.

Never insert the USB plug when the main unit or charging cable is wet. If the USB plug is inserted while the main unit or charging cable is wet, a short circuit may occur due to the liquid (tap water, seawater, soft drink, etc.) attached to the main unit or charging cable or due to foreign matter, and cause abnormal heat generation or malfunction.

This product (including accessories) has magnet(s) which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Consult your doctor before using the product to ensure use of any medical device.

Note on wearing the unit

Because the headphones achieve a tight seal over the ears, forcibly pressing them against your ears or quickly pulling them off can result in ear damage. When wearing the headphones, the speaker diaphragm may produce a click sound. This is not a malfunction.

Other notes

Do not subject the unit to excessive shock.

The touch sensor may not operate normally if you apply stickers or other adhesive items to the touch sensor control panel.

Be careful not to catch your finger in the unit when folding.

When you use the unit as wired headphones, use the supplied headphone cable only. Make sure that the headphone cable is firmly inserted.

The Bluetooth function may not work with a mobile phone, depending on the environment or the mobile phone's environment.

Do not apply weight or pressure to the unit for long periods, including when it is stored, as it may cause deformation.

If you experience discomfort while using the unit, stop using it immediately.

The earpads may be damaged or deteriorate with long-term use and storage.

Cleaning the unit

When the outside of the unit is dirty, clean it by wiping with a soft dry cloth. If the unit is particularly dirty, soak a cloth in a dilute solution of neutral detergent, and wring it well before wiping. Do not use solvents such as alcohol, benzene, thinner, or acetone, as they may damage the surface.

If the unit is exposed to water or sweat, remove it from the unit and let it dry.

Wipe off any liquid that has entered the earcups, or remove any 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 sensor part facing up until the moisture disappears (Fig. E).

If you have any questions or problems concerning this unit that are not covered in this manual, please consult your nearest Sony dealer.

Notes on wearing the unit

Service offered by third parties may be changed, suspended, or terminated without prior notice. Sony does not bear any responsibility in these sorts of situations.

Disclaimer regarding services offered by third parties

Services offered by third parties may be changed, suspended, or terminated without prior notice. Sony does not bear any responsibility in these sorts of situations.

Notes on the License

