

PX Support

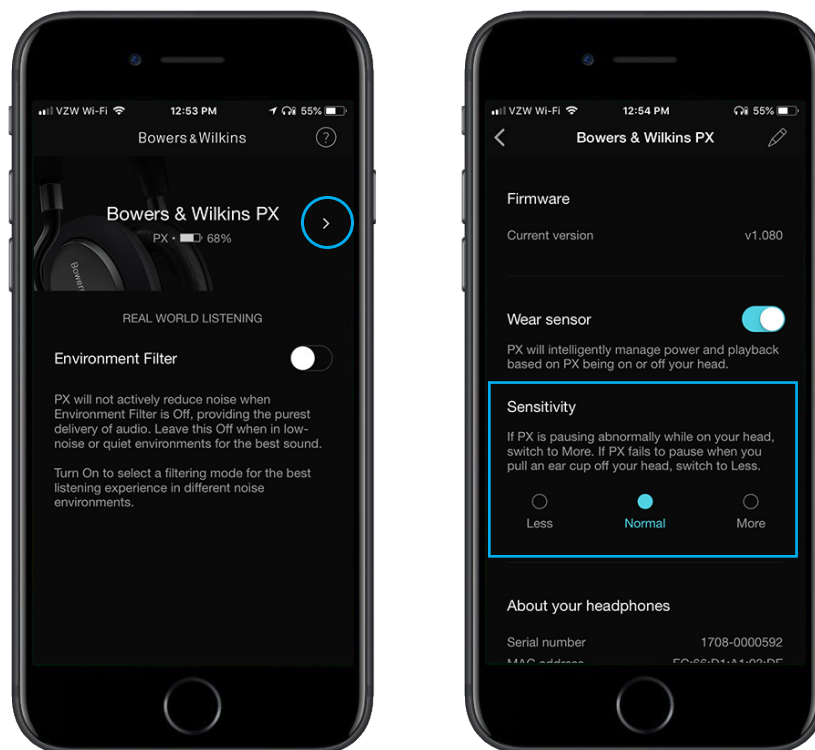
Audio Drop Outs

Proximity Sensor:

When PX are placed on your head, they will automatically wake from sleep, attempt to connect to the last connected Bluetooth device, and if successful try to play audio from the device. When removed from your head and placed around your neck or to one side, the headphones will pause audio, and resume play when you wear them again.

If PX is not waking, playing, or pausing automatically when on your head, try adjusting the headphones sensitivity. This can be done via the Bowers & Wilkins Headphones app. Using the app you can increase or decrease the wear sensor's sensitivity, or disable it entirely.

To access the sensitivity adjustment, open the Bowers & Wilkins Headphones App and click the arrow to the right of the headphone name.



Ensure that there is no hair or other objects trapped between the ear pads and your ears as this can effect the sensor performance.

Bluetooth Drop Outs:

Consider the placement and orientation of the Bluetooth device. Some devices may have limited signal strength, which can be reduced further by the way it is held or where it's positioned. To optimize performance make sure the Bowers & Wilkins product is within line of sight of your Bluetooth device.

Ensure that your PX and Bluetooth device are placed away from other sources of interference such as microwave ovens, cordless telephones, wireless alarm systems and other Bluetooth or WiFi devices.

If the issue persists, please contact customer service for additional support at bowersandwilkinsus.custhelp.com, email support@bowers-wilkins.com or call 1-800-370-3740.