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Sony E3SNWH1000XM4B

Sony WH-1000XM4 Premium Noise Cancelling Wireless Headphones User Manual

Model: E3SNWH1000XM4B

INTRODUCTION

Thank you for choosing the Sony WH-1000XM4 Premium Noise Cancelling Wireless Over-The-Ear Headphones. These headphones are designed to provide an exceptional audio experience with industry-leading noise cancellation, superior sound quality, and smart features for everyday convenience. This manual will guide you through the setup, operation, and maintenance of your new headphones.

WHAT'S IN THE BOX

- Sony WH-1000XM4 Premium Noise Cancelling Wireless Over-The-Ear Headphones
- Protective Travel Carry Case
- USB-C Charging Cable
- Audio Cable for Wired Connection
- In-flight Adapter
- Deco Gear Wood Headphone Display Stand



Figure 1: Contents of the Sony WH-1000XM4 headphone bundle.

SETUP

1. Charging the Headphones

Before first use, fully charge your headphones. Connect the supplied USB-C charging cable to the USB-C port on the headphones and to a compatible USB power source. The indicator light will show charging status. A full charge provides up to 30 hours of battery life. A quick 10-minute charge can provide several hours of playback.



Figure 2: USB-C charging port and control buttons on the left earcup.

2. Bluetooth Pairing

1. Ensure the headphones are powered off.
2. Press and hold the Power button for about 7 seconds until the indicator flashes blue rapidly, indicating pairing mode.
3. On your Bluetooth-enabled device (smartphone, laptop, tablet), go to Bluetooth settings and select "WH-1000XM4" from the list of available devices.
4. Once connected, the indicator will flash blue slowly.

The Bluetooth connection is designed to be strong, maintaining connection up to 60 feet from the source, depending on environmental factors.

3. Wired Connection

For a wired connection, use the supplied audio cable. Connect one end to the 3.5mm jack on the headphones and the other end to your audio device. Note that noise cancellation may not function when connected via cable without power.

OPERATING INSTRUCTIONS

1. Power On/Off

- To power on: Press and hold the Power button until the indicator flashes blue.
- To power off: Press and hold the Power button until the indicator turns off.

2. Noise Cancellation and Ambient Sound Control

The WH-1000XM4 features advanced Active Noise Cancellation. Use the CUSTOM button (or NC/AMBIENT button) to cycle through Noise Cancelling, Ambient Sound, and Off modes. The Adaptive Sound Control feature automatically adjusts ambient sound settings based on your activity and location.



Figure 3: Location of the CUSTOM button for noise control.

3. Touch Control Panel

The right earcup features a touch control panel for various functions:

- **Play/Pause:** Double-tap the center.

- **Next Track:** Swipe forward.
- **Previous Track:** Swipe backward.
- **Volume Up:** Swipe up.
- **Volume Down:** Swipe down.
- **Activate Voice Assistant:** Press and hold.
- **Quick Attention Mode:** Place your hand over the entire right earcup to instantly lower music volume and allow ambient sound in.

4. Hands-Free Calling

Enjoy clear hands-free calling. Answer calls by double-tapping the center of the right earcup. End calls by double-tapping again.

MAINTENANCE

To ensure the longevity and optimal performance of your Sony WH-1000XM4 headphones, follow these maintenance guidelines:

- **Cleaning:** Gently wipe the earcups and headband with a soft, dry cloth. For stubborn dirt, slightly dampen the cloth with water and mild soap, then wipe dry. Avoid using harsh chemicals or abrasive materials.
- **Storage:** When not in use, store the headphones in their protective travel carry case to prevent scratches and damage. Avoid exposing them to extreme temperatures, humidity, or direct sunlight.
- **Water Resistance:** These headphones are **Not Water Resistant**. Avoid exposing them to water, rain, sweat, or excessive moisture. Damage due to liquid exposure is not covered under warranty.
- **Cushioning Care:** The earcups and headband cushioning may show wear over time. Handle them gently to prolong their life.



Figure 4: Headphones folded for compact storage in the carry case.

TROUBLESHOOTING

If you encounter issues with your headphones, refer to the following common troubleshooting steps:

Problem	Possible Cause / Solution
No Power / Won't Turn On	Battery is depleted. Charge the headphones using the supplied USB-C cable.
Cannot Pair via Bluetooth	<p>Ensure headphones are in pairing mode (rapid blue flashing indicator).</p> <p>Make sure Bluetooth is enabled on your device.</p> <p>Delete "WH-1000XM4" from your device's Bluetooth list and try pairing again.</p> <p>Move closer to the device; ensure no obstructions.</p>
Bluetooth Connected but No Audio (e.g., with Smart TV)	This can occur. Go into your TV's sound control settings and re-pair the headphones as if it's the first time. This often resolves the issue.
Noise Cancellation Not Effective	<p>Ensure Noise Cancelling mode is active (not Ambient Sound or Off).</p> <p>Check earcup fit; a proper seal is crucial for effective noise cancellation.</p> <p>Certain sudden sounds (like coughing) may temporarily disengage noise cancellation as part of smart features.</p>
Audio Quality Issues (e.g., "bassy")	Adjust equalizer settings via the Sony Headphones Connect app (if available for your device) or your device's audio settings.
Headphones Uncomfortable After Long Use	While designed for comfort, prolonged use can cause discomfort for some users. Take short breaks as needed. Ensure the headband is adjusted correctly for your head size.

SPECIFICATIONS

Feature	Detail
Model Name	E3SNWH1000XM4B
Noise Control	Active Noise Cancellation
Connectivity Technology	Wireless (Bluetooth)
Wireless Communication Technology	Bluetooth
Bluetooth Range	10 Meters (approx. 33 feet, though user review suggests up to 60 feet)
Headphones Jack	3.5 mm Jack
Control Method	Touch
Battery Life	30 Hours
Item Weight	1.2 Pounds
Product Dimensions	8.5 x 8 x 3.5 inches
Water Resistance Level	Not Water Resistant
Frequency Range	20 Hz - 20,000 Hz
Impedance	51 Ohm
Manufacturer	Sony

WARRANTY AND SUPPORT

For warranty information, technical support, or service inquiries, please refer to the official Sony support website or contact their customer service directly. Keep your proof of purchase for warranty claims.

Online Support: www.sony.com/electronics/support