

## Connect the WH-1000XM4 headphones to two devices (multipoint connection)

When you connect headphones to a device, both the music playback (Media audio) and the phone call function (Call audio) are connected simultaneously. Most headphones allow multiple Bluetooth® connections to audio devices, however, to switch sources, you would need to go into the Bluetooth settings, disconnect the current source, and then connect the source you want to use with the headphones.

Unlike many other headphones, the **WH-1000XM4** headphones support **Multipoint connection**. This means that the headphones can switch easily between two audio sources without needing to go through the normal Bluetooth reconnection process. The headphones can also automatically answer a call on your phone while you are listening to audio on another source (such as a computer or music player).

### Before you start

- Download the **Sony | Headphones Connect** app from an app store ([Android](#), [iOS](#)) on one of the devices and make sure it has the latest update.
- Both source devices must support Bluetooth capability
- When pairing the headphones it is very important that you select [**WH-1000XM4**], rather than [**LE\_WH-1000XM4**].
  - **NOTE:** It may take up to a minute before [**WH-1000XM4**] appears on the screen. [**LE\_WH-1000XM4**] will no longer appear after upgrading to firmware version 2.0.7 released on 5th November 2020.

### How to use the Multipoint connection

Multipoint connection works with only two devices at a time. For example, you can:

- Watch a video on your computer and answer a call from your smartphone.
- Listen to music on your Walkman® player (or other music player) and answer a call from your smartphone.

## Can I connect Bluetooth headphones, speakers, and soundbars with my Android TV or Google TV?

**IMPORTANT:** This article applies only to specific products and/or operating systems. Check *Applicable Products and Categories* for details.

You can pair some wireless headphones, speakers, and soundbars with your Android TV or Google TV through a Bluetooth connection.

There are a few ways to check if your devices are compatible.

[Check the compatible model list](#)

[Android TVs / Google TVs](#)

## [Bluetooth headphones](#)

## [Soundbars](#)

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### Check the specifications


You can check the specifications of your device on the [model support page](#) to confirm if your TV and Bluetooth headphones, speakers, or soundbar support **A2DP** (Advanced Audio Distribution Profile) Bluetooth profile.

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### Check the TV settings

Confirm whether [**A/V sync**] is available in the TV settings menu.

**NOTE: If [A/V sync] is available, your TV model supports Bluetooth headphones.**

1. On the supplied TV remote control, press the **HOME** button.
  2. Select  **Settings**.
  3. This step will vary depending on the options available in your TV menu. Follow the steps accordingly.
    - Under the **TV** category, select **Display & Sound** → **Audio output**.
    - Under the **TV** category, select **Sound**.
  4. Check if **A/V sync** is available.
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### NOTES:

- **IMPORTANT: Other Bluetooth headphones, speakers, and soundbars that support A2DP may work with Sony's Android TVs. However, Sony does not guarantee their operation.**
- You can only pair one pair of Bluetooth headphones or one soundbar and one other Bluetooth device to the TV at the same time, but not two pairs of Bluetooth headphones or two soundbars at the same time.
- Depending on the TV app used, or Bluetooth audio device connected, some app operations performed from the Bluetooth audio device may not work. In such cases, please use the TV remote control to operate the app.
- The codec used to transfer data to the applicable Bluetooth audio output devices is SBC (Sub-Band Coding). LDAC, AAC, aptX, eSBC, etc., are not supported.
- The target headphones may be difficult to find when registering a Bluetooth device depending on the combination of TV and headphones.
  - If the headphones aren't displayed on the TV screen after waiting for about ten seconds, press the **BACK** button on the TV remote control and try searching for the device again.

## How to use the wireless headphones touch sensor control

Your wireless headphones have a touch sensor control located on the right part of your headphones. You can tap or swipe to listen to surrounding sounds, control music playback, and make phone calls without using the buttons.



### Listening to Ambient Sound (Quick Attention Mode)

This function makes it more comfortable and convenient for you to hear ambient sound (such as aeroplane announcements or make conversations when you shop), without the need to remove your headphones or lower the volume of the music you're playing, phone calls, and ringtones. To activate this function, cover the entire touch sensor control panel with your hand.

### Phone Call Functions

You can also control your phone calls using the touch sensor control panel if your mobile phone supports Hands-free Profile (HFP) or Headset Profile (HSP). [Watch this tutorial](#) or double tap the centre of the touch sensor control panel to perform the following operations:

- Cancel an outgoing call
- Receive an incoming call
- Finish an ongoing call

The available functions may vary depending on your mobile phone. Check the manual supplied with your mobile phone for more information.

### Tips on Bluetooth sound settings and sound issues

**IMPORTANT: This article applies only to specific products and/or operating systems. Check *Applicable Products and Categories* for details.**

### [Solving your Bluetooth sound issues and explaining Sound settings](#)

First, let's verify the Bluetooth issue you're experiencing:

1. **I've successfully paired two devices, but the sound gets disrupted, I can't hear anything (on both sides or one side), or people can't hear me during a call. Please continue reading.**
2. **I'm struggling to connect two Bluetooth devices for the first time.** Linking two devices for the first time is called Bluetooth Pairing.

Please visit our [How to pair and connect Bluetooth devices](#) article for help.

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### I experience sound disruptions: keep distance and obstacles in the environment in mind

Once you've paired and connected your devices, distance and any obstacles can affect the Bluetooth connection. Picture your Bluetooth signal as an invisible cable of about 10 metres (33 feet). This 10-metre range decreases if obstacles (e.g. metal objects, concrete walls or other wave-emitting devices) get in the way between your Bluetooth devices.

Other times, you can experience sudden sound drops when the scenery changes from a closed to a wide outdoor area because the Bluetooth signal suddenly starts to bounce all over the place. For example, you can experience this when exiting a tunnel or leaving a wooded area for a wide and open area. If you're using earbuds, keep in mind that the left and right earbuds communicate through Bluetooth, so they're especially prone to this phenomenon. This should be intermittent, and although inconvenient, it's no reason for concern.

If sound drops and doesn't come back automatically, try the following:

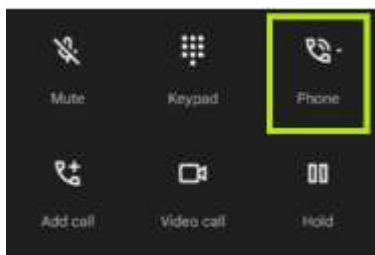
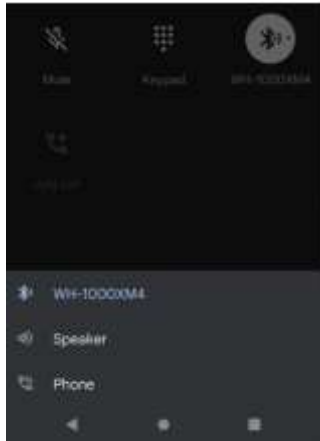
- **Earbuds:** Put your earbuds back in the charging case for a few seconds.
- **Other headphones:** Turn your headphones off and on again.

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### I can't hear anything during phone calls, or there's a lot of noise

#### Phone calls & Output settings

Check what Bluetooth devices are currently connected to your smartphone. If you've paired your smartphone with several Bluetooth devices, sound might be coming out of a different device. Usually, your phone gives you several sound output options: you can choose between your phone speaker, the phone loudspeaker, or other Bluetooth devices that support phone calls. Make sure you have the right one selected!



### [How do I know if an Xperia \(Android\) smartphone is already connected via Bluetooth?](#)

#### Phone calls & Noise-cancellation

Although Noise cancellation creates a quiet environment for you during phone calls, the person you're talking to can still hear all the surrounding noise. Noise-cancellation reduces environmental noise that you can hear, but it doesn't reduce the noise the headphones' microphone can pick up.


Two things that might also affect your headphones' speaker are wind and fabric. If you're wearing a hoody or a scarf, it might rub against the microphone, resulting in an unpleasant sound for the person listening. Wind can also cause this effect if it's blowing straight in the microphone.

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### [I can't hear anything through my headphones connected to the computer](#)

If you've successfully paired your headphones with the computer, but you still can't hear anything, you need to check your computer sound settings. Your computer might still use the speakers by default. In the sound settings, you can change the default sound output (i.e. the channel you play sound through). Select your headphones instead of the default speakers.

#### Windows 10 steps

1. Right-click the **Speaker** icon  in the bottom right corner of your screen.
2. Click on **Open Sound settings**.
3. Under **Output**, select the output device you want to use (e.g. **Headphones** or **Speakers**).

4. Under **Input**, select the input device you want to use (e.g. **Microphone** or **External microphone**).
  - o **Note:** Certain apps may be set up to use different sound devices than the one selected here. Even if you've set **Headphones** as your output device here, you might have to do it again in the video conference app you're using (e.g. Microsoft Teams or Zoom).



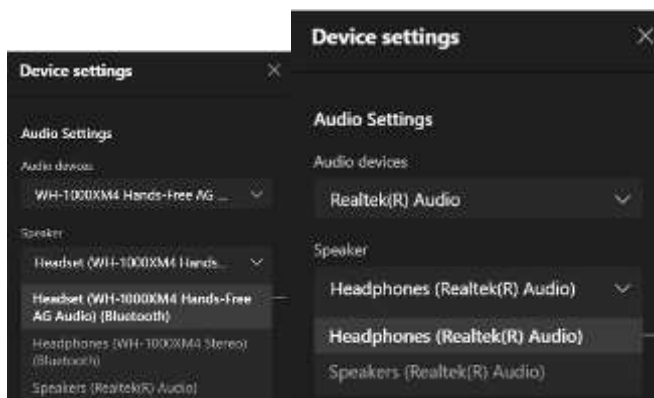
If you're struggling to pair your headphones with your computer, please visit our dedicated article: [How to connect your Bluetooth headphones to a laptop/desktop computer.](#)

There's no sound during my video conference call

Certain video conference apps might require you to set up sound settings, even if your headphones are connected. The app might not select the right output device by default. Furthermore, your headphones might have two different options available, and only one of them is meant for video conference calls. You can play around with the settings to see what works for you because depending on your computer brand, headphones or the app you're using, it might be a little different.

In short, do three checks:

1. Make sure your headphones are connected to your computer
2. Check your computer sound settings (Speakers versus Headphones)
3. Check the video conference app sound settings (Headphones versus Headset).



If you can hear sound through your headphones when using your computer, but not during video conference calls (e.g., Microsoft Teams meeting), chances are you need to change your Device Settings.

## Why do I hear sound with noise-cancelling on?

Why do I hear external sound when noise cancelling is on?

Air trapped between your audio device and eardrum

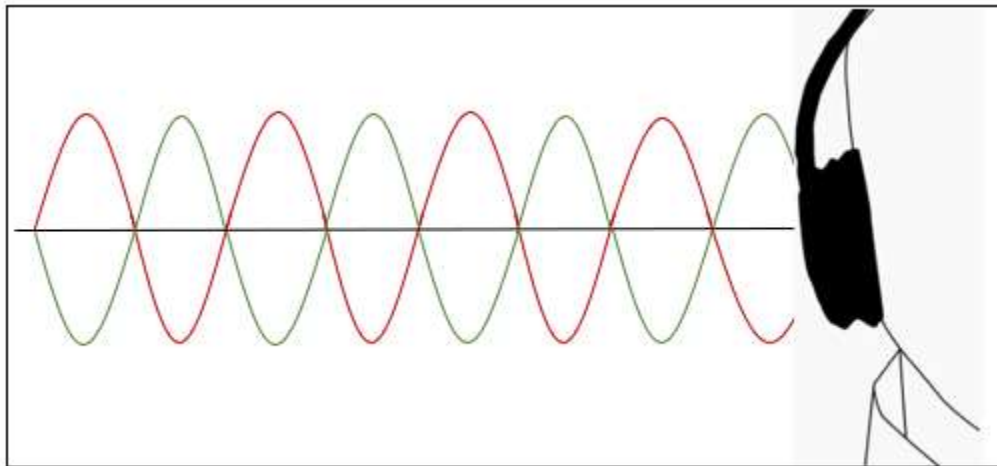
Noise-cancelling technology cannot completely isolate sound due to the air trapped between your audio device and eardrum. However, the air is important for you to be able to hear music. Suppose you were able to remove the trapped air, the net effect is silence, no matter what volume your music is on. Why? There would be no medium for the sound to travel from the audio device to your eardrum.

Noise cancellation at different pitch levels

Have you ever noticed how effective noise-cancelling is in cutting out the sound from an airplane engine? But when someone next to you speaks, you hear their voice. Why is that?

How does noise cancellation work?

Noise-cancelling audio devices use a built-in microphone to analyse the ambient sound waves around you and generate the opposite sound waves in order to reduce surrounding sound. Noise-cancelling devices have a built-in microphone which generates the opposite reversed sound waves to neutralise surrounding noise. Noise cancellation works best when the ambient sound around you is constant and around the low to medium pitch range.



Now consider the fluctuating pitch levels when you speak. The sudden changes in pitch occur too frequently and make it difficult for any noise-cancelling audio device to analyse and process these differences. Therefore, some noises are heard whilst others are not.

How to improve noise cancellation

Turn off Adaptive Sound Control

Adaptive Sound Control changes the noise-cancelling intensity based on the ambient noise in your surroundings. The intensity of noise cancellation is increased in a loud environment and reduced in a

quiet environment. Turn off the Adaptive Sound Control if you want the strongest noise cancelling level in any situation.

### Optimise noise-cancelling (NC Optimizer) – for Headphones only

The NC Optimiser function analyses the shape of your face, hairstyle, whether you are wearing glasses and even pressure changes on aeroplanes. Try to optimise noise-cancelling and see whether the noise-cancelling intensity improves.

1. Wear the headset with the power turned on.
2. Press and hold the Noise Cancelling/Ambient or Noise Cancelling button for about two seconds. You will hear the phrase “**Optimiser start**”, after which the process will begin. Once the setup is complete, you will hear the phrase “**Optimiser finished**”.

### Make sure to wear the device correctly

One of the easiest ways to maximise the noise cancellation capabilities of your audio device is to fit the device correctly. A tighter seal will already block out a certain level of ambient noise. Once you find the right fit, you should notice stronger noise cancellation.

#### **Twist the earbud to ensure that the tip rests in your ear canal**

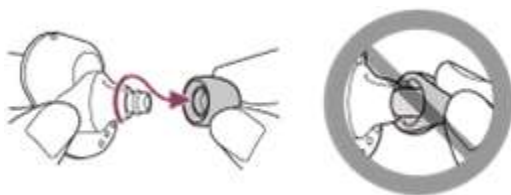


#### **See if the noise cancellation strength improves by trying a different sized ear tip**

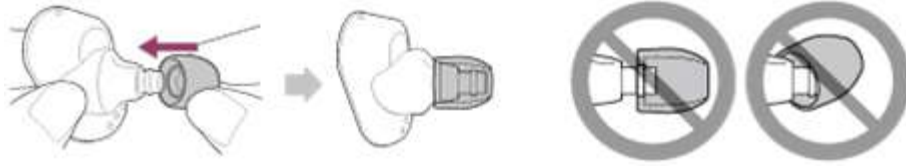
Use a different sized earbud tip and see whether you achieve a better seal. You can also try to use, e.g. a medium earbud tip on your left earbud and a large earbud tip on your right earbud.

#### **Important!**

Do not pinch the end of the earbud tip when removing it. This may weaken the integrity of the earbud tip.



When you attach another earbud tip, ensure that the tip fits correctly by pushing the tip all the way.



**2 Lift your ear gently and attach the earbud to improve the fit**

Rotate the earbud while gently pulling up the upper part of your ear. This is a simple method to ensure that the earbud tip fits into your ear canal.

