

FAQ's

How do I replace the ear pads / cushions / sponge of my Headphones?

Because different headphone models requires different methods to replace the ear pads, please visit your nearest Authorized Service Center to let our technicians help you with the replacement.

Note:

Replacement is subjected to a service fee.

Replacement parts are subjected to stock availability.

When the headphones are connected to a computer there is no sound or the microphone does not work.

How to switch a computer's speaker or microphone settings to use the headphones ones.

IMPORTANT: This article applies only to specific products and/or operating systems. Check the Applicable Products and Categories section of this article before starting these steps.

If you have successfully connected the headphones to a computer via Bluetooth but cannot hear sounds or the microphone does not work, you may need to change the computer settings:

Note: The menu items displayed on the computer may vary depending on the model or OS version.

For Windows 11

Open the Start menu and select Settings.

Select System.

Select Sound.

Scroll down to the Advanced menu and select More sound settings.

In the Playback tab, select Headphones, and click Set as Default Device.

Select OK to close the setting screen.

For Windows 10

On the right side of the computer screen, right-click the Speaker icon.

Select Open Sound settings, and then select Sound Control Panel.

Select the Playback tab to show the device list.

Select Headset labeled with Hands-free, and click Set as Default Device.

Note: If the same headphones model name exists, make sure to choose the model labeled with Hand-Free.

Select OK to close the setting screen.

For Windows 8.1

On the right side of the computer screen, right-click the Speaker icon.

Select Playback devices.

Select Headset labeled with Hands-free, and click Set as Default Device.

Note: If the same headphones model name exists, make sure to choose the model labeled with Hand-Free.

Select OK to close the setting screen.

If the above settings do not work, try the following:

Turn the headphones off and then on again.

Note for Truly Wireless headphones: To turn off the headphones set them in the charging case, close the lid, then remove them.

Restart the computer.

Reset the headphones.

Initialize the headphones.

Notes:

Initialization returns the headphones to the factory settings and all Bluetooth pairing information is deleted. After Initialization, delete the pairing information from the computer and perform pairing again.

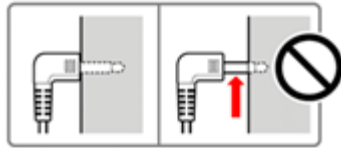
If you have connected to the computer with the headphones named LE-xxxxx (model name), the headphones are paired with the computer with Low Energy mode and may cause to fail the Bluetooth connection or unable to hear the sound from the headphones. To avoid this, pair the headphones named without LE-xxxxx. If only LE-xxxxx is displayed when pairing, wait for a while to display the model name without LE-xxxxx.

If you can use a different app or computer, check if the issue is resolved when connected with them.

There is no sound from my headphones

Follow these steps if you can't hear any sound from your headphones after playing audio from a connected source device. If these steps require model-specific information, check your manual.

1. Make sure your audio source is on and the volume is up.
2. If your headphones have a volume button or knob, make sure to turn it up.
3. If you have battery-powered headphones, make sure the battery have enough power.
4. Check the connection of your headphones.
 - **Wired connection:**
 1. Make sure that the headphone plug is properly connected to the device.



NOTE: It is possible that the headphone plug has not been inserted properly due to some rigidness of the headphone jack on the device used (music player, smartphone, tablet, etc.). Make sure the plug is completely inserted into the device.

2. If the audio source uses a line remote, disconnect the remote and plug directly to the audio source. If you can hear the sound from your headphones, the line remote may require service.

Bluetooth connection:

Make sure to select your headphones in the Bluetooth settings of your audio source.

Make sure there are no multiple devices that emit radio waves nearby

Turn your headphones off and on.

Pair your headphones to your audio device again.

Try connecting your headphones to another audio source.

If the sound is heard, the first audio source may require repair.

If your headphones don't produce any sound after connecting to a second audio source, your headphones may require service. Go to Product Repair.

Alternatively, you can use our step-by-step Troubleshooting Guide.

When on a call using the headphones, my voice sounds loud or echoes

IMPORTANT: This article applies only to specific products and/or operating systems. Check the Applicable Products and Categories section of this article before starting these steps.

When making or receiving calls using the headphones, your voice and other sounds are picked up from the headphone microphone Sidetone function. Your Voice, the surrounding sounds, and the sound of the headphone operation will be heard through the headphone ear pieces. This is not a malfunction.

Notes:

The volume level and sensitivity of the Sidetone function cannot be adjusted, and the function cannot be turned off.

When using the headphone microphone, make sure that it is not too close to your mouth. If the microphone is too close, it may cause echo or make your voice too loud (for WI-xx models only).

How to use Bluetooth headphones for video calls on the computer

IMPORTANT: This article applies only to specific products and/or operating systems. Check the *Applicable Products and Categories* section of this article before starting these steps.

To meet the increasing needs of video calls these days, this page introduces how to use Bluetooth headphones for video calls on computers. If audio settings are not set properly on your video calling app, the voice of the other party may not be heard, or the other party may not hear your voice. We hope this article will help learn these settings and make a comfortable online meeting.



Connect your headphones and computer via Bluetooth

For how to pair your headphones and computer, refer to the Help Guide of your headphones.

Confirm the settings on video calling apps

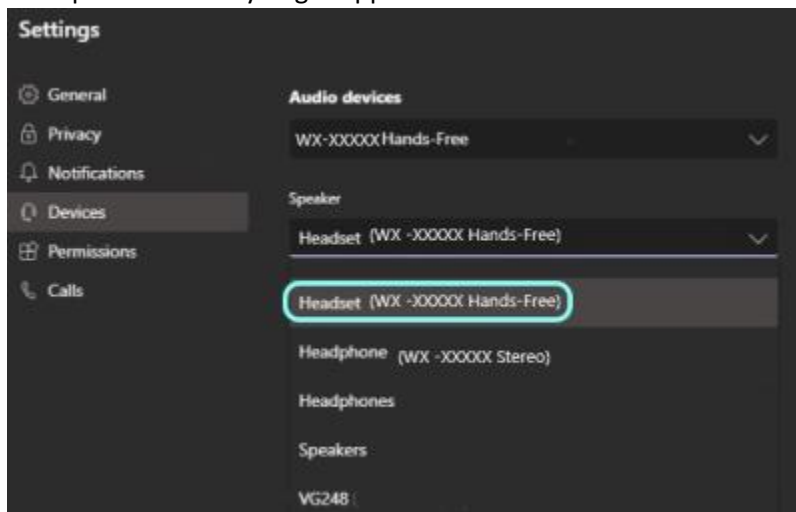
Follow these steps to confirm that the **Speaker** and **Microphone** settings are properly set on your video calling app.

Notes:

- There are some types of Bluetooth profiles, like **A2DP** (Advanced Audio Distribution Profile), **HFP** (Hands-free Profile), or **HSP** (Headset Profile) for example. The **A2DP** is intended to playback music, on the other hand, **HFP/HSP** is intended to make a voice call. Depending on the voice calling app, the voice call may not be available when connecting using **A2DP** profile.
- The images and descriptions below are just examples. Check the help page of the app for further information.
- **Start the voice calling app.**
- **Open the settings screen on the video calling app, and confirm the audio (Speaker and Microphone) settings.**
- We will show you how to open the settings screen for some frequently used apps. If the app you are using are not listed below, check the help page or manual of the app.
Note: We have verified some, but not all, of the operations, so not all video call operations for all apps are guaranteed.
- [Microsoft Teams settings](#)
- [Zoom settings](#)
- [Skype settings](#)
- [Google Meet settings](#)
- **Confirm the Speaker Settings.**

The descriptions below use the examples using WH-1000XM4.

From the pull-down list of the **Speaker** setting, select **Headset (WH-1000XM4 Hands-Free)**. Here is an example of how they might appear in Microsoft Teams:



- **Notes:**

- **Headphones (WH-1000XM4 Stereo)** should not be selected because this menu item is used for music playback.
- If your list shows only headphones model name and does not suggest the purpose of use (for **Hands-Free** or **Stereo**), select your headphones model name item.
- The menu item may differ depending on the app.

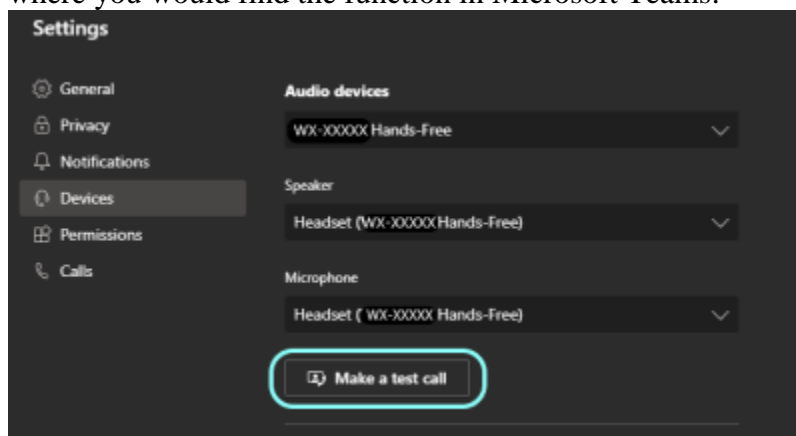
- **Confirm the Microphone Settings.**

The descriptions below use the examples using WH-1000XM4.

From the **Microphone** setting list, select **Headset (WH-1000XM4 Hands-Free)**.

Notes:

- **Headphones (WH-1000XM4 Stereo)** should not be selected because this menu item is used for music playback.
- The menu item may differ depending on the app.
- **Using a test call function, confirm if your audio is working.**
- In many cases, video calling apps have test call function, which can be used on the **Speaker** and **Microphone** settings screen. After setting the speaker and microphone, check the test call function to see if the audio is properly working. Here is an example of where you would find the function in Microsoft Teams:



Note: Make sure that **Speaker** and **Microphone** volume are not muted.

If you cannot talk using the headphones even though you check through the settings above, follow these steps and then check again to see if the issue is resolved:

1. Turn the headphones off and on, and reconnect to your computer.
Note for Truly Wireless headphones: To turn off the headphones, set the headphones in the charging case and close the lid. Then, remove the headphones from the charging case.
2. Restart the computer.
3. Reset the headphones.

4. Initialize the headphones.

Note: Depending on the computer or app, the headphones may not work properly. Try another apps, or try another computer if possible.

Notes for Speak-to-Chat supported models:

- When the **Speak-to-Chat** function is enabled and the **Microphone** setting on the video calling app is not set properly, the voice from the headphones may be muted in response to your speech.
- If your video calling app does not have the **Microphone** setting, disable the **Speak-to-Chat** function on the headphones. To disable the **Speak-to-Chat** function, hold 2 fingers to the touch sensor control panel until you hear the voice guidance say **Speak-to-chat deactivated**