Wireless Noise Canceling Stereo Headset
WF-1000XM5



Model: YY2963

Quick Start Guide

⚠ To prevent burning or malfunction due to getting wet

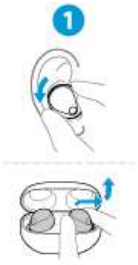
Download the app, and set up the headset

Headphones Connect

To use all functions and improved performances, update the software of the headset and “Sony | Headphones Connect” app to the latest version. For details, refer to the following:
https://www.sony.net/elesupport/
From October 2024, the “Sony | Headphones Connect” app was launched as the “Sony | Sound Connect” app with a new name and new screen.

Let’s start to use





Wearing the headset

Simply turn the headset units on their sides to take them out of the charging case.
Put on the headset units by twisting them as you push the earbud tips deep into your ear canals.



Establishing a BLUETOOTH® connection

The headset is turned on when the headset units are removed from the charging case.
Follow the downloaded “Sony | Headphones Connect” app instructions.



Operating the headset

Tap the center of the touch sensor with the pad of your index finger.
Left
●: To switch the noise canceling function and Ambient Sound Mode
●●: Quick Access (requires settings with the “Sony | Headphones Connect” app)
●●●: Quick Access (requires settings with the “Sony | Headphones Connect” app)
●●●●...: To decrease the volume
▬: To activate the Quick Attention Mode

Right
●: To play or pause music
●●: To skip to the beginning of the next track
●●●: To skip to the beginning of the previous track (or the current track during playback)
●●●●...: To increase the volume
▬: To use or cancel the voice assist function (Google™ app/Siri)

Related information

Establishing a Bluetooth connection manually
Charging the headset

Getting started

What you can do with the Bluetooth function

About the voice guidance

Supplied accessories

Checking the package contents
Replacing the earbud tips

Parts and controls

Location and function of parts
About the indicator

Wearing the headset

Wearing the headset
Using only one headset unit

Operating the headset

About the touch sensor
Using Quick Access

Power/Charging

Charging
Available operating time
Checking the remaining battery charge
Turning on the headset
Turning off the headset

Making connections

How to make a wireless connection to Bluetooth devices

Easy setup with app

Connecting with the “Sony | Headphones Connect” app

Android smartphone

Pairing and connecting with an Android smartphone
Pairing and connecting with an Android smartphone using LE Audio
Connecting to a paired Android smartphone

iPhone (iOS devices)

Pairing and connecting with an iPhone
Connecting to a paired iPhone

Computers

- Pairing and connecting with a computer (Windows® 11)
- Pairing and connecting with a computer (Windows 10)
- Pairing and connecting with a computer (Mac)
- Connecting to a paired computer (Windows 11)
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Mac)

Other Bluetooth devices

- Pairing and connecting with a Bluetooth device
- Connecting to a paired Bluetooth device

Multipoint connection

- Connecting the headset to 2 devices simultaneously (multipoint connection)

Switching audio between multiple devices with “audio switch”

Disconnecting Bluetooth connection (after use)

Listening to music

Listening to music via a Bluetooth connection

- Listening to music from a device via a Bluetooth connection
- Controlling the audio device (Bluetooth connection)
- About 360 Reality Audio
- Enjoying seamless playback with speakers (Auto Switch)

Noise canceling function

- What is noise canceling?
- Using the noise canceling function

Listening to ambient sound

- Listening to ambient sound during music playback (Ambient Sound Mode)
- Listening to ambient sound quickly (Quick Attention Mode)
- Speaking with someone while wearing the headset (Speak-to-Chat)

Sound quality mode

- About the sound quality mode
- Supported codecs

└ About the DSEE Extreme function

Making phone calls

Receiving a call

Making a call

Functions for a phone call

Making a video call on your computer

Using the voice assist function

Using Google Assistant

Using Amazon Alexa

Using the voice assist function (Google app)

Using the voice assist function (Siri)

Using the apps

What you can do with the “Sony | Headphones Connect” app

Installing the “Sony | Headphones Connect” app

Accessing support information from the “Sony | Headphones Connect” app

How to keep the software up-to-date (for comfortable use of the headset)

What you can do with partner services

What you can do with partner services

Important information

Precautions

When you have finished using the headset

Maintenance

To prevent burning or malfunction due to getting wet

When the headset units or charging case gets wet

Licenses

Trademarks

Customer support websites

Troubleshooting

What can I do to solve a problem?

Power/Charging

- Unable to turn on the headset.
- Headset cannot be charged or charging time is too long.
- The available operating time is short, the battery power does not last long, the battery life of the left and right headset units is different.

Sound

- No sound, no sound from one side
- Low sound level
- Noise or unusual sound can be heard.
- Sound skips frequently.
- Low sound quality, no low-frequency sound.
- The noise canceling effects are not sufficient.

Operation

- The headset cannot be operated.

Bluetooth connection

- Pairing with a Bluetooth device cannot be done.
- Unable to make a Bluetooth connection.
- Cannot hear the other person or the call volume is low during calls/The other person cannot hear you or their call volume is low during calls.
- The LE Audio connection cannot be established.
- You cannot switch back to the Classic Audio connection.

Others

- Earbud tips are damaged or lost.
- An earache occurs.

Resetting or initializing the headset

- Resetting the headset
- Initializing the headset to restore factory settings

Specifications

Specifications

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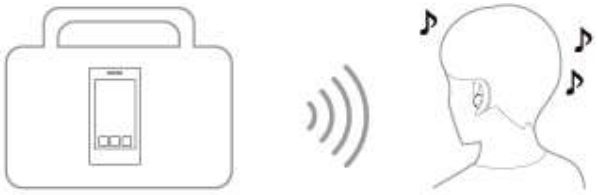
Wireless Noise Canceling Stereo Headset
WF-1000XM5

What you can do with the Bluetooth function

The headset uses Bluetooth wireless technology, allowing you to do the following.

Listening to music

You can enjoy music wirelessly from a smartphone or music player, etc.



Talking on the phone

You can make and receive calls hands-free, while leaving your smartphone or mobile phone in your bag or pocket.



Related Topic

- How to make a wireless connection to Bluetooth devices

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About the voice guidance

In the factory settings, when the headset is worn in your ears, you will hear the English voice guidance via the headset. By using the “Sony | Headphones Connect” app, you can change the language of the voice guidance, turn on/off the voice guidance, and set the voice guidance volume. For more details, refer to the “Sony | Headphones Connect” app help guide.
https://rd1.sony.net/help/mdr/hpc/h_zz/

- When entering pairing mode automatically by putting the headset units into your ears for the first time after purchase or after initializing the headset (when there is no pairing information on the headset) / When manually entering pairing mode and putting the headset units into your ears: “Pairing”
- When the remaining battery charge of the headset is low: “Low battery”
- When automatically turning off due to low battery of the headset: “Battery is empty”
- When setting the voice guidance volume: “Voice guidance test”
- When Google Assistant is not available on the smartphone connected to the headset even when operating the headset unit to which Google Assistant is assigned: “Google Assistant is not connected”
- When Amazon Alexa is not available on the smartphone connected to the headset even when operating the headset unit to which Amazon Alexa is assigned: “Either your mobile device isn’t connected; or you need to open the Alexa App and try again”
- When operating Voice Assistant while connected in LE Audio: “The [Voice Assistant] is not available. Please open the Headphones Connect and check the [Voice Assistant] settings.”
- When [Connect to 2 devices simultaneously] is turned on and [LE Audio connection setting for headphones] is set to [LE Audio Priority] in the “Sony | Headphones Connect” app and switching from Classic Audio connection to LE Audio connection: “Multipoint connection has been disabled. Please open the Headphones Connect and check the [Connect to 2 devices simultaneously] settings.”
- When Quick Access is not available because Service Link is turned off: “Launch Headphones Connect to activate Service Link”
- When the corresponding app is not launched even if you operate the headset unit to which Quick Access is assigned: “App assigned to the Quick Access is not launched on the mobile device”
- When operating Quick Access while connected in LE Audio: “The Quick Access is not available. Please open the Headphones Connect and check the [Services] tab.”
- When Safe Volume Control starts: “The [Safe volume control] limits the volume.”

Note

- When changing the language of the voice guidance, it may take up to about 20 minutes.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will not return to the factory settings.
- If the voice guidance is not heard after changing the voice guidance language or updating the software of the headset, set the headset units into the charging case, and close the charging case lid to turn them off, then remove the headset units from the charging case to turn them on again.

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Checking the package contents

After opening the package, check that all of the items in the list are included. If any items are missing, contact your dealer.
Numbers in ( ) indicate the item amount.

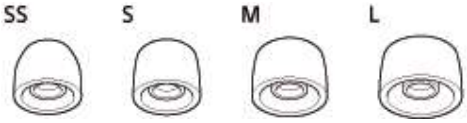
Wireless Noise Canceling Stereo Headset (1)

USB Type-C® cable (USB-A to USB-C®) (approx. 20 cm (7.88 in.)) (1)



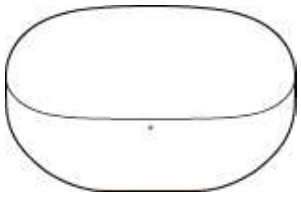
Noise isolation earbud tips (SS/S/M/L 2 each)

- M-sized earbud tips come attached to the left and right headset units at the time of purchase.
  The size of the earbud tips can be determined based on the color of the inside of the earbud tips.



SS size: red
S size: orange
M size: green
L size: light blue

Charging case (1)



Documents (1 set)

Note

- Earbud tips are consumables. If the earbud tips are damaged and need replacing, contact your nearest Sony dealer or purchase the EP-NI1010 series*, sold separately.

* May not be supported in some countries or regions.

Related Topic

- Earbud tips are damaged or lost.

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Replacing the earbud tips

M-sized earbud tips come attached to the left and right headset units at the time of purchase.
If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain the correct sound qualities, noise canceling effects, or call performance.
If any of this is the case, try the following.

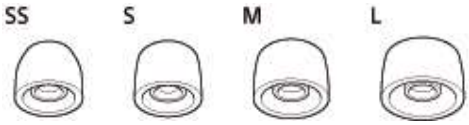
- Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
- The “Sony | Headphones Connect” app will help you to determine which earbud tips suit you best to achieve the optimal noise canceling effect, sound quality, etc.
- Check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.

Hint

- The function that determines the optimal earbud tips for you measures the air-tightness of the earbud tips and determines whether or not the headset units are being worn in your ears correctly. Select a size that fits comfortably.

Noise isolation earbud tips

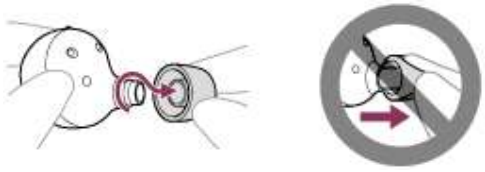
The size of the earbud tips can be determined based on the color of the inside of the earbud tips.



SS size: red
S size: orange
M size: green
L size: light blue

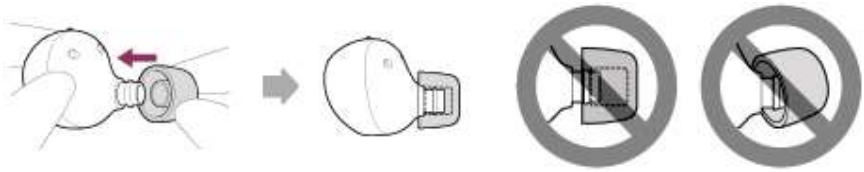
1. **Remove the earbud tip.**

   Hold the headset unit and twist the earbud tip while rotating it to pull it out.
   Do not pinch the end of the earbud tip when removing it.



2. **Attach the earbud tip.**

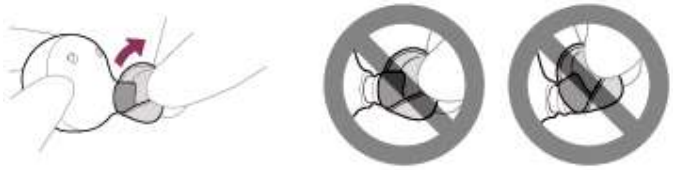
   Push the earbud tip firmly onto the sound conduit (sound output tube) on the headset so that the earbud tip covers the inner end of the sound conduit. Do not attach the earbud tip in a loose or skewed manner.



If the earbud tip is not completely attached, the earbud tip may be removed from the headset and the sound quality, noise canceling effects, and wearability may be impaired.

3 Check that the earbud tip is securely attached.

Twist the earbud tip to one side and check that the stem of the earbud tip is completely covering the sound conduit on the headset unit.



Note

- Earbud tips are consumables.
- Avoid washing with water, wet wipes, and the use of organic solvents such as alcohol, as these can cause premature deterioration.



- The earbud tips deteriorate through long-term use and storage. When there are cracked, peeled, or chipped portions, refrain from using them.
  If the earbud tips deteriorate, they cannot achieve proper sound qualities or noise canceling effects, and can cause injuries or diseases as the earbud tips may come off and remain in the ear.
- As the earbud tips fit more snugly in your ears, you may feel a strain to your ears. If you experience discomfort, discontinue use.
- Do not pull on the polyurethane foam portion of the earbud tip. If it is separated from the earbud tip, it will not function.
- Do not subject the polyurethane foam portion of the earbud tip to pressure for over long periods of time. It may cause deformation and it may be difficult to return the earbud tip to the original shape.
- When the earbud tips become dirty, do not wash them in water, and wipe off the dirt using a dry cloth. Do not use alcohol, etc. Doing so may quicken the deterioration.
- When the earbud tips get soaked, drain the liquid well, and make sure that the earbud tips are dried before use or storage.
- The varying sizes of the holes on the polyurethane foam portion of the earbud tip have no effect on the sound quality.
- You may hear a cracking noise in your ears when wearing the headset. However, this is not a malfunction.
- The foam materials may become firm at a low temperature. Warm the earbud tips a little with your hands before use.
- When the environmental temperature or usage temperature is high, the polyurethane foam may take time to return to its original shape.
- If you feel that the bass sound has become insufficient (or that the sound quality has deteriorated), exchange the earbud tips with new ones.

Related Topic

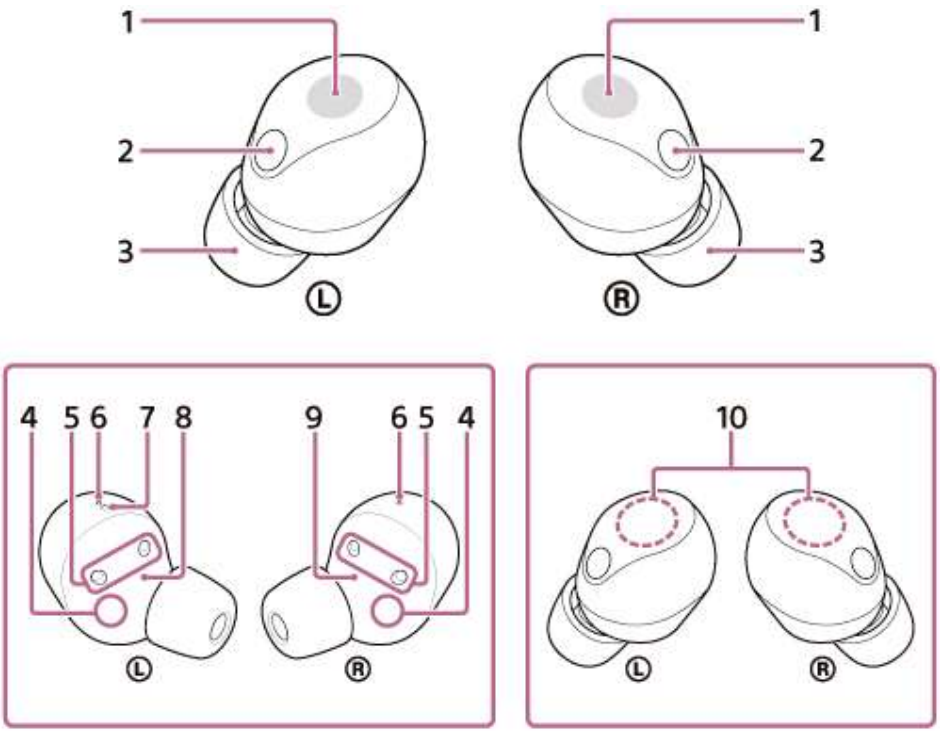
- Wearing the headset
- What you can do with the “Sony | Headphones Connect” app
- Maintenance

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Wireless Noise Canceling Stereo Headset
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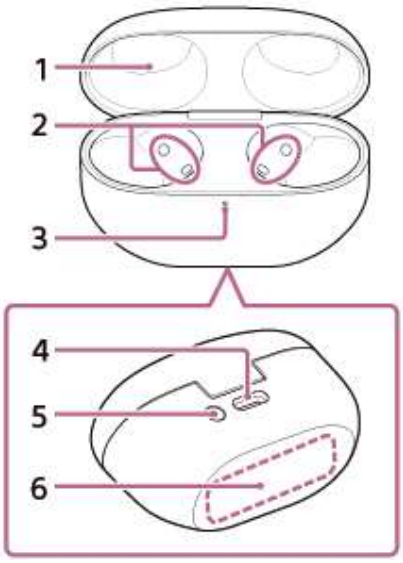
Location and function of parts

Headset



1. Touch sensors (left, right)
2. Microphones (left, right)
   Picks up the sound of your voice (when talking on the phone or in the Speak-to-Chat mode) and noise (when using the noise canceling function/Ambient Sound Mode).
3. Earbud tips (left, right)
4. IR sensors (left, right)
5. Charging ports (left, right)
6. Air holes (left, right)
7. Tactile dot
   There is a tactile dot on the left headset unit.
8. Ⓛ (left) mark
9. ® (right) mark
10. Built-in antennas (left, right)

Charging case



1. Lid

2. Charging ports (left, right)

3. Indicator (green/orange/blue)
   Indicates the remaining battery life of the headset units and charging case, the charging status, or the status of the pairing mode.

4. USB Type-C port
   Using the supplied USB Type-C cable, connect the charging case to a computer or to an AC outlet via a commercially available USB AC adaptor to simultaneously charge both the headset and the charging case.

5. Pairing/reset/initialize button
   Used when entering pairing mode, resetting or initializing the headset.

6. Contact surface for the Qi charging

Related Topic

- About the indicator
- Checking the remaining battery charge

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About the indicator

You can check various statuses of the headset/charging case by the indicator on the charging case.
● : Turns on in green / ● : Turns on in orange / ● : Turns on in blue / -: Turns off

Indication of the remaining battery charge

When both headset units are stored in the charging case: Displays the remaining battery charge of the headset unit with less remaining battery charge between the left and right headset units.
When either the left or right headset unit is stored in the charging case: Displays the remaining battery charge of the headset unit stored in the charging case.
When both headset units are removed from the charging case: Displays the remaining battery charge of the charging case.

When the charging case lid is opened or closed, or when the USB Type-C cable is removed after charging is complete, the indicator lights up as follows depending on the remaining battery charge.

- When the headset is stored in the charging case and the remaining battery charge of the headset is 95% or higher / When the headset is not stored in the charging case and the remaining battery charge of the charging case is 31% or higher
  ● - - - - - - - (lights up in green for about 6 seconds)
- When the headset is stored in the charging case and the remaining battery charge of the headset is between 94% and 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is between 30% and 1%
  ● - - - - - - - (lights up in orange for about 6 seconds)
- When the headset is stored in the charging case and the remaining battery charge of the headset is less than 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is less than 1%
  - - - - - - - (turns off)

When the headset units are removed from the charging case, or when the headset units are set into the charging case, the indicator lights up as follows depending on the remaining battery charge.

- When the headset is stored in the charging case and the remaining battery charge of the headset is 95% or higher / When the headset is not stored in the charging case and the remaining battery charge of the charging case is 31% or higher
  ● - - - - - - - (lights up in green for about 3 seconds)
- When the headset is stored in the charging case and the remaining battery charge of the headset is between 94% and 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is between 30% and 1%
  ● - - - - - - - (lights up in orange for about 3 seconds)
- When the headset is stored in the charging case and the remaining battery charge of the headset is less than 1% / When the headset is not stored in the charging case and the remaining battery charge of the charging case is less than 1%
  - - - - - - - (turns off)

Charging status

- While charging the headset units / While charging the charging case
  (lights up in orange)
- When the battery is fully charged when charging starts on the headset units/charging case
  - - - - - (lights up in orange for about 1 minute, and then turns off)
- When the battery becomes fully charged and charging is complete
  - - - - - - - (turns off)
- During charging, when the charging case lid is opened or closed / When the headset units are set into or removed from the charging case
  - - - - - - (lights up in orange while charging. turns off for about 0.5 seconds, and then lights up in orange again)
- Abnormal charging temperature
  - - - - - - - - - - - - - - - - (repeatedly flashes twice in orange with an interval of about 1 second)
- When an error occurs while charging and charging cannot be performed
  - (repeatedly flashes slowly in orange with an interval of about 0.5 seconds)
- Abnormal combination of left and right headset units
  - (repeatedly flashes 3 times in orange with an interval of about 1.3 seconds)

Bluetooth connection status

- Pairing mode
  - - - - - - - - - - - - - - - (repeatedly flashes twice in blue)
- Connection process completed
  ... (flashes 10 times in blue)
  Indicates when one or both headset units are stored in the charging case.

Other

- When the charging case lid is opened while the software is updating automatically
  - - - - - - - - - - - - - - - - (repeatedly flashes in orange and blue with an interval of about 0.6 seconds)
- Reset start preparation / Initialization start preparation
  - - - - - - - - - (repeatedly flashes slowly in orange for up to about 5 seconds with an interval of about 0.7 seconds about 15 seconds after you first press the reset/initialize button on the back of the charging case)
  For details, see “Resetting the headset” or “Initializing the headset to restore factory settings”.
- Initialization completed
  - - - - (flashes 4 times in green with an interval of about 0.3 seconds)
  For details, see “Initializing the headset to restore factory settings”.

Hint

- When the headset is worn, you can check various statuses of the headset by the notification sound or voice guidance.

Related Topic

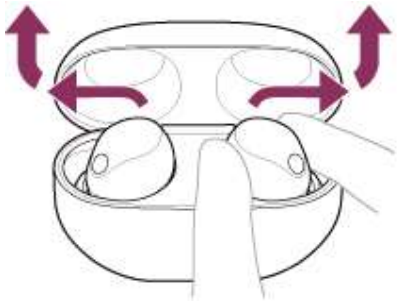
- Charging
- Checking the remaining battery charge
- What you can do with the “Sony | Headphones Connect” app
- How to keep the software up-to-date (for comfortable use of the headset)

- Resetting the headset
- Initializing the headset to restore factory settings
- About the voice guidance

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Wearing the headset

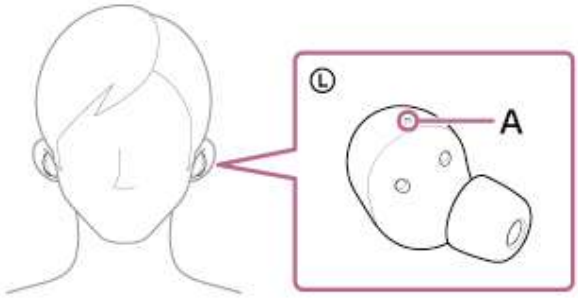
1 **Lay the headset units on their sides and remove them from the charging case.**



The headset turns on automatically.

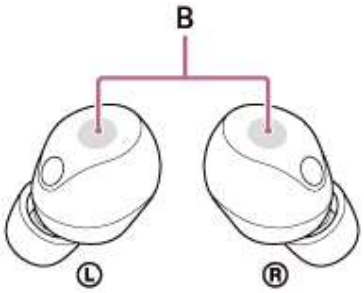
2 **Put the headset units into your ears.**

Put the headset unit with the Ⓛ (left) mark into your left ear and the headset unit with the Ⓡ (right) mark into your right ear. The left headset unit has a tactile dot.
If you feel it is difficult to put the earbud tips into your ears, squeeze the earbud tips lightly before wearing the headset.



A: Tactile dot

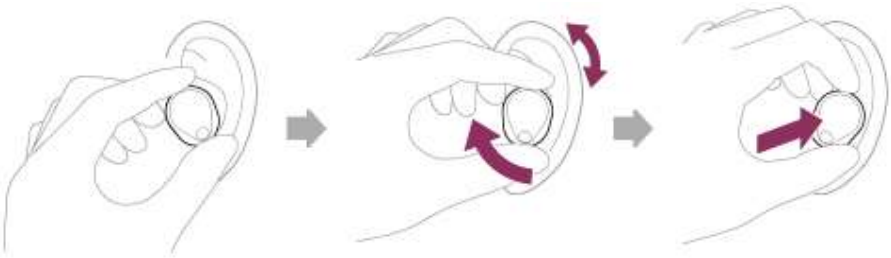
Be careful not to come in contact with the touch sensor when you put the headset units into your ears.



B: Touch sensors (left, right)

3 **Adjust the fit of the headset units to your ears.**

Hold and rotate the headset unit with your thumb, index, and middle finger to adjust the headset to fit your ear.

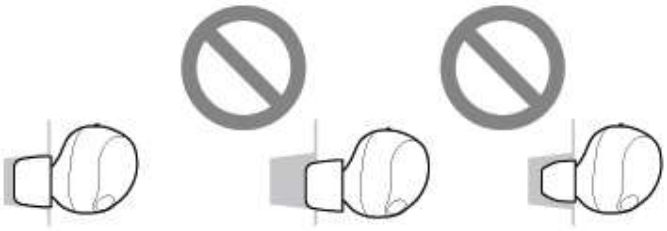


After putting the headset unit into your ear, hold the side of the headset unit with your fingers and slowly push the earbud tip into your ear canal.

Note

- If you touch the touch sensor, the headset may operate.

Check if there is a gap between the earbud tip and your ear canal because the earbud tip is not inserted all the way into your ear or the earbud tip is the wrong size.



4 **Use the video function on your smartphone to check the fit on your ears.**

The noise canceling effects may not be achieved depending on how the headset units are worn.
If you use the video function of your smartphone or other devices to record and check how the headset units are worn in your ears, you can understand its feel when worn and get closer to discover the correct way to wear the headset.



5 **Wait for about 10 seconds for the earbud tip shape to stabilize.**

If you feel your ears are not sealed, the noise canceling function is not sufficient or the low frequency sound performance is not sufficient, try larger size earbud tips.
If the headset units come off while you are wearing them, try smaller size earbud tips.

For the proper sound quality, noise canceling function, and call sound quality to be effective

If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain the correct sound qualities, noise canceling effects, or call performance.
If any of this is the case, try the following.

- Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
- The “Sony | Headphones Connect” app will help you to determine which earbud tips suit you best to achieve the optimal noise canceling effect, sound quality, etc.
  Perform [Determines Optimal Earbud Tips] and confirm that [Earbud tips are air-tight.] is displayed.
  If the display is a display other than the above, push the earbud tip slowly into your ear canal or replace it with another earpiece and measure again.
- See step 3 and check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.

Hint

- The function that determines the optimal earbud tips for you measures the air-tightness of the earbud tips and determines whether or not the headset units are being worn in your ears correctly. Select a size that fits comfortably.

When attaching and removing the headset

In the factory settings, the built-in IR sensors detect when the headset is inserted in or removed from your ears to pause or resume music playback and control the touch sensors and voice guidance.

When the headset is worn

- You can use the touch sensors to play music, make and receive calls, etc.
- You will hear a notification or voice guidance corresponding to the operation and status.

When the headset is removed

- When you listen to music while wearing both headset units in your ears, the headset will pause music playback if one or both headset units are removed. When the headset is worn again, the headset resumes music playback.
- When the headset units are not worn for about 15 minutes after being removed from the charging case, the headset turns off automatically to save battery. Turn the headset on by tapping the touch sensor or by putting the headset units into your ears.
- As a means of preventing the headset from reacting incorrectly, it is not possible to play back music, make or receive calls, or perform other operations by tapping the touch sensors of the headset units when they are removed from your ears.

Hint

- You can also play music, make and receive calls, etc. when only one headset unit is worn in your ear.
- You can use the “Sony | Headphones Connect” app to change the settings that automatically pause and resume the music playback, or automatically turn off the headset.

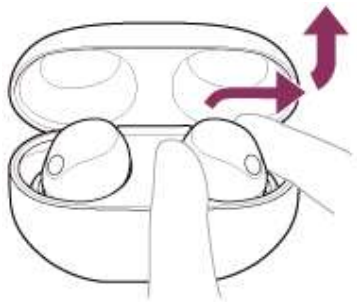
Related Topic

- Replacing the earbud tips
- Using only one headset unit
- What you can do with the “Sony | Headphones Connect” app

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Using only one headset unit

You can remove one headset unit from the charging case and use the headset unit by itself.
In this case, only the headset unit that has been removed from the charging case will turn on.



When you put on the other headset unit

The connection is automatically established between the left and right headset units, and you will hear the music or other audio on both headset units.

Assigning functions to the touch sensors

Depending on the headset unit you are wearing, some functions may not be available in the factory settings. In this case, you can change the function assignments to the touch sensors using the “Sony | Headphones Connect” app.

Hint

- In the factory settings, the music playback function is assigned to the right headset unit.
  When listening to music with one ear, if only the right headset unit is worn in your ear, use the touch sensor on the right headset unit to play music.
  If only the left headset unit is worn in your ear, operate the connected device to play music.
- When you play music or other stereo audio while wearing only one headset unit, you will hear monaural sound with the left and right channels mixed.
- You can also enjoy hands-free calls even when you are wearing only one headset unit. When you receive an incoming call, answer the call using the headset unit you are wearing. If you put the other headset unit into the other ear while you are talking with only one headset unit, you can talk with both headset units.

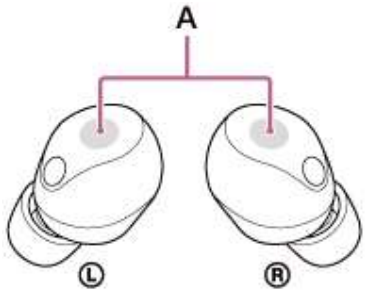
Related Topic

- Controlling the audio device (Bluetooth connection)
- Functions for a phone call
- What you can do with the “Sony | Headphones Connect” app

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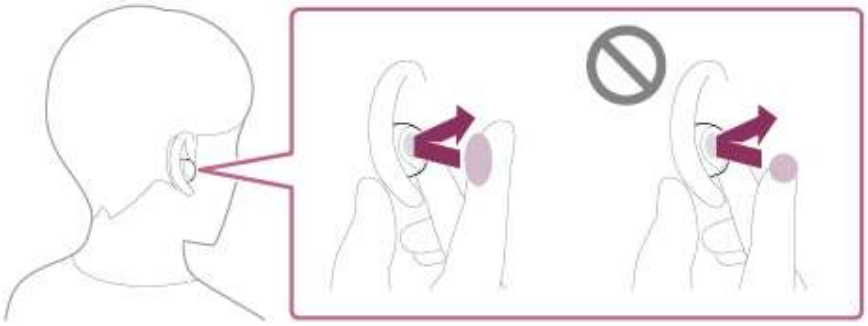
About the touch sensor

Tap the touch sensor for various operations, such as music playback, phone calls, or changing the setting of the noise canceling function.



A: Touch sensors (left, right)

To operate the touch sensor, tap the center of the touch sensor with the pad of your index finger.



Some available operations

	Left	Right
Tap	To switch the noise canceling function and Ambient Sound Mode	To play or pause music
Tap twice	To receive or end a call	To skip to the beginning of the next track To receive or end a call
Tap 3 times	—	To skip to the beginning of the previous track (or the current track during playback)
Tap 4 or more times	To decrease the volume	To increase the volume
Hold your finger to the touch sensor	To activate the Quick Attention Mode	To use or cancel the voice assist function (Google app/Siri)

Hint

- When tapping the touch sensor multiple times, tap it quickly with an interval of about 0.3 seconds between taps.

- You can change the function assigned to the touch sensors on the left and right headset units using the “Sony | Headphones Connect” app. For example, you can change the music playback function which is assigned to the touch sensor on the right headset unit at the time of purchase to the touch sensor on the left headset unit.
  You can also choose not to assign any functions.

Note

- You cannot operate the touch sensors when not wearing the headset. If you disable the wearing detection automatic power off function with the “Sony | Headphones Connect” app, the touch sensors can be operated even when the headset is not worn.
- When you make initial settings for Google Assistant on your smartphone, the function assignments to the touch sensors may change automatically.
  Check the function assignments to the touch sensors with the “Sony | Headphones Connect” app.
- When you make initial settings for Amazon Alexa on your smartphone, the function assignments to the touch sensors may change automatically.
  Check the function assignments to the touch sensors with the “Sony | Headphones Connect” app.

Related Topic

- What you can do with the “Sony | Headphones Connect” app
- Controlling the audio device (Bluetooth connection)
- Functions for a phone call

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Using Quick Access

Quick Access is a feature that allows you to play content in the corresponding app by simply tapping the touch sensor of the headset.

1. **Put the headset units into your ears and connect the headset to the smartphone via Bluetooth connection.**

2. **Launch the “Sony | Headphones Connect” app, and assign the services you want to link to Quick Access.**

   You can assign the different services to [Double Tap] and [Triple Tap].
   For details on the “Sony | Headphones Connect” app, refer to the following URL.
   https://rd1.sony.net/help/mdr/hpc/h_zz/

3. **Launch the app of the service assigned to Quick Access.**

4. **Tap the touch sensor on the left unit to use Quick Access.**

   Depending on the number of taps, you can run the service assigned to [Double Tap] or [Triple Tap].

Hint

- Quick Access can be used on the headset unit with the touch sensor that has the noise canceling function and Ambient Sound Mode switching function assigned. In the factory settings, this function is assigned to the left unit. You can change the function assignments to the touch sensors of the left and right units using the “Sony | Headphones Connect” app.
- To use Quick Access, you need to install the corresponding smartphone app and connect to the Internet. Some apps will require you to sign in.
- For details on the latest specifications of Quick Access, refer to the [Services] tab of the “Sony | Headphones Connect” app.
- You can also assign the same service to [Double Tap] and [Triple Tap] of Quick Access.
- If the corresponding app is not launched even when tapping the touch sensor of the headset, the voice guidance “App assigned to the Quick Access is not launched on the mobile device” is heard from both headset units (or from the headset unit you are wearing).

Note

- The services that can be assigned to Quick Access differ depending on the country or region.

Related Topic

- What you can do with the “Sony | Headphones Connect” app
- What you can do with partner services

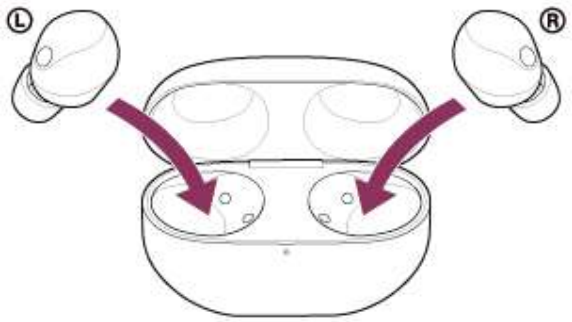
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Charging

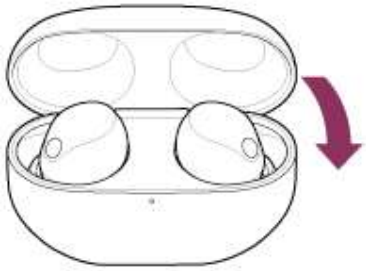
The headset and the charging case contain built-in lithium-ion rechargeable batteries. Use the supplied USB Type-C cable to charge the headset before use.

1 Set the headset units into the charging case.

Put the left headset unit (the headset unit with the tactile dot) back into the left hole of the charging case, and put the right headset unit back into the right hole of the charging case. Each headset unit will be set to the correct position in the charging case by the built-in magnet.

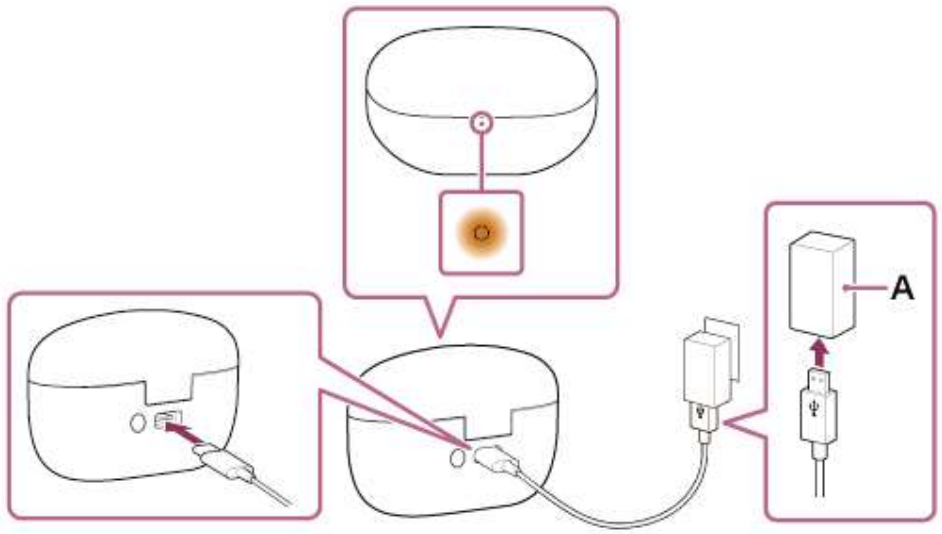


When the rechargeable battery of the charging case still has power, the indicator (orange or green) on the charging case lights up for about 3 seconds.
The charging starts on the headset. Close the charging case lid.



2 Connect the charging case to an AC outlet.

Use the supplied USB Type-C cable and a commercially available USB AC adaptor.



A: USB AC adaptor

Charging starts on the headset and charging case. The indicator (orange) on the charging case lights up.
After charging is complete, the indicator on the charging case turns off.
Remove the USB Type-C cable.

About the charging time

The required time for fully charging the headset and the charging case is about 2 hours*.

* Time required for charging the empty battery to its full capacity. The charging time may differ depending on the conditions of use.

Charging the headset when you are outside

A rechargeable battery is built into the charging case. If you charge the charging case in advance, you can use it to charge the headset when you go out without a power supply.
The required time for fully charging the left and right headset units is about 1.5 hours.

System requirements for battery charge using USB

- **USB AC adaptor**
  A commercially available USB AC adaptor capable of supplying an output current of 0.5 A (500 mA) or more

- **Personal computer**
  Personal computer with a standard USB port

  - We do not guarantee operation on all computers.
  - Operations using a custom-built or homebuilt computer are not guaranteed.

Wireless charging

This headset is compatible with the wireless chargers that meet the Qi standard. Use a wireless charger that conforms to the Qi standard.
Close the charging case lid and place it on the wireless charger with the SONY logo of the charging case facing upward to charge.
See “Location and function of parts” for the location of the charging contact surface.
When charging, refer to the operating instructions supplied with the wireless charger.

Hint

- The headset can be also charged by connecting the charging case to a running computer using the supplied USB Type-C cable.

Note

- When charging via USB, be sure to use the supplied USB Type-C cable. Using a different cable may prevent charging.
- Charging may not be successful depending on the type of USB AC adaptor.
- The left or right headset unit works as the main headset unit, so it consumes the rechargeable battery faster than the other unit. There is a difference in charging time between the left and right headset units, but this is not a malfunction.
  The left or the right headset unit can be the “main headset unit” depending on the usage environment.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging once again.
- If the indicator (orange) on the charging case lights up for about 3 seconds and then turns off when the left and right headset units are removed from the charging case, the remaining battery charge of the charging case is low. Charge the charging case.
- If the indicator on the charging case does not turn on even when the left and right headset units are removed from the charging case, the battery charge of the charging case is empty. Charge the charging case.
- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after charging and discharging several times. If you store the headset for a long time, charge the battery once every 6 months to avoid over-discharge.
- If the headset is not used for a long time, it may take longer to charge the battery.
- Be sure to close the charging case lid to prevent the battery of the charging case from being consumed.
- If there is a problem with the rechargeable battery of the headset or the charging case and something unusual is detected during charging, the indicator (orange) on the charging case flashes. When charging wirelessly, charging may slow down or stop at high or low temperatures depending on the wireless charger you are using.
  It is recommended to charge in a place with an ambient temperature between 15 °C and 30 °C (59 °F - 86 °F). Charging outside of this range may result in less efficient charging.
  If the problem persists, consult your nearest Sony dealer.
- If the headset is not used for a long time, the indicator (orange) on the charging case may not immediately light up when charging. Wait a moment until the indicator (orange) lights up.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.
- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.
- When connecting the charging case to a computer, use only the supplied USB Type-C cable, and be sure to directly connect them. Charging will not be properly completed when the charging case is connected through a USB hub.
- Observe the following precautions when performing wireless charging. Failure to do so may cause fire, burns, injury, or electric shock.
  - Do not attach metallic objects (such as stickers made of materials containing metal) to the wireless charger or the charging case.
  - Remove the cover, etc. attached to the charging case, and do not place metallic objects (such as straps or clips containing metal) on the wireless charger.
  - If something unusual occurs during wireless charging such as unusual odor, unusual sound, smoke, overheating, discoloration, or deformation, carefully and safely remove the charging case from the wireless charger.
- When you have medical electric devices such as pacemakers or defibrillators implanted, consult your doctor before using the wireless charger. Radio waves may affect the operations of the medical electric devices.
- Do not bring IC cards, magnetic cards, or magnetized objects close to the wireless charger. Doing so may cause IC cards to malfunction. Magnetic data may be erased from cash cards, credit cards, telephone cards, or floppy disks. When strong magnetism is brought close by, it may cause the wireless charger to malfunction.
- When charging wirelessly, charging may slow down or stop if the charging case becomes misaligned with the wireless charger.
- Depending on the wireless charger you are using, the headset and the charging case may become warm during charging or for a while after charging. However, this is not a malfunction.
- Do not charge the headset wirelessly in the following locations.
  - Where the headset is subject to high levels of humidity, dust or vibration, or near telephones, TVs, radios, etc.
- Do not use the wireless charger when it is covered by a blanket, etc.

- When noise is heard from the TV or radio while the headset is under wireless charging, charge the headset at a location away from the TV or radio.
- When charging wirelessly, if there are other devices compatible with wireless charging nearby, move the devices 30 cm (11.81 in.) or more away from the wireless charger. The charging case may not be detected properly and may not be able to charge.

Related Topic

- About the indicator
- Checking the remaining battery charge

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Available operating time

The available operating times of the headset with the battery fully charged are as follows:

Bluetooth connection

Music playback time

Codec	Noise canceling function/Ambient Sound Mode	Available operating time
LDAC™	Noise canceling function: ON	Max. 5 hours
LDAC	Ambient Sound Mode: ON	Max. 5 hours
LDAC	OFF	Max. 8 hours
AAC	Noise canceling function: ON	Max. 8 hours
AAC	Ambient Sound Mode: ON	Max. 8 hours
AAC	OFF	Max. 12 hours
SBC	Noise canceling function: ON	Max. 8 hours
SBC	Ambient Sound Mode: ON	Max. 8 hours
SBC	OFF	Max. 12 hours
LC3	Noise canceling function: ON	Max. 7 hours
LC3	Ambient Sound Mode: ON	Max. 7 hours
LC3	OFF	Max. 11 hours

- About 1 hour of music playback is possible after 3 minutes charging.
- If you make the following settings on the “Sony | Headphones Connect” app, the available operating time of the battery becomes shorter than the ones described above.
  - Equalizer
  - DSEE Extreme™
  - Speak-to-Chat
  - Function to launch the voice assist function by your voice
  - Service Link

  If you run the above settings at the same time, the available operating time of the battery becomes even shorter.

Communication time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 6 hours
Ambient Sound Mode: ON	Max. 6 hours

Noise canceling function/Ambient Sound Mode	Available operating time
OFF	Max. 7 hours

Hint

- By using the “Sony | Headphones Connect” app, you can check which codec is used for a connection.

Note

- Usage hours may be different from the time described above depending on the settings for the headset functions and usage conditions.
- The left or right headset unit works as the main headset unit, so it consumes the rechargeable battery faster than the other unit. There is a difference in remaining battery charge between the left and right headset units, but this is not a malfunction. The left or the right headset unit can be the “main headset unit” depending on the usage environment.

Related Topic

- Supported codecs
- About the DSEE Extreme function
- Speaking with someone while wearing the headset (Speak-to-Chat)
- What you can do with the “Sony | Headphones Connect” app

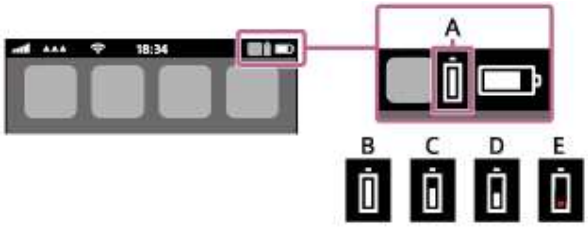
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Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable batteries of the headset and the charging case by the following operations.

When you are using an iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch over an HFP (Hands-free Profile) Bluetooth connection, it will show an icon that indicates the remaining battery charge of the headset on the screen of the iPhone or iPod touch.
The display position is an example.



A: Remaining battery charge of the headset
The approximate remaining charge is shown at 10 different levels. B through E are display examples.
B: 100%
C: 70%
D: 50%
E: 10% or lower (requires charging)

The remaining battery charge of the headset is also displayed on the widget of an iPhone or iPod touch running iOS 11 or later. For more details, refer to the operating instructions supplied with the iPhone or iPod touch.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. Use it as a rough estimate.

When you are using an Android™ smartphone (OS 8.1 or later)

When the headset is connected to an Android smartphone via an HFP Bluetooth connection, you can check the remaining battery charge of the headset on the smartphone. For details, refer to the operating instructions for the Android smartphone.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. Use it as a rough estimate.

Checking the remaining battery charge of the charging case

- If the indicator (orange) on the charging case lights up when both headset units are removed from the charging case, or when the charging case lid is opened or closed with no headset units stored, the remaining battery charge of the charging case is between 30% and 1%. The charging case cannot sufficiently charge the headset with this remaining level of battery charge.
- If the indicator on the charging case does not light up when both headset units are removed from the charging case, or when the charging case lid is opened or closed with no headset units stored, the remaining battery charge of the charging case is at less than 1%. The headset cannot be charged with the charging case in this case.

Notification with voice guidance

When the remaining battery becomes low, a warning beep sounds when you put the headset into your ears or while using the headset, and the voice guidance says, “Low battery”, so charge the headset as soon as possible.
When the battery becomes completely empty, a warning beep sounds, the voice guidance says, “Battery is empty”, and the headset automatically turns off.

Hint

- The remaining battery charge of the headset may be different on the left and right sides depending on how you use them. When checking the remaining battery charge on an iPhone/iPod touch or Android smartphone while using both headset units, the remaining battery charge of the headset unit with less remaining battery charge between the left and right headset units is displayed. When using only one headset unit, the remaining battery charge of the headset unit you are using is displayed.
- You can also check the remaining battery charge of the headset unit and the charging case with the “Sony | Headphones Connect” app. Android smartphones and iPhone/iPod touch both support this app.

Note

- If the headset and smartphone are not connected with HFP, the remaining battery charge will not be correctly displayed.
- If you connect the headset to an iPhone/iPod touch or Android smartphone with “Media audio” (A2DP) only in a multipoint connection, the remaining battery charge will not be displayed correctly.
- The remaining battery charge may not be properly displayed immediately after a software update or if the headset has not been used for a long time. In this case, repeatedly charge and discharge the battery multiple times to properly display the remaining battery charge.

Related Topic

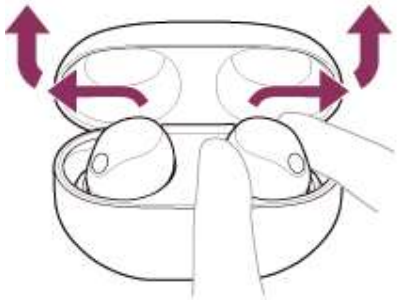
- What you can do with the “Sony | Headphones Connect” app
- About the indicator

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Turning on the headset

When the headset is stored in the charging case

1 **Lay the headset units on their sides and remove them from the charging case.**



The headset turns on automatically.
When you remove only one headset unit from the charging case, only the removed unit turns on.

When the headset is not stored in the charging case

When the headset is not worn in your ears for about 15 minutes after being removed from the charging case, the headset turns off automatically. In this case, turn the headset on by tapping the touch sensor of the headset or by putting the headset into your ears. The headset units will also turn on when they are set into the charging case and then removed from the charging case.
By using the “Sony | Headphones Connect” app, you can change the setting of the headset so that it will not be turned off automatically.

When the headset is turned on

When both headset units are removed from the charging case, the connection is established between the left and right headset units.
When turning on the headset for the first time after purchase or just after initializing the headset, the headset goes into Bluetooth pairing mode.
If you tap the touch sensor when the headset is not connected via a Bluetooth connection, you will hear a notification sound indicating that the headset is turned on.
When you use the headset for the first time after purchase or just after initializing the headset, the noise canceling function is turned on automatically when you put the headset units into your ears.
If the noise canceling settings were changed previously, the settings are retained.

Related Topic

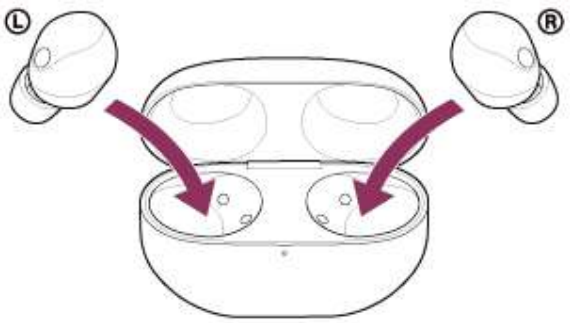
- Using only one headset unit
- Turning off the headset
- What you can do with the “Sony | Headphones Connect” app

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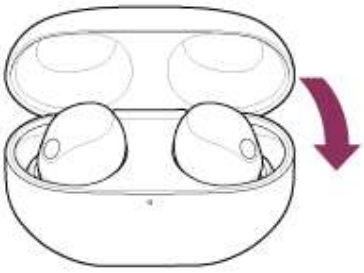
Turning off the headset

1. **Set the headset units into the charging case.**

   Put the left headset unit (the headset unit with the tactile dot) back into the left hole of the charging case, and put the right headset unit back into the right hole of the charging case. Each headset unit will be set to the correct position in the charging case by the built-in magnet.



   When the rechargeable battery of the charging case still has power, the indicator (orange or green) on the charging case lights up for about 3 seconds.
   The charging starts on the headset. Close the charging case lid.



   The headset turns off.

When the headset is left removed

When the headset is not worn in your ears for about 15 minutes after being removed from the charging case, the headset turns off automatically.
To turn off the power before the headset turns off automatically, set the headset units into the charging case, and close the charging case lid.
By using the “Sony | Headphones Connect” app, you can change the setting of the headset so that it will not be turned off automatically.

Hint

- You can also turn off the headset with the “Sony | Headphones Connect” app.

Note

- When the remaining battery charge of the charging case is not sufficient, the charging of the headset will not start. Charge the charging case.

Related Topic

- Charging
- Turning on the headset
- What you can do with the “Sony | Headphones Connect” app

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How to make a wireless connection to Bluetooth devices

You can enjoy music and hands-free calling with the headset wirelessly by using your Bluetooth device's Bluetooth function.

Pairing

To use the Bluetooth function, both of the connecting devices must be registered in advance. The operation to register a device is called "pairing".
Pair the headset and the device manually.

Connecting to a paired device

Once a device is paired, it is not necessary to pair it again. Connect to devices already paired with the headset using the methods necessary for each device.

Hint

- When using the LE Audio function, you need to change the settings of the headset and pair the paired Android smartphone again. For details, see "Pairing and connecting with an Android smartphone using LE Audio ".

Related Topic

- Pairing and connecting with an Android smartphone
- Pairing and connecting with an Android smartphone using LE Audio
- Pairing and connecting with an iPhone
- Pairing and connecting with a computer (Windows® 11)
- Pairing and connecting with a computer (Windows 10)
- Pairing and connecting with a computer (Mac)
- Pairing and connecting with a Bluetooth device
- Connecting to a paired Android smartphone
- Connecting to a paired iPhone
- Connecting to a paired computer (Windows 11)
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Mac)
- Connecting to a paired Bluetooth device

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Wireless Noise Canceling Stereo Headset
WF-1000XM5

Connecting with the “Sony | Headphones Connect” app

Launch the “Sony | Headphones Connect” app on your Android smartphone/iPhone to connect the headset to a smartphone or iPhone. For more details, refer to the “Sony | Headphones Connect” app help guide.
https://rd1.sony.net/help/mdr/hpc/h_zz/





Hint

- To pair a second or subsequent device, the headset can be entered into pairing mode on the “Sony | Headphones Connect” app. For more details, refer to the “Sony | Headphones Connect” app help guide.

Note

- The connection with some smartphones and iPhone devices may become unstable when connecting using the “Sony | Headphones Connect” app. In that case, follow the procedures in “Connecting to a paired Android smartphone”, or “Connecting to a paired iPhone ” to connect to the headset.

Related Topic

- Pairing and connecting with an Android smartphone
- Pairing and connecting with an Android smartphone using LE Audio
- Pairing and connecting with an iPhone
- Pairing and connecting with a computer (Windows® 11)
- Pairing and connecting with a computer (Windows 10)
- Pairing and connecting with a computer (Mac)
- Connecting to a paired Android smartphone
- Connecting to a paired iPhone
- What you can do with the “Sony | Headphones Connect” app
- Installing the “Sony | Headphones Connect” app

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Pairing and connecting with an Android smartphone

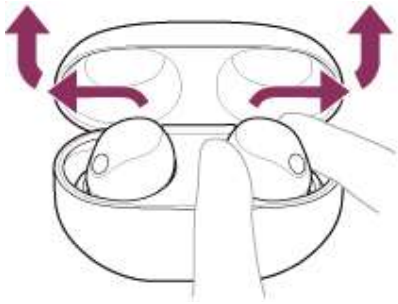
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

- The Android smartphone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the Android smartphone is in hand.

1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset)

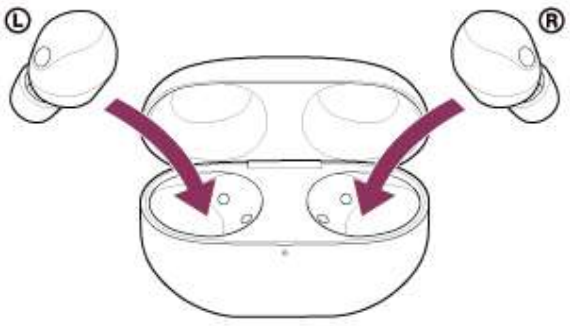
1. Lay the headset units on their sides and remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

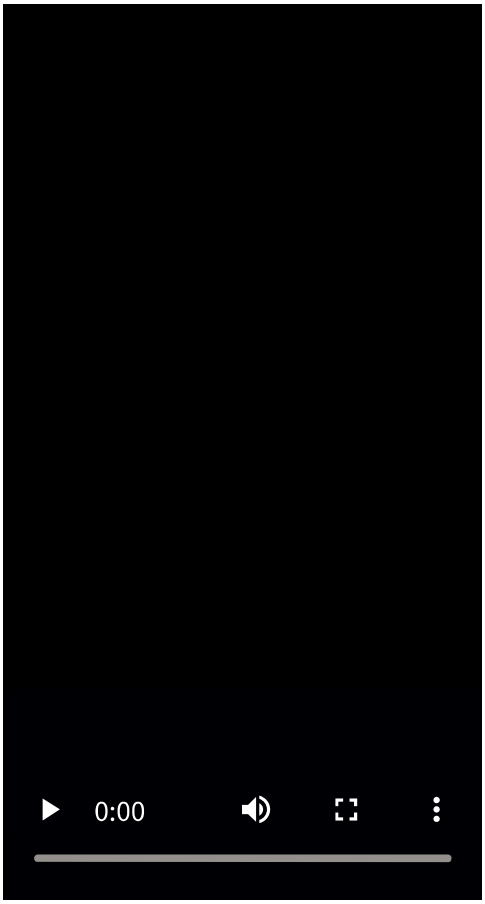


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

2 Unlock the screen of the Android smartphone if it is locked.

3 Find the headset on the Android smartphone.

1. Select [Settings] - [Device connection] - [Bluetooth].



2. Touch the switch to turn on the Bluetooth function.



4 **Touch [WF-1000XM5].**



If Passkey* input is required, input “0000”.
The headset and smartphone are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired Android smartphone”.
If [WF-1000XM5] does not appear on your Android smartphone screen, start the operation again from the beginning of step 3 .

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

About the instruction manual video

Watch the video to find out how to perform pairing for the first time.
https://rd1.sony.net/help/mdr/mov0056/h_zz/

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device
  - When the headset is initialized
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired Android smartphone
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Pairing and connecting with an Android smartphone using LE Audio

LE Audio is a sound communication standard for Bluetooth technology.
Both the Android smartphone and the headset must support LE Audio.

- To connect to LE Audio, install the “Sony | Sound Connect” app on a smartphone that supports LE Audio, then connect the headset.
- Update the headset software and the “Sony | Sound Connect” app to the latest version.

Devices supporting LE Audio

For the latest information on the compatible devices, refer to the support website.

About LE Audio

- LE Audio supports the “LC3” codec. When connection is established using LE Audio, you can enjoy sound from an Android smartphone with less sound delay.
- When connected using LE Audio, some of the headset functions cannot be used. For details, see “What you can do with the “Sony | Headphones Connect” app”.

1. **Install the “Sony | Sound Connect” app on the Android smartphone, and connect the headset via Bluetooth connection.**

   For details on how to connect via Bluetooth connection, see “Connecting with the “Sony | Headphones Connect” app” or “Pairing and connecting with an Android smartphone”.

2. **Set up with the “Sony | Sound Connect” app.**

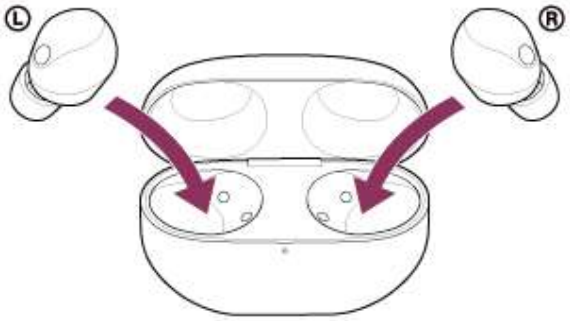
   - For Xperia 1 IV/5 IV
     Launch the “Sony | Sound Connect” app and select [LE Audio connection setting for headphones] - [LE Audio Priority].
   - For devices other than Xperia 1 IV/5 IV
     Launch the “Sony | Sound Connect” app and select [BLUETOOTH CONNECTION QUALITY] - [Low latency].

3. **Using the Android smartphone, delete the pairing information (history of the Classic Audio connection).**

   1. Select [Settings] - [Device connection] - [Bluetooth].
   2. Select [Paired devices] - [WF-1000XM5] to delete the paring information.

4. **Enter pairing mode on this headset by operating the charging case.**

   1. Set the headset units into the charging case.

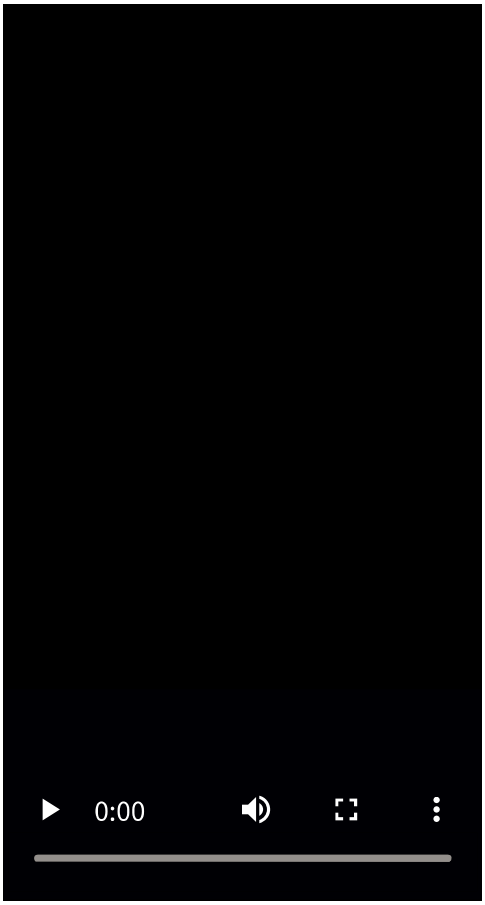


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

5 Find the headset on the Android smartphone.

1. Select [Settings] - [Device connection] to open the Bluetooth settings screen.
2. Select [Pair new device].

3. Select [Available devices] - [WF-1000XM5].

The headset and smartphone are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When you are wearing both headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

6 On the Android smartphone, check the LE Audio setting.

1. Touch ⚙ (settings) displayed next to the connected [WF-1000XM5].
2. Check that [LE Audio] is turned on.
   If it is turned off, touch the switch to turn on [LE Audio].

7 Check the LE Audio connection.

On the “Sony | Sound Connect” app screen, check that [LE Audio] is displayed under the headset name.

To finish LE Audio

Reconnect the headset with the Android smartphone using Classic Audio.

- For Xperia 1 IV/5 IV
  Launch the “Sony | Sound Connect” app and select [LE Audio connection setting for headphones] - [Classic Audio only (conventional connection method)].
- For devices other than Xperia 1 IV/5 IV
  Launch the “Sony | Sound Connect” app and select [BLUETOOTH CONNECTION QUALITY] - [Prioritize Sound Quality] or [Prioritize Stable Connection].

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- If sound stuttering occurs or the connection is unstable when connected using LE Audio, reconnect using Classic Audio.
- To connect using GMAP（Gaming Audio Profile）
  - GMAP is one of the LE Audio profiles that provides ultra-low latency that is ideal for gaming.
    When connected to LE Audio, if you launch a gaming app that supports GMAP, the profile will automatically switch.
    To connect using GMAP, the smartphone needs to be compatible with GMAP. Refer to the operating instructions supplied with the smartphone.

Related Topic

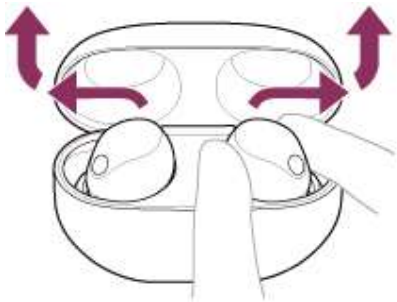
- What you can do with the “Sony | Headphones Connect” app
- Connecting with the “Sony | Headphones Connect” app
- Pairing and connecting with an Android smartphone
- Customer support websites
- Initializing the headset to restore factory settings

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Connecting to a paired Android smartphone

1 Unlock the screen of the Android smartphone if it is locked.

2 Lay the headset units on their sides and remove them from the charging case.



The headset turns on automatically.

3 Put the headset units into both ears.

When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you wear only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the Android smartphone. If it is not connected, proceed to step 4 .

4 Display the devices paired with the Android smartphone.

1. Select [Settings] - [Device connection] - [Bluetooth].



2. Touch the switch to turn on the Bluetooth function.



5 Touch [WF-1000XM5].



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you wear only one headset unit, you will hear the notification sound from the headset unit you are wearing.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone.

Note

- When connecting, [WF-1000XM5], [LE_WF-1000XM5], or both may be displayed on the connecting device. When both or [WF-1000XM5] is displayed, select [WF-1000XM5]; when [LE_WF-1000XM5] is displayed, select [LE_WF-1000XM5].
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.
  If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your Android smartphone to the headset, delete the headset pairing information on your Android smartphone and perform pairing again. As for the operations on your Android smartphone, refer to the operating instructions supplied with the Android smartphone.

Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with an Android smartphone
- Pairing and connecting with an Android smartphone using LE Audio
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Pairing and connecting with an iPhone

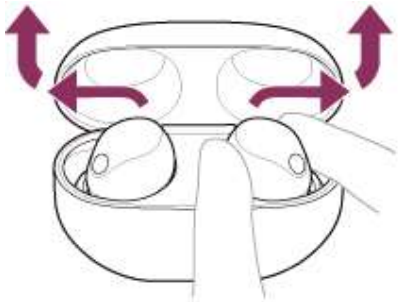
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

- The iPhone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the iPhone is in hand.

1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset)

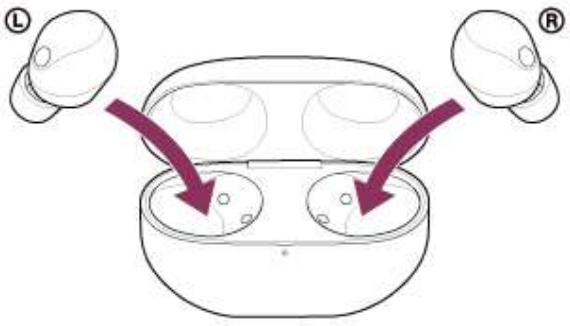
1. Lay the headset units on their sides and remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

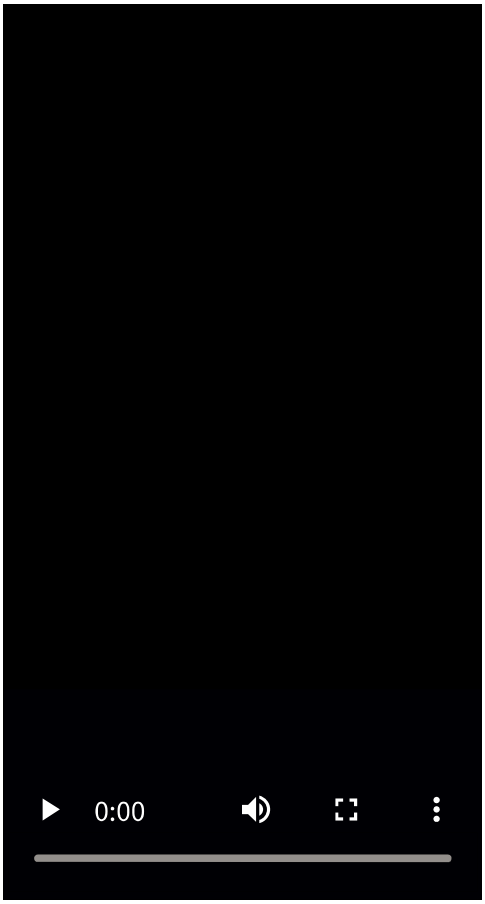


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

2 Unlock the screen of the iPhone if it is locked.

3 Find the headset on the iPhone.

1. Select [Settings].
2. Touch [Bluetooth].



3. Touch the switch to turn on the Bluetooth function.



4 Touch [WF-1000XM5].



If Passkey* input is required, input “0000”.
The headset and iPhone are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired iPhone ”.
If [WF-1000XM5] does not appear on your iPhone screen, start the operation again from the beginning of step 3 .

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

About the instruction manual video

Watch the video to find out how to perform pairing for the first time.
https://rd1.sony.net/help/mdr/mov0056/h_zz/

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the iPhone.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device
  - When the headset is initialized
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

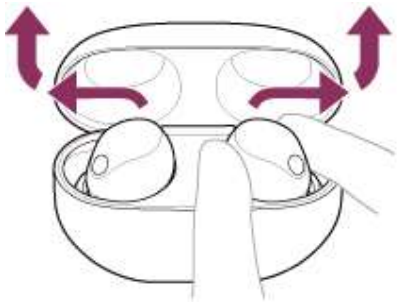
- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired iPhone
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Connecting to a paired iPhone

1 Unlock the screen of the iPhone if it is locked.

2 Lay the headset units on their sides and remove them from the charging case.



The headset turns on automatically.

3 Put the headset units into both ears.

When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the iPhone. If it is not connected, proceed to step 4 .

4 Display the devices paired with the iPhone.

1. Select [Settings].
2. Touch [Bluetooth].



3. Touch the switch to turn on the Bluetooth function.



5 Touch [WF-1000XM5].



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the iPhone.

Note

- When connecting, [WF-1000XM5], [LE_WF-1000XM5], or both may be displayed on the connecting device. When both or [WF-1000XM5] is displayed, select [WF-1000XM5]; when [LE_WF-1000XM5] is displayed, select [LE_WF-1000XM5].
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.
  If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone and perform pairing again. As for the operations on your iPhone, refer to the operating instructions supplied with the iPhone.

Related Topic

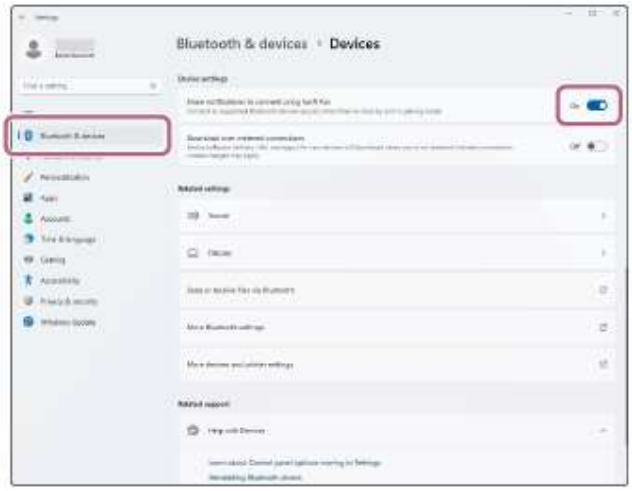
- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with an iPhone
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Pairing and connecting with a computer (Windows® 11)

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

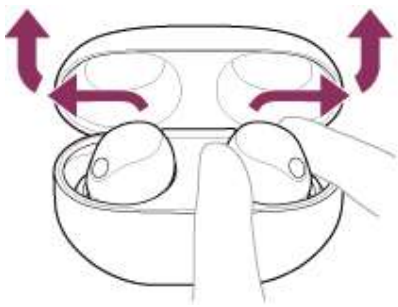
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- The Swift Pair function can be used to make pairing easier. To use the Swift Pair function, click the [Start] button - [Settings] - [Bluetooth & devices] - [Devices] - [Show notifications to connect using Swift Pair] switch to turn on the Swift Pair function.



1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset)

1. Lay the headset units on their sides and remove both headset units from the charging case.

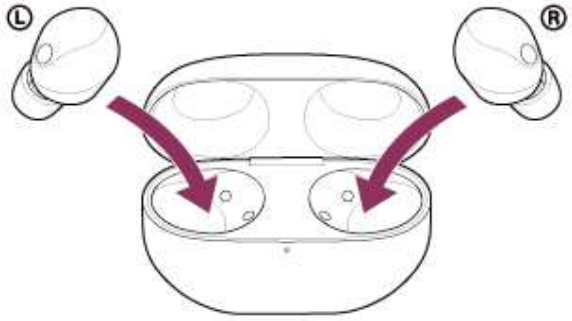


The headset turns on automatically.
The headset enters pairing mode automatically.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the

notification sound and voice guidance from the headset unit you are wearing.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

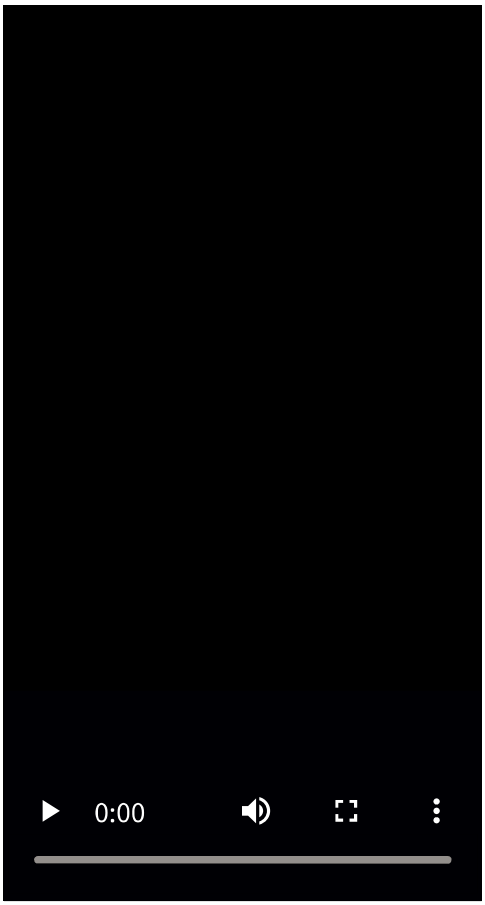


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

2 **Wake the computer up if the computer is in standby (sleep) or hibernation mode.**

3 **Pair the headset using the computer.**

To connect using the Swift Pair function

1. Select [Connect] from the pop-up menu displayed on your computer screen.

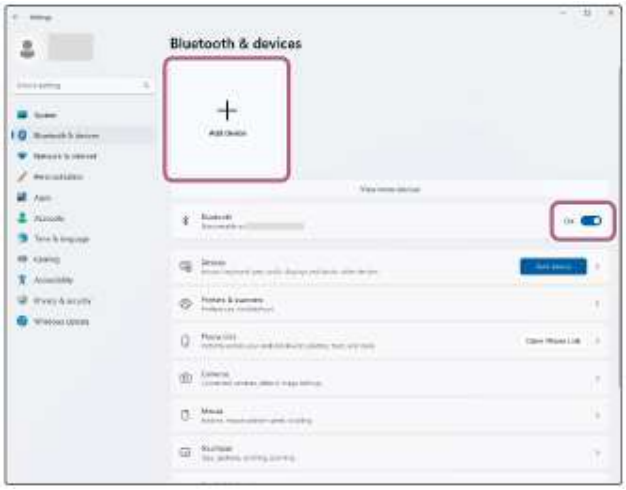


To connect without using the Swift Pair function

1. Click the [Start] button, then [Settings].
2. Click [Bluetooth & devices].



3. Click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add device].



4. Click [Bluetooth].



5. Click [WF-1000XM5].



If Passkey* input is required, input “0000”.
The headset and computer are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired computer (Windows 11)”.
If [WF-1000XM5] does not appear on your computer screen, try again from “To connect without using the Swift Pair function” of step 3 .

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration

information of the paired device with the oldest connection date is overwritten with the information for the new device.
- When the pairing information for the headset has been deleted from the connected Bluetooth device
- When the headset is initialized
  All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.
- When pairing with LE Audio, turn on the LE Audio setting on your computer.

Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Windows 11)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

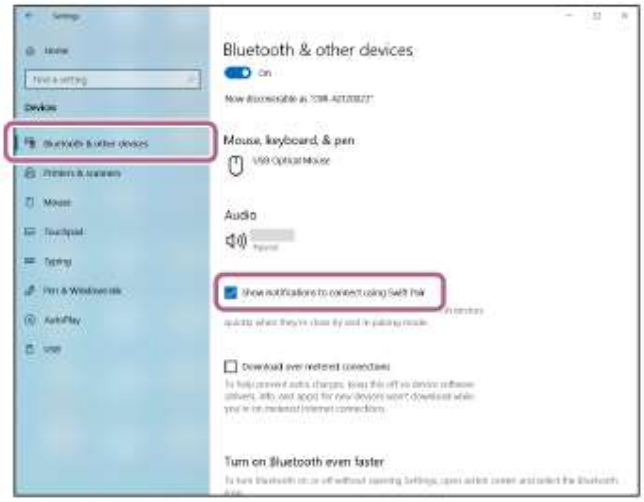
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Wireless Noise Canceling Stereo Headset
WF-1000XM5

Pairing and connecting with a computer (Windows 10)

The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

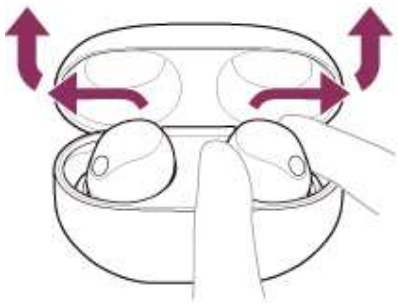
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- If your OS version is Windows 10 version 1803 or later, the Swift Pair function can be used to make pairing easier. To use the Swift Pair function, click the [Start] button - [Settings] - [Devices] - [Bluetooth & other devices], and check the [Show notifications to connect using Swift Pair] checkbox.



1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset)

1. Lay the headset units on their sides and remove both headset units from the charging case.

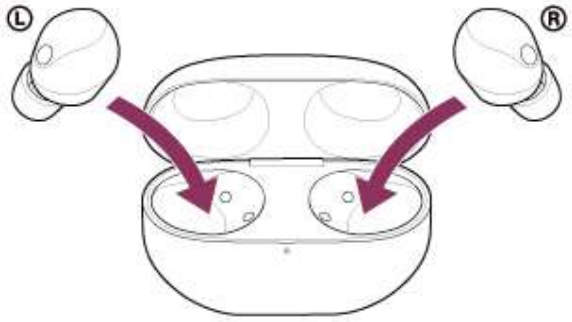


The headset turns on automatically.
The headset enters pairing mode automatically.

When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

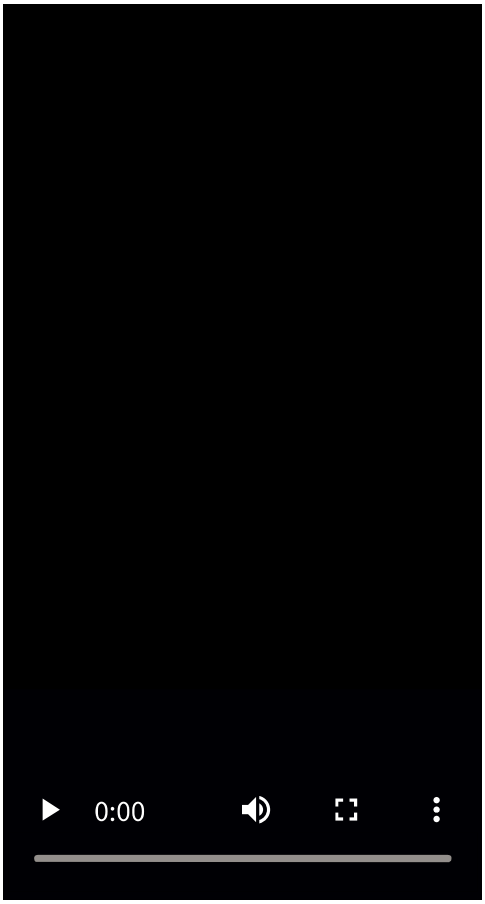


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

2 **Wake the computer up if the computer is in standby (sleep) or hibernation mode.**

3 **Pair the headset using the computer.**

To connect using the Swift Pair function

1. Select [Connect] from the pop-up menu displayed on your computer screen.

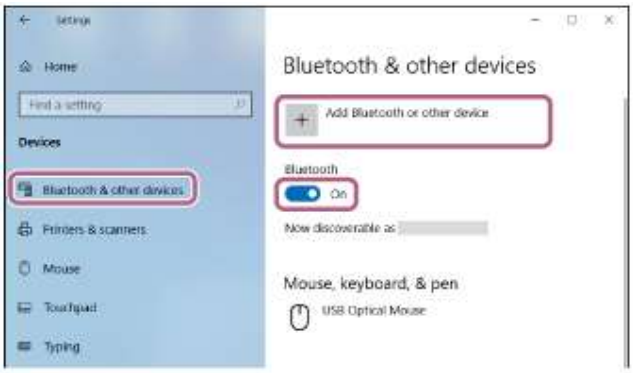


To connect without using the Swift Pair function

1. Click the [Start] button, then [Settings].
2. Click [Devices].



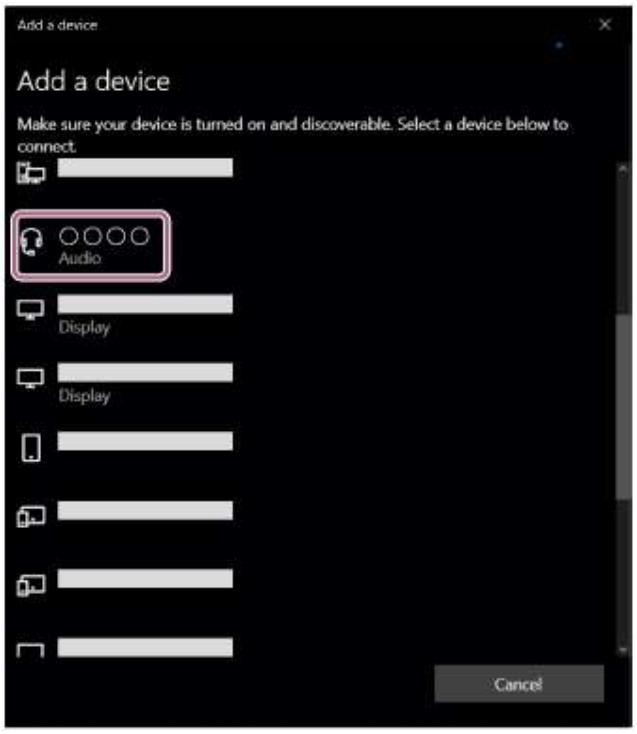
3. Click the [Bluetooth & other devices] tab, click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add Bluetooth or other device].



4. Click [Bluetooth].



5. Click [WF-1000XM5].



If Passkey* input is required, input “0000”.
The headset and computer are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired computer (Windows 10)”.
If [WF-1000XM5] does not appear on your computer screen, try again from “To connect without using the Swift Pair function” of step 3 .

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device
  - When the headset is initialized
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Windows 10)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Pairing and connecting with a computer (Mac)

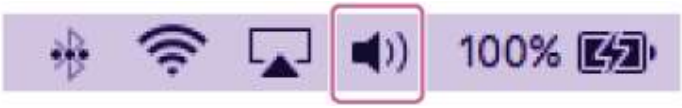
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

Compatible OS

macOS (version 11 or later)
Before starting the operation, make sure of the following:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.
  If the computer speaker is set to the “OFF” mode, no sound can be heard from the headset.

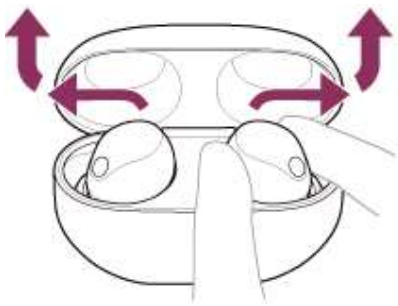
  Computer speaker in the ON mode



1 Enter pairing mode on this headset.

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset)

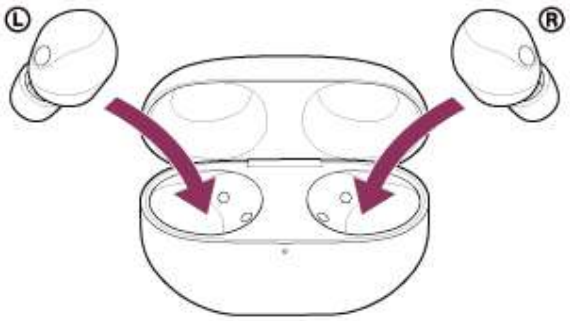
1. Lay the headset units on their sides and remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

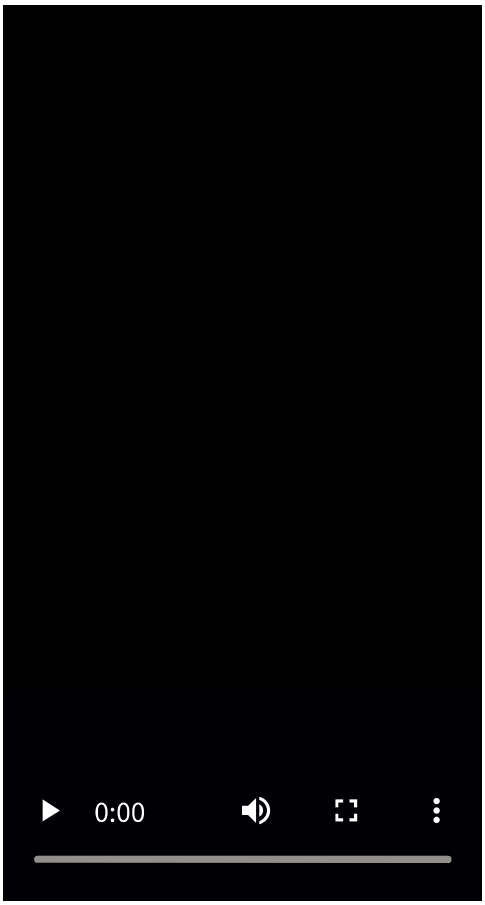


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

2 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

3 Pair the headset using the computer.

1. Select [(System Preferences)] - [Bluetooth] from the Dock at the bottom of the screen.



2. Select [WF-1000XM5] of the [Bluetooth] screen and click [Connect].



If Passkey* input is required, input “0000”.
The headset and computer are paired and connected with each other.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.
When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired computer (Mac)”.
If [WF-1000XM5] does not appear on your computer screen, start the operation again from the beginning of step 3 .

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration

information of the paired device with the oldest connection date is overwritten with the information for the new device.
- When the pairing information for the headset has been deleted from the Bluetooth device
- When the headset is initialized
  All of the pairing information is deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Mac)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WF-1000XM5

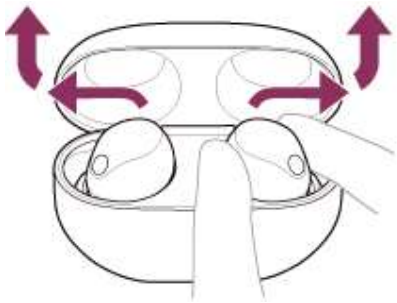
Connecting to a paired computer (Windows 11)

Before starting the operation, make sure of the following:

- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Lay the headset units on their sides and remove them from the charging case.



The headset turns on automatically.

3 Put the headset units into both ears.

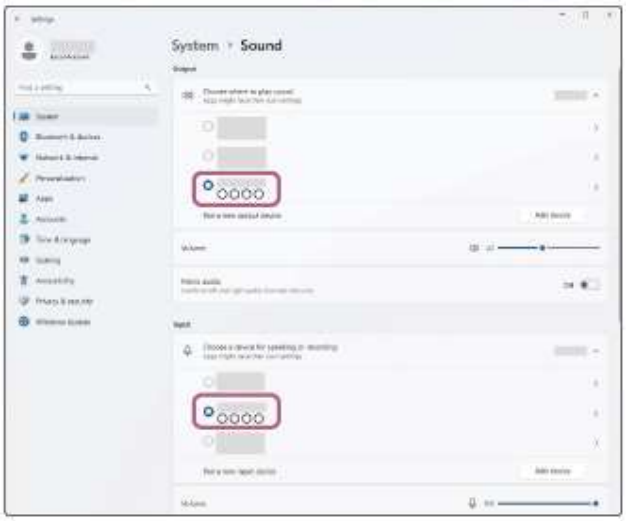
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you wear only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the computer. If it is not connected, proceed to step 4 .

4 Select the headset using the computer.

1. Right-click the speaker icon on the toolbar, then select [Sound settings].

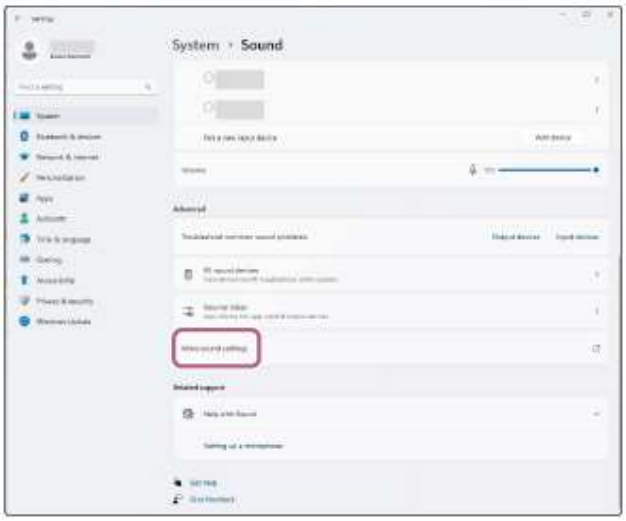


2. On the [Sound] screen, select [WF-1000XM5] for [Output] and [Input].

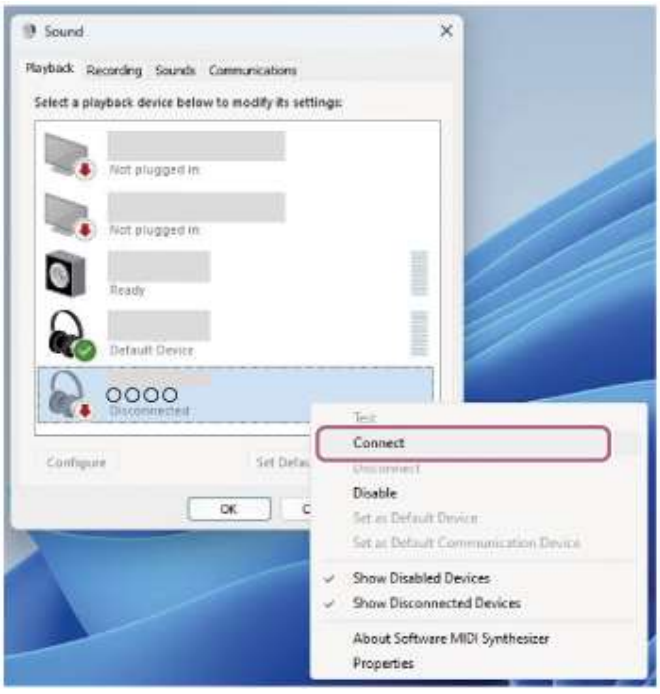


If [WF-1000XM5] is not displayed for [Output] and [Input], proceed to step 3.

3. Click [More sound settings].

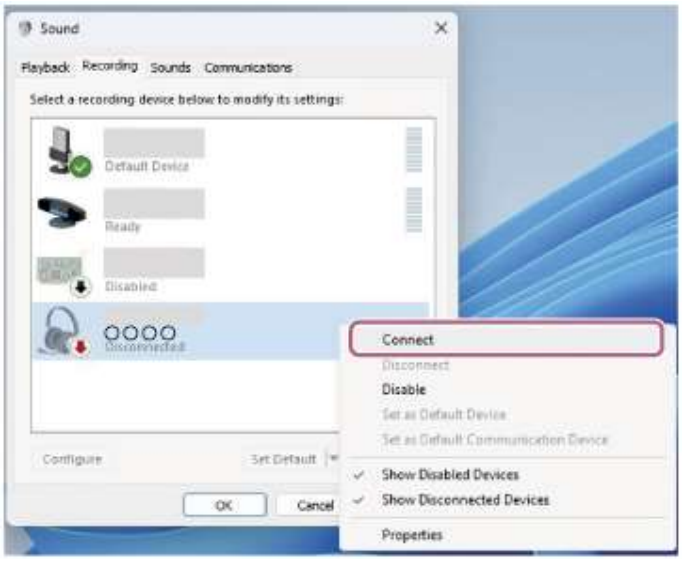


4. On the [Playback] tab on the [Sound] screen, select [WF-1000XM5], right-click it, and select [Connect] from the displayed menu.



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you wear only one headset unit, you will hear the notification sound from the headset unit you are wearing.

5. On the [Recording] tab, select [WF-1000XM5], right-click it, and select [Connect] from the displayed menu.



Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the computer.

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.
  If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows® 11)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Making a video call on your computer

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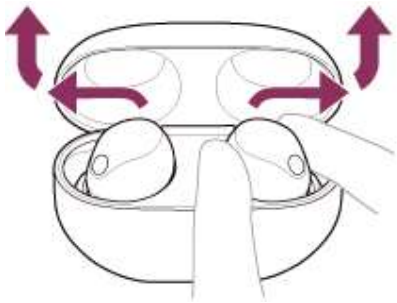
Connecting to a paired computer (Windows 10)

Before starting the operation, make sure of the following:

- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Lay the headset units on their sides and remove them from the charging case.



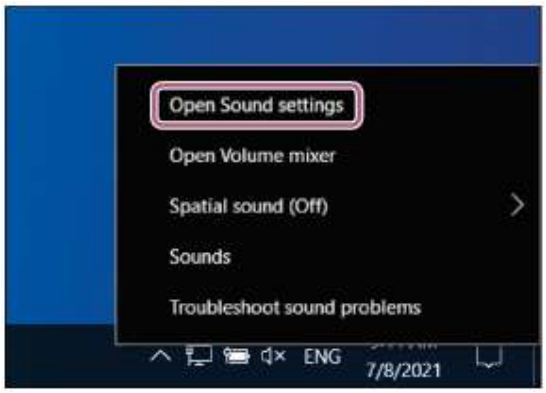
The headset turns on automatically.

3 Put the headset units into both ears.

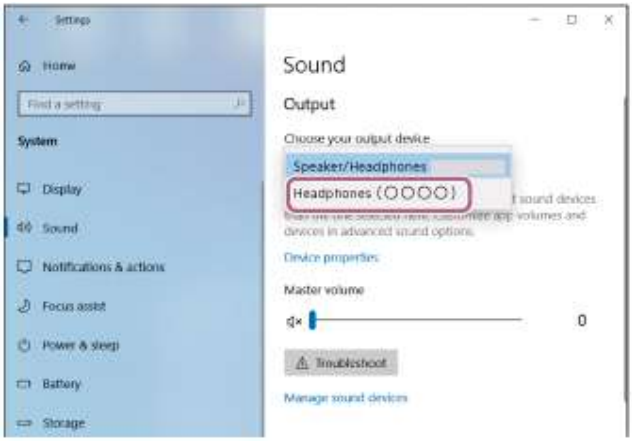
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you wear only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the computer. If it is not connected, proceed to step 4 .

4 Select the headset using the computer.

1. Right-click the speaker icon on the toolbar, then select [Open Sound settings].

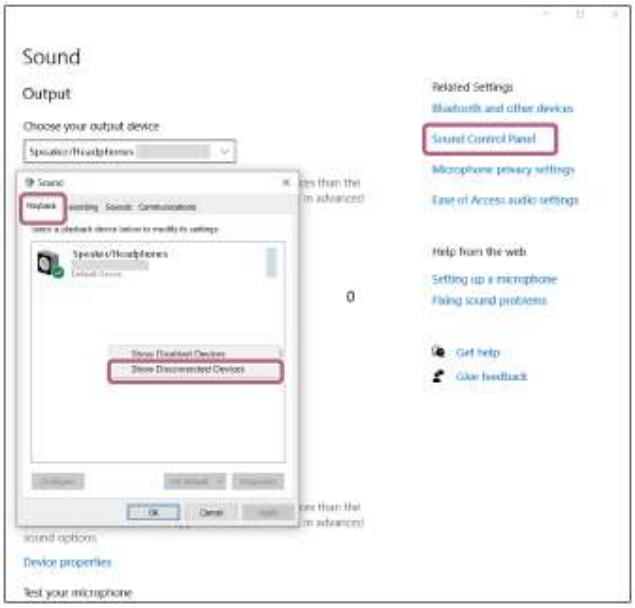


2. From the [Choose your output device] drop-down menu, select [Headphones (WF-1000XM5 Stereo)].



If [Headphones (WF-1000XM5 Stereo)] is not displayed on the drop-down menu, proceed to step 3.

3. Click [Sound Control Panel], right-click on the [Playback] tab on the [Sound] screen, and check the [Show Disconnected Devices] checkbox.



4. Select [Connect] from the displayed menu.



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you wear only one headset unit, you will hear the notification sound from the headset unit you are wearing.



Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the computer.

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.
  If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows 10)
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Making a video call on your computer

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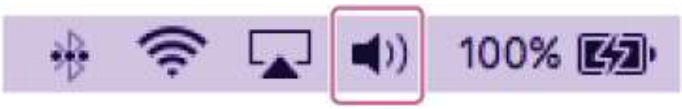
Connecting to a paired computer (Mac)

Compatible OS

macOS (version 11 or later)
Before starting the operation, make sure of the following:

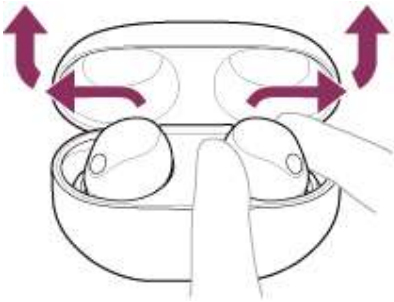
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.
  If the computer speaker is set to the “OFF” mode, no sound can be heard from the headset.

  Computer speaker in the ON mode



1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Lay the headset units on their sides and remove them from the charging case.



The headset turns on automatically.

3 Put the headset units into both ears.

When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you wear only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the computer. If it is not connected, proceed to step 4 .

4 Select the headset using the computer.

1. Select [(System Preferences)] - [Bluetooth] from the Dock at the bottom of the screen.



2. Click [WF-1000XM5] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop-up menu.



You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you wear only one headset unit, you will hear the notification sound from the headset unit you are wearing.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the computer.

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.
  If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Mac)
- Listening to music from a device via a Bluetooth connection

- Disconnecting Bluetooth connection (after use)
- Making a video call on your computer

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Pairing and connecting with a Bluetooth device

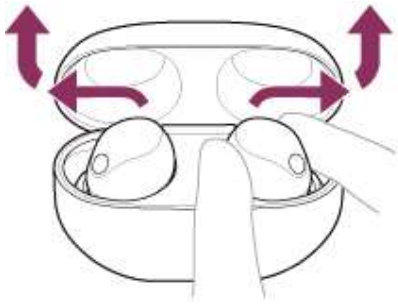
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

- The Bluetooth device is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the Bluetooth device is in hand.

1 **Enter pairing mode on this headset.**

When you pair the headset with a device for the first time after purchase or after initializing the headset (when there is no pairing information on the headset)

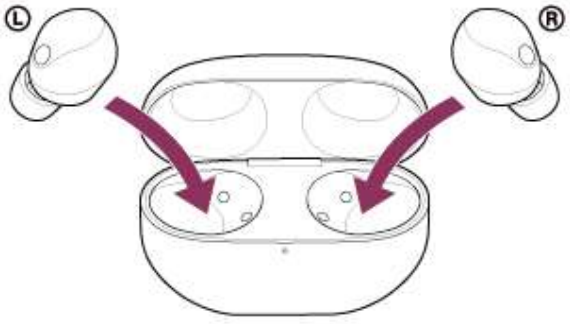
1. Lay the headset units on their sides and remove both headset units from the charging case.



The headset turns on automatically.
The headset enters pairing mode automatically.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

When you pair a second or subsequent device (the headset has pairing information for other devices)

1. Set the headset units into the charging case.

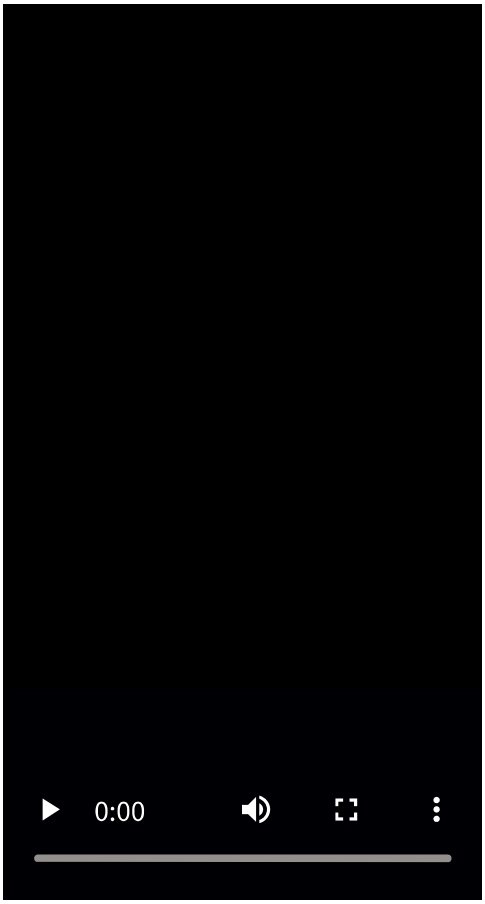


Leave the charging case lid open.

2. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.

Note

- The headset does not enter pairing mode with the charging case lid closed.



The indicator (blue) on the charging case repeatedly flashes twice in a row and the headset goes into pairing mode.
You can remove the headset from the charging case after entering pairing mode.
When you are wearing the headset, you will hear a notification sound from both headset units at the same time, and you will hear a voice guidance say “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

2 Perform the pairing procedure on the Bluetooth device to search for this headset.

[WF-1000XM5] will be displayed on the list of detected devices on the screen of the Bluetooth device.
If it is not displayed, start the operation again from the beginning of step 1 .

3 Select [WF-1000XM5] displayed on the screen of the Bluetooth device for pairing.

If Passkey* input is required, input “0000”.

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

4 Make the Bluetooth connection from the Bluetooth device.

The headset and Bluetooth device are connected to each other.
Some devices automatically connect with the headset when pairing is complete.
When the headset is placed in the charging case, the indicator (blue) on the charging case flashes 10 times.

When you are wearing the headset, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.
If they are not connected, see “Connecting to a paired Bluetooth device”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Bluetooth device.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation again from the beginning of step 1 .
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - Pairing information has been deleted after repair, etc.
  - When a 9th device is paired
    The headset can be paired with up to 8 devices. If a new device is paired after 8 devices are already paired, the registration information of the paired device with the oldest connection date is overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the Bluetooth device
  - When the headset is initialized
    All of the pairing information is deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.
- The headset can be paired with multiple devices, but can only play music from 1 paired device at a time.

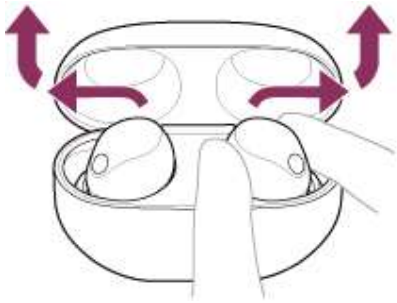
Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Connecting to a paired Bluetooth device
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Connecting to a paired Bluetooth device

1 Lay the headset units on their sides and remove them from the charging case.



The headset turns on automatically.

2 Put the headset units into both ears.

When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you wear only one headset unit, you will hear the notification sound from the headset unit you are wearing.
Check the connection status on the Bluetooth device. If it is not connected, proceed to step 3 .

3 Make the Bluetooth connection from the Bluetooth device.

As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.
You will hear a notification sound indicating that the connection is established from both headset units at the same time. When you wear only one headset unit, you will hear the notification sound from the headset unit you are wearing.

Note

- When connecting, [WF-1000XM5], [LE_WF-1000XM5], or both may be displayed on the connecting device. When both or [WF-1000XM5] is displayed, select [WF-1000XM5]; when [LE_WF-1000XM5] is displayed, select [LE_WF-1000XM5].
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.
  If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your Bluetooth device to the headset, delete the headset pairing information on your Bluetooth device and perform pairing again. As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

Related Topic

- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices

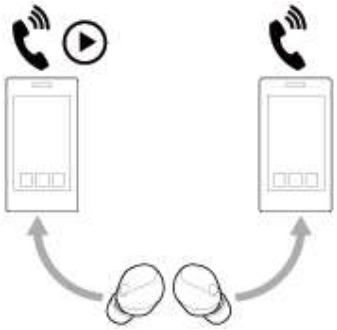
- Pairing and connecting with a Bluetooth device
- Listening to music from a device via a Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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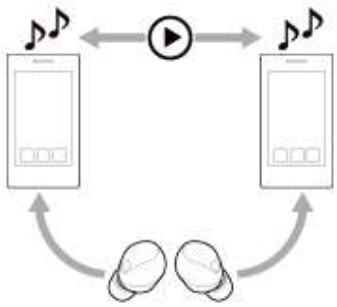
Connecting the headset to 2 devices simultaneously (multipoint connection)

The headset can be simultaneously connected to 2 devices via Bluetooth connections, allowing you to perform the following.

- Waiting for an incoming call for 2 smartphones
  You can listen to music played on one smartphone with the headset, wait for an incoming call for both smartphones, and talk if an incoming call arrives.



- Switching music playback between 2 devices
  You can switch the music playback from one device to the other without performing a Bluetooth reconnection.



Connecting the headset to 2 devices via Bluetooth connections simultaneously

1. **Pair the headset with 2 devices, respectively.**
2. **Operate the first device to establish a Bluetooth connection with the headset.**
3. **Operate the second device to establish a Bluetooth connection with the headset.**

When attempting to connect a paired third device to a headset via a Bluetooth connection while 2 devices are already connected via Bluetooth connections, the Bluetooth connection with the device that was last playing music will be maintained, and the Bluetooth connection with the other device will be disconnected. Then a Bluetooth connection between the third device and the headset is established.

Music playback when the headset is connected to 2 devices via Bluetooth connections

- When playing music by operating the headset, the music is played from the device that played last.

- If you want to play music from the other device, stop playback on the device that is playing the music, and start playback by operating the other device.
  Even if you start playback by operating the second device while playing music on the first device, the music from the first device will continue to be heard via the headset. In this state, if you stop playback on the first device, you can listen to music from the second device via the headset.

Talking on the phone when the headset is connected to 2 devices via Bluetooth connections

- When the headset is connected to 2 smartphones via Bluetooth connections simultaneously, both devices will be in standby mode.
- When an incoming call arrives to the first device, a ring tone is heard via the headset. When an incoming call arrives to the second device while talking on the headset, a ring tone is heard via the second device.
  If you finish the call on the first device, the ring tone from the second device will be heard via the headset.

Related Topic

- What you can do with the “Sony | Headphones Connect” app
- How to make a wireless connection to Bluetooth devices
- Listening to music from a device via a Bluetooth connection
- Controlling the audio device (Bluetooth connection)
- Receiving a call
- Functions for a phone call

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Wireless Noise Canceling Stereo Headset
WF-1000XM5

Switching audio between multiple devices with “audio switch”

The “audio switch” function is a Google feature that switches audio between Android devices.
Headsets that support “audio switch” can connect to multiple devices. When you use your headset on devices with “audio switch” turned on, the audio heard from your headset seamlessly switches between devices. Your device notifies you when the audio has switched devices.

Compatible smartphones
Android 8.0 or later

For details on “audio switch”, refer to the following URL.
https://support.google.com/android/?p=switch_audio
To use this function, you need to connect your headset and device via Google Fast Pair.
For details on Google Fast Pair, refer to the following URL.
https://support.google.com/android/answer/9417604

Note

- The specifications of “audio switch” are subject to change without notice.

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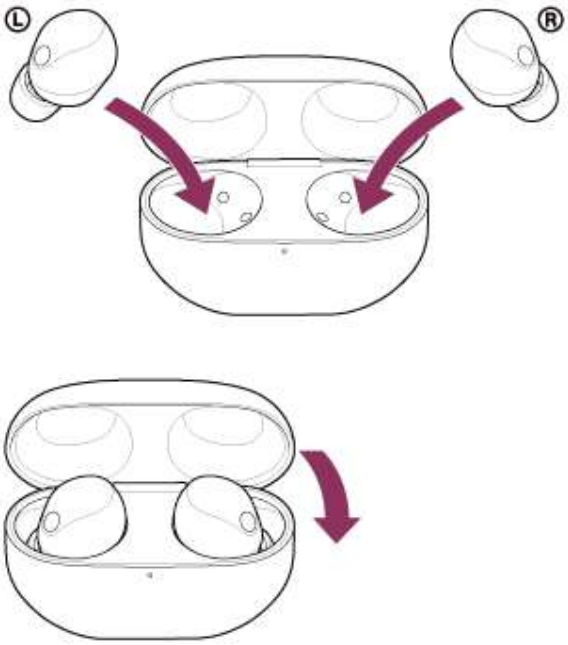
Disconnecting Bluetooth connection (after use)

1 **Disconnect the Bluetooth connection by operating the Bluetooth device.**

When you are wearing the headset, you will hear a notification sound from both headset units (or from the headset unit you are wearing) at the same time.

2 **Set the headset units into the charging case, and close the charging case lid.**

Put the left headset unit (the headset unit with the tactile dot) back into the left hole of the charging case, and put the right headset unit back into the right hole of the charging case. Each headset unit will be set to the correct position in the charging case by the built-in magnet.



The headset turns off.

Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

Related Topic

- Turning off the headset

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Listening to music from a device via a Bluetooth connection

If your Bluetooth device supports the following profiles, you can enjoy listening to music and control the device from your headset via a Bluetooth connection.

- A2DP (Advanced Audio Distribution Profile)
  You can enjoy high-quality music wirelessly.
- AVRCP (Audio Video Remote Control Profile)
  You can adjust the volume, etc.

The operation may vary depending on the Bluetooth device. Refer to the operating instructions supplied with the Bluetooth device.

1. **Put the headset units into your ears.**

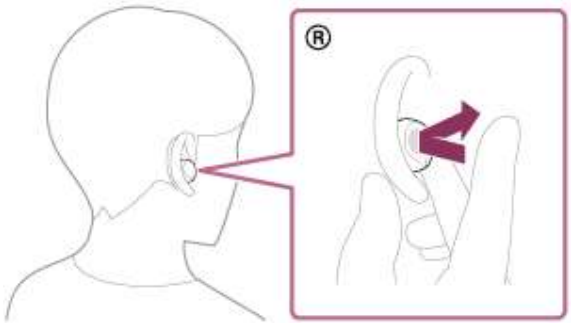
   See “Wearing the headset” to find out how to wear the headset in your ears.

2. **Connect the headset to a Bluetooth device.**

3. **Operate the Bluetooth device to start playback and adjust the volume to a moderate level.**

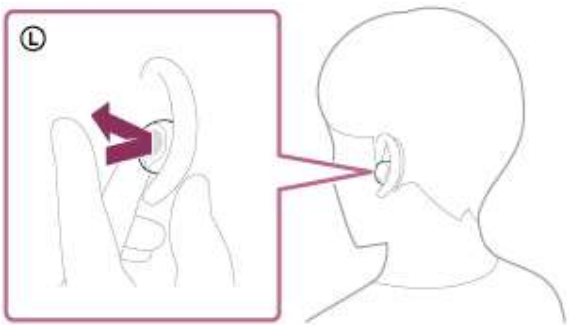
4. **Tap the touch sensor on the left or right headset unit to adjust the volume.**

   - Increase the volume: Tap the touch sensor on the right headset unit quickly 4 or more times (with an interval of about 0.4 seconds or less between taps) during music playback.



   As you repeatedly tap the touch sensor, a notification sound is emitted and the volume increases by 1 step every 0.4 seconds, regardless of the number of times you tap.

   - Decrease the volume: Tap the touch sensor on the left headset unit quickly 4 or more times (with an interval of about 0.4 seconds or less between taps) during music playback.



As you repeatedly tap the touch sensor, a notification sound is emitted and the volume decreases by 1 step every 0.4 seconds, regardless of the number of times you tap.

When the volume reaches the maximum or minimum, an alarm sounds.

Hint

- In the factory settings, when you listen to music while wearing both headset units, the headset will pause music playback if one or both headset units are removed. When you put the removed headset unit into your ear again, the headset will resume music playback.
- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.
- Depending on the Bluetooth device, it may be necessary to adjust the volume or set the audio output setting on the device.
- The volume can also be adjusted on the “Sony | Headphones Connect” app.
  The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during music playback, the volume of a call does not change.
- You can also listen to music by removing only one headset unit from the charging case and putting it into your ear.
  If only the right headset unit is worn in your ear, use the touch sensor on the right headset unit to play music.
  If only the left headset unit is worn in your ear, operate the connected device to play music.
  When you are listening to music with only one headset unit, if you put the other headset unit into the other ear, you can listen to music with both headset units.

Note

- You cannot adjust the volume with the headset when no music is playing.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

Related Topic

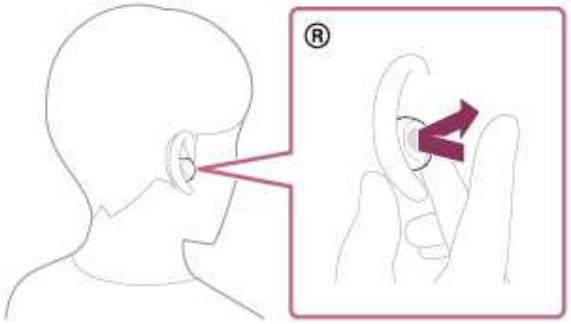
- Wearing the headset
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Controlling the audio device (Bluetooth connection)

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Controlling the audio device (Bluetooth connection)

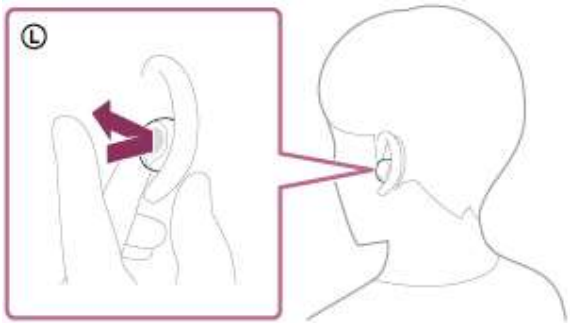
If your Bluetooth device supports the device operating function (compatible profile: AVRCP), the following operations are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.

You can use the right headset unit to perform the following operations.



- Play/Pause: Tap the touch sensor.
- Skip to the beginning of the next track: Tap the touch sensor twice quickly (with an interval of about 0.3 seconds between taps).
- Skip to the beginning of the previous track (or the current track during playback): Tap the touch sensor 3 times quickly (with an interval of about 0.3 seconds between taps).
- Increase the volume: Tap the touch sensor quickly 4 or more times (with an interval of about 0.4 seconds or less between taps) during music playback.
  As you repeatedly tap the touch sensor, a notification sound is emitted and the volume increases by 1 step every 0.4 seconds, regardless of the number of times you tap.
  When the volume reaches the maximum, an alarm sounds.

You can use the left headset unit to perform the following operations.



- Decrease the volume: Tap the touch sensor quickly 4 or more times (with an interval of about 0.4 seconds or less between taps) during music playback.
  As you repeatedly tap the touch sensor, a notification sound is emitted and the volume decreases by 1 step every 0.4 seconds, regardless of the number of times you tap.
  When the volume reaches the minimum, an alarm sounds.

Note

- You cannot adjust the volume with the headset when no music is playing.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

- The available operations may vary depending on the connected device, the music software, or app used. In some cases, it may operate differently or may not work even when the operations described above are performed.
- When you use an iPhone, Siri may be activated by holding your finger to the touch sensor on the right headset unit.

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About 360 Reality Audio

What is 360 Reality Audio?

360 Reality Audio is a new music experience using Sony's 360 three-dimensional audio technology.
Positional information is attached to each sound source such as vocals, chorus, and musical instruments, and are placed in a spherical space.
Listeners can experience a three-dimensional sound field as if they are immersed in a live performance of the artists.

Conditions of use

Download and use a music streaming service (charged) app that supports 360 Reality Audio on your smartphone or tablet equipped with iOS or Android.
By optimizing the sound field and the acoustic feature of headset with the "Sony | Headphones Connect" app, you can enjoy a more realistic sense of reality.

For details on 360 Reality Audio, refer to the following website:
https://www.sony.net/360RA/

Note

- Service is not available in certain countries and regions.

Related Topic

- What you can do with the "Sony | Headphones Connect" app

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Enjoying seamless playback with speakers (Auto Switch)

You can enjoy wireless playback while having the audio output source automatically switched between the Auto Switch compatible headset and the speaker without operating the headset or the speaker.
This function is available by updating the software from “Sony | Headphones Connect” to “Sony | Sound Connect”.
For details on the Auto Switch compatible devices, refer to the following URL.
https://www.sony.net/asw_comp_hp

Before using Auto Switch, make sure of the following:

- Install the “Sony | Sound Connect” app on your smartphone.
- Update the software of the speaker and headset to the latest version.

1. **Pair the Auto Switch compatible speaker with your smartphone that has the “Sony | Sound Connect” app installed.**

   If already paired, connect the speaker to your smartphone.

2. **Check that the Bluetooth standby function of the speaker is enabled in the “Sony | Sound Connect” app.**

3. **Turn off the speaker.**

4. **Connect the headset to your smartphone and follow the on-screen instructions from Auto Switch to enable the linkage with the speaker.**

5. **Start playing music on your smartphone.**

   Start playing music on the smartphone on which the “Sony | Sound Connect” app is installed and the Auto Switch settings are specified.
   When you place the headset in the charging case and turn it off while music playback from the headset is in progress, the audio output source for music playback is automatically switched to the speaker.
   If the audio output source is not switched as expected, try bringing the speaker and the headset closer to each other.
   When you put on the headset while music playback from the speaker is in progress, the audio output source for music playback is automatically switched to the headset.

To adjust the volume

Adjust the volume on the headset or speaker during playback. Even if you change the volume, the volume setting on your headset or speaker that is not playing music will not be affected.

To disable Auto Switch

Cancel the link for Auto Switch on the “Sony | Sound Connect” app. Initializing the headset or the linked speaker cancels the link as well.

Hint

- If you do not want to automatically switch the audio output source while the speaker linkage is enabled, pause music playback on the smartphone beforehand.

Note

- Auto Switch does not work for the hands-free function of the connected smartphone.

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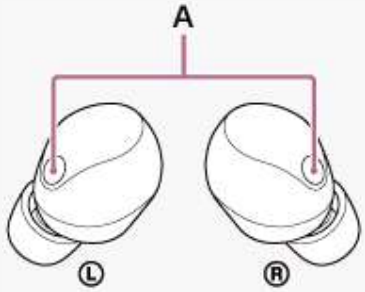
Wireless Noise Canceling Stereo Headset
WF-1000XM5

What is noise canceling?

The noise canceling function generates antiphase sound against outside surrounding noises (such as noises in vehicles or noises from air conditioners indoors) to reduce the surrounding noises by canceling them out.

Note

- Depending on the type of noise or if it is used in a very quiet environment, you may not feel the noise canceling effects, or you may feel that some noise is increased.
- When you are wearing the headset, depending on how you wear the headset, the noise canceling effects may be decreased or a beeping sound (feedback) may be heard. In this case, take off the headset and put it on again.
- The noise canceling function works primarily on noise in the low frequency band such as vehicles and air conditioning. While noise is reduced, it is not completely canceled.
- When you use the headset in a car or a bus, noise may occur depending on street conditions.
- Mobile phones may cause interference and noise. Should this occur, move the headset further away from the mobile phone.
- Do not cover the microphone part on the left or right headset unit with your hand, etc. The effect of the noise canceling function or Ambient Sound Mode may not work properly or a beeping sound (feedback) may occur. If any of this is the case, remove your hand, etc. from the left or right microphone part.



A: Microphones (left, right)

Related Topic

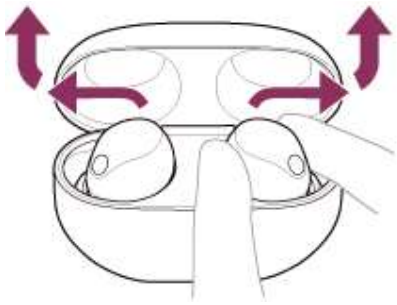
- Using the noise canceling function

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Using the noise canceling function

If you use the noise canceling function, you can enjoy music without being disturbed by ambient noise.

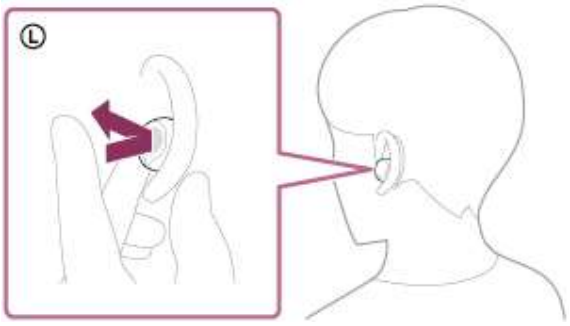
1. **Lay the headset units on their sides and remove them from the charging case.**



The headset turns on automatically.
When you use the headset for the first time after purchase or just after initializing the headset, the noise canceling function is turned on automatically when the headset is turned on. Any changes made to the settings are retained from this point on.

2. **Put the headset units into your ears.**

3. **Tap the touch sensor on the left headset unit to change the settings of the noise canceling function.**



Each time you tap, the function switches as follows.

Ambient Sound Mode: ON
You will hear a notification sound from both headset units (or from the left headset unit when only the left headset unit is worn) at the same time.



Noise canceling function: ON
You will hear a notification sound from both headset units (or from the left headset unit when only the left headset unit is worn) at the same time.

About the instruction manual video

Watch the video for how to use the noise canceling function.
https://rd1.sony.net/help/mdr/mov0057/h_zz/

Hint

- You can also turn on/off the noise canceling function, and change the settings of the noise canceling function and Ambient Sound Mode with the “Sony | Headphones Connect” app.
- You can select one of the following on the “Sony | Headphones Connect” app to set how you want the functions to change when you tap the left headset unit.
  - Noise canceling function: ON ➡ Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
  - Noise canceling function: ON ➡ Ambient Sound Mode: ON
  - Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
  - Noise canceling function: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
- When only one headset unit is worn, the Ambient Sound Mode is set to ON, even if the headset was set to the noise canceling function when you used the headset last. Putting on both headset units will turn on the noise canceling function.

Note

- The headset cannot fully perform the noise canceling function unless the supplied earbud tips are used.
- If the headset is not being worn properly in your ears, the noise canceling function may not work correctly. Twist the headset to put it into your ears properly.
- Do not cover the microphone part on the left or right headset unit with your hand, etc. The effect of the noise canceling function or Ambient Sound Mode may not work properly or a beeping sound (feedback) may occur. If any of this is the case, remove your hand, etc. from the left or right microphone part.

Related Topic

- Turning on the headset
- Wearing the headset
- What is noise canceling?
- Listening to ambient sound during music playback (Ambient Sound Mode)
- What you can do with the “Sony | Headphones Connect” app

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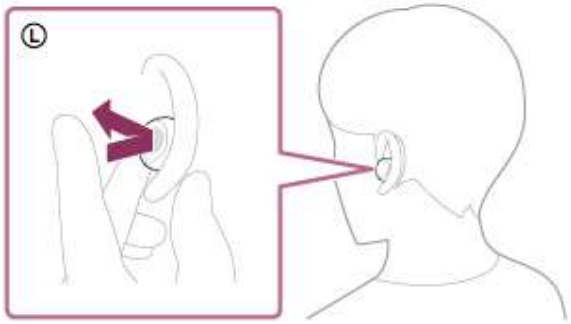
Wireless Noise Canceling Stereo Headset
WF-1000XM5

Listening to ambient sound during music playback (Ambient Sound Mode)

The microphones built into the left and right headset units make it easier to hear ambient sound. You can hear ambient sound while enjoying music.

To activate the Ambient Sound Mode

Tap the touch sensor on the left headset unit while the noise canceling function is on.



To change the setting of the Ambient Sound Mode

You can change the settings of the Ambient Sound Mode by connecting the smartphone (with the “Sony | Headphones Connect” app installed) and the headset via a Bluetooth connection.
Voice focus: Unwanted noise will be suppressed while announcements or people’s voices are picked up, allowing you to hear them as you listen to music.

To turn off the Ambient Sound Mode

Tap the touch sensor on the left headset unit to turn off the Ambient Sound Mode.
Each time you tap, the function switches as follows.

Noise canceling function: ON
You will hear a notification sound from both headset units (or from the left headset unit when only the left headset unit is worn) at the same time.



Ambient Sound Mode: ON
You will hear a notification sound from both headset units (or from the left headset unit when only the left headset unit is worn) at the same time.

About the instruction manual video

Watch the video for how to use the Ambient Sound Mode.
https://rd1.sony.net/help/mdr/mov0057/h_zz/

Hint

- Ambient Sound Mode settings changed with the “Sony | Headphones Connect” app are stored in the headset. Once you change the settings, you can enjoy music with the stored settings just by turning on the Ambient Sound Mode even when the headset is connected to other devices which do not have the “Sony | Headphones Connect” app installed.
- You can select one of the following on the “Sony | Headphones Connect” app to set how you want the functions to change when you tap the left headset unit.

- Noise canceling function: ON ➡ Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
- Noise canceling function: ON ➡ Ambient Sound Mode: ON
- Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
- Noise canceling function: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF

Note

- Depending on the ambient conditions and the type/volume of audio playback, ambient sounds may not be heard even when using the Ambient Sound Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds, such as on a road with car and bicycle traffic.
- Depending on the surrounding environment, wind noise may increase when the Ambient Sound Mode is turned on. In this case, set the Ambient Sound Mode to OFF.
- If the headset is not being worn properly in your ears, the Ambient Sound Mode may not work correctly. Twist the headset to put it into your ears properly.
- Do not cover the microphone part on the left or right headset unit with your hand, etc. The effect of the noise canceling function or Ambient Sound Mode may not work properly or a beeping sound (feedback) may occur. If any of this is the case, remove your hand, etc. from the left or right microphone part.
  This headset is equipped with the function to detect a beeping sound (feedback) and cancel the sound in a short time.
  In rare cases, the noise canceling function or the Ambient Sound Mode may temporarily stop in reaction to a high note such as an alarm or an electronic sound, but the noise canceling function or the Ambient Sound Mode will automatically return in about a second.
- If the Ambient Sound Mode is enabled in a rather noisy environment, a noise may be heard. This is not a malfunction. In this case, set the noise canceling function to ON or set the noise canceling function and the Ambient Sound Mode to OFF.

Related Topic

- Wearing the headset
- Using the noise canceling function
- What you can do with the “Sony | Headphones Connect” app

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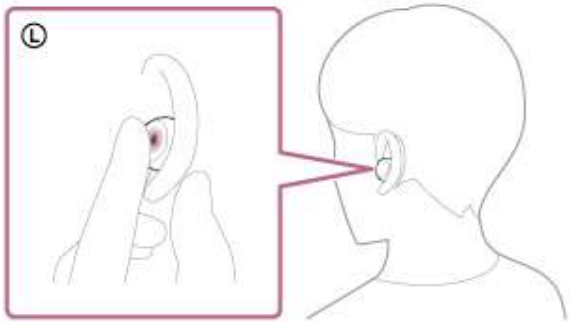
Wireless Noise Canceling Stereo Headset
WF-1000XM5

Listening to ambient sound quickly (Quick Attention Mode)

This function turns down the volume of music, call sounds, and the ringtone, and makes it easier to hear ambient sounds by capturing these sounds. The Quick Attention Mode is useful when you want to listen to train announcements, etc.

To activate the Quick Attention Mode

Hold your finger to the touch sensor on the left unit. The Quick Attention Mode is activated only when you are touching the touch sensor.



To deactivate the Quick Attention Mode

Release your finger from the touch sensor.

About the instruction manual video

Watch the video to find out how to use the Quick Attention Mode.
https://rd1.sony.net/help/mdr/mov0058/h_zz/

Note

- Depending on the ambient conditions and the type/volume of audio playback, ambient sounds may not be heard even when using the Quick Attention Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds, such as on a road with car and bicycle traffic.
- If the headset is not worn properly in your ears, the Quick Attention Mode may not work correctly. Twist the headset to put it into your ears properly.
- Depending on the size of the earbud tips you use, the Quick Attention Mode may not be fully effective. Choose the size that allows you to hear the least ambient sounds.

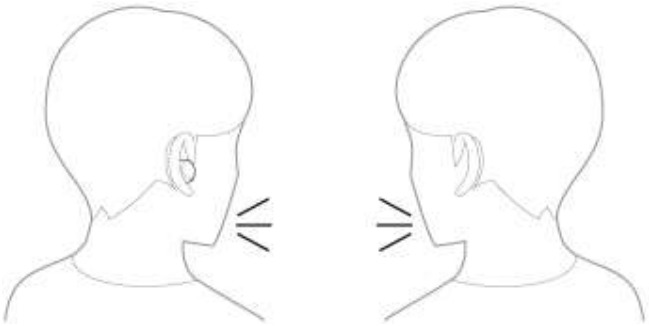
Related Topic

- Replacing the earbud tips
- Wearing the headset

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Speaking with someone while wearing the headset (Speak-to-Chat)

If Speak-to-Chat is enabled in advance, the Speak-to-Chat mode starts automatically when you talk to someone.
The headset pauses or mutes the music being played and captures the voice of the person you are conversing with on the microphones to make it easier to hear.
When the headset does not detect the wearer's voice for a certain period of time, the Speak-to-Chat mode ends automatically.
If you want to end the mode before that, tap the touch sensor on the left or right headset unit.



To enable Speak-to-Chat

To activate the Speak-to-Chat mode, Speak-to-Chat must be enabled in advance.
In the factory settings, Speak-to-Chat is disabled. To enable, change the setting with the "Sony | Headphones Connect" app.

To disable Speak-to-Chat

To disable, change the setting with the "Sony | Headphones Connect" app.

About the instruction manual video

Watch the video to find out how to use Speak-to-Chat.
https://rd1.sony.net/help/mdr/mov0059/h_zz/

Hint

- The Speak-to-Chat mode also ends in the following instance.
  - When operating the connected device to play music
  - When both headset units are removed while the wearing detection automatic power off function is enabled
- When you use the "Sony | Headphones Connect" app, you can change the sensitivity of the automatic audio detection and change the time until the Speak-to-Chat mode ends, in addition to the mode to switch between enabling and disabling. In the factory settings, the time until the mode ends is set to about 15 seconds.

Note

- The Speak-to-Chat mode activates when the headset detects the speech of the person wearing the headset, but in rare cases it may activate in response to vibrations caused by devices such as electric toothbrushes, electric massagers, and electric shavers, or by activities such as brushing your teeth, coughing, or humming. In cases where the Speak-to-Chat mode frequently activates by accident, set Speak-to-Chat to "L Sensitivity".
- Music playback is paused while the Speak-to-Chat mode is active only when connected via Bluetooth connection.
- The connected device or playback application you are using may not support the pausing of music or video content playback when the Speak-to-Chat mode is activated or the resuming of music playback when the Speak-to-Chat mode is deactivated.

- If the sound volume is loud, the headset is not worn properly, or the volume of the spoken voice is low, the speech of the person wearing the headset may not be detected, and the Speak-to-Chat mode may not activate.
  If this is the case, speech detection may be improved by speaking more slowly or in a louder voice, making sure the headset is in the correct position, turning down any music playing, or setting Speak-to-Chat to “H Sensitivity”.

Related Topic

- What you can do with the “Sony | Headphones Connect” app

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About the sound quality mode

The following 3 modes during Bluetooth playback can be selected. You can change the settings and check the sound quality mode with the “Sony | Sound Connect” app.
Prioritize Sound Quality: Prioritizes the sound quality.
Prioritize Stable Connection: Prioritizes the stable connection (default).
Low latency: Connect with low latency.

- When you want to prioritize the sound quality, select [Prioritize Sound Quality].
- If the connection is unstable, such as when producing only intermittent sound, select [Prioritize Stable Connection].
- If you want a low-latency connection, select [Low latency].

Note

- [Low latency] is not displayed in the following cases.
  - When using a connected device that does not support LE Audio or Xperia 1 IV/5 IV
  - When the “Sony | Sound Connect” app and headset software are not up-to-date
- The maximum playback time may be shorter in the [Prioritize Sound Quality] mode and the [Low latency] mode.
- Depending on the ambient conditions in the area where you are using the headset, intermittent sound may still occur even if [Prioritize Stable Connection] is selected.
- [Low latency] mode focuses on low latency, resulting in a lower connection stability compared to [Prioritize Sound Quality] mode and [Prioritize Stable Connection] mode. If you experience sound stuttering due to poor reception, switch to [Prioritize Stable Connection] mode.
- [Low latency] mode is an LE Audio connection. To connect using LE Audio, refer to “Pairing and connecting with an Android smartphone using LE Audio ” for details.

Related Topic

- What you can do with the “Sony | Headphones Connect” app

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Supported codecs

A codec is an “audio coding algorithm” used when transmitting sound wirelessly via a Bluetooth connection.
The headset supports the following codecs.
When connected using Classic Audio via an A2DP connection (for music playback): SBC, AAC, LDAC
When connected using LE Audio: LC3

- SBC
  This is an abbreviation for Subband Codec.
  SBC is the standard audio coding technology used in Bluetooth devices.
  All Bluetooth devices which use Classic Audio support SBC.

- AAC
  This is an abbreviation for Advanced Audio Coding.
  AAC is mainly used in Apple products such as iPhone that can provide a higher sound quality than that of SBC.

- LDAC
  LDAC is an audio coding technology developed by Sony that enables the transmission of High-Resolution (Hi-Res) Audio content, even over a Bluetooth connection. Unlike other Bluetooth-compatible coding technologies such as SBC, it operates without any down-conversion of the High-Resolution Audio content*.
  It allows approximately 3 times more data** than those other technologies to be transmitted over a Bluetooth wireless network with unprecedented sound quality, employing efficient coding and optimized packetization.

- LC3
  This is an abbreviation for Low Complexity Communication Codec.
  LC3 is a codec for LE Audio and achieves low latency transmission.

* excluding DSD format contents.
** in comparison with SBC when the bitrate of 990 kbps (96/48 kHz) or 909 kbps (88.2/44.1 kHz) is selected for LDAC.

When music in one of the SBC, AAC, or LDAC codec is transmitted from a device connected using Classic Audio, the headset switches to that codec automatically and plays back the music in the same codec.
When you want to play back music with LDAC, set the sound quality mode to [Prioritize Sound Quality] using the “Sony | Sound Connect” app. In [Prioritize Stable Connection] (factory settings), music cannot be played back with LDAC.
If the connected device supports a codec of higher sound quality than SBC, you may need to set the device beforehand to enjoy music with the desired codec from the supported codecs.
Refer to the operating instructions supplied with the device regarding setting the codec.
When connected to LE Audio or playing music, the music playback is performed in LC3 codec.
For LE Audio connections, use the “Sony | Sound Connect” app and set the sound quality mode to [Low latency]. In [Prioritize Stable Connection] (factory settings), LE Audio connection is not available.
Refer to the operating instructions supplied with the device you are connecting to, as some settings may be necessary in advance.

Related Topic

- About the sound quality mode

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About the DSEE Extreme function

DSEE Extreme uses AI technology to reproduce the frequency responses of the original sound source lost during compression with high accuracy.
You can switch the settings with the “Sony | Headphones Connect” app.

Note

- When DSEE Extreme is set to [Auto], the available operating time is reduced.

Related Topic

- What you can do with the “Sony | Headphones Connect” app
- Available operating time

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Receiving a call

You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via a Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

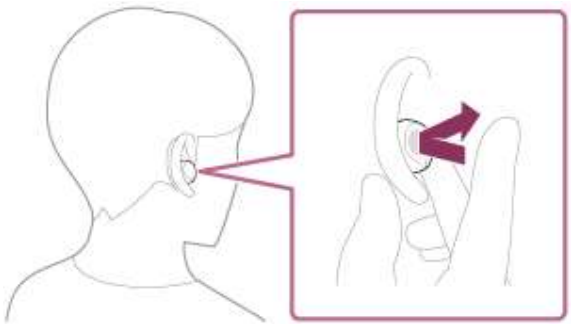
Ring tone

When you receive an incoming call, a ring tone will be heard from the headset.
You will hear either of following ring tones, depending on your smartphone or mobile phone.

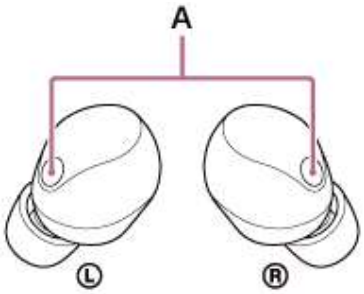
- Ring tone set on the headset
- Ring tone set on the smartphone or mobile phone
- Ring tone only for a Bluetooth connection set on the smartphone or mobile phone

1. **Connect the headset to a smartphone or mobile phone via a Bluetooth connection beforehand.**

2. **When you hear a ring tone, tap the touch sensor on the left or right headset unit twice quickly (with an interval of about 0.3 seconds between taps) to receive the call.**



A voice will be heard from the headset.
When you receive an incoming call while listening to music, playback pauses automatically and a ring tone will be heard from the headset.
If playback is not paused, operate the headset to pause playback.
You can talk using the microphones on the left and right headset units.



A: Microphones (left, right)

If no ring tone is heard via the headset

The headset may not be connected with the smartphone or mobile phone over HFP or HSP. Check the connection status on the smartphone or mobile phone.

3. **Operate the smartphone or mobile phone to adjust the volume.**

4. **When you have finished your call, tap the touch sensor on the left or right headset unit twice quickly (with an interval of about 0.3 seconds between taps) to end the call.**

   If you received a call during music playback, music playback resumes automatically after ending the call.

Hint

- When receiving a call on a smartphone or mobile phone, some smartphones or mobile phones may receive a call on the phone instead of the headset. When using HFP connection, transfer the call to the headset by using your smartphone or mobile phone.
- The volume can also be adjusted on the “Sony | Headphones Connect” app.
  The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.
- You can also enjoy hands-free calls even when you are wearing only one headset unit. When you receive an incoming call, answer the call using the headset unit you are wearing. If you put the other headset unit into the other ear while you are talking with only one headset unit, you can talk with both headset units.

Note

- Depending on the connected device or playback application you are using, playback may not pause even when you receive an incoming call while playing back music. When you receive an incoming call while playing back music, playback may not resume automatically even if you finish the call.
- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- In order to make it easier for you to hear your own voice during a phone call, the microphones work to capture ambient sounds (Sidetone function). If your voice sounds too loud or the sounds in your surroundings are bothering you, turn off [Capture Voice During a Phone Call] on the “Sony | Headphones Connect” app.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sony | Headphones Connect” app.
- Depending on the caller’s voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.

Related Topic

- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Making a call
- Functions for a phone call
- What you can do with the “Sony | Headphones Connect” app

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Making a call

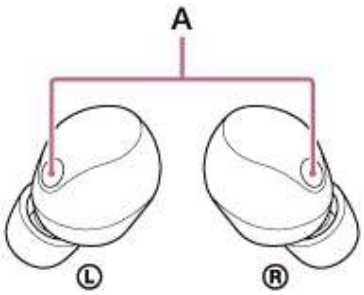
You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via a Bluetooth connection.

- If your smartphone or mobile phone supports both HFP and HSP, set it to HFP.
- The operation may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.
- Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

1 Connect the headset to a smartphone or mobile phone via a Bluetooth connection.

2 Operate your smartphone or mobile phone to make a call.

When you make a call, the dial tone is heard from the headset.
If you make a call while listening to music, playback pauses automatically.
If playback is not paused, operate the headset to pause playback.
You can talk using the microphones on the left and right headset units.



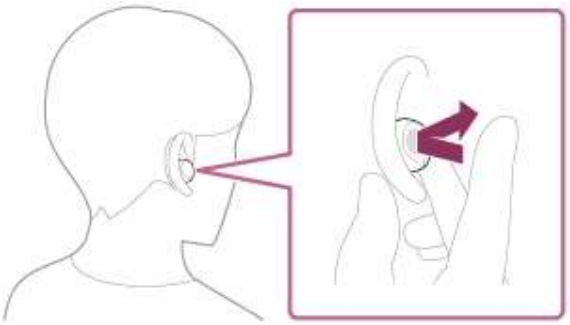
A: Microphones (left, right)

If no dial tone is heard via the headset

Use your smartphone or mobile phone to transfer the call to the headset.

3 Operate the smartphone or mobile phone to adjust the volume.

4 When you have finished your call, tap the touch sensor on the left or right headset unit twice quickly (with an interval of about 0.3 seconds between taps) to end the call.



If you made a call during music playback, music playback resumes automatically after ending the call.

Hint

- The volume can also be adjusted on the “Sony | Headphones Connect” app.
  The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.
- You can also enjoy hands-free calls even when you are wearing only one headset unit. If you put the other headset unit into the other ear while you are talking with only one headset unit, you can talk with both headset units.

Note

- Depending on the connected device or playback application you are using, when you make a call during music playback, playback may not resume automatically even after you finish the call.
- Use a smartphone or mobile phone at least 50 cm (19.69 in.) away from the headset. Noise may result if the smartphone or mobile phone is too close to the headset.
- In order to make it easier for you to hear your own voice during a phone call, the microphones work to capture ambient sounds (Sidetone function). If your voice sounds too loud or the sounds in your surroundings are bothering you, turn off [Capture Voice During a Phone Call] on the “Sony | Headphones Connect” app.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sony | Headphones Connect” app.
- Depending on the caller’s voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.

Related Topic

- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Receiving a call
- Functions for a phone call
- What you can do with the “Sony | Headphones Connect” app

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Functions for a phone call

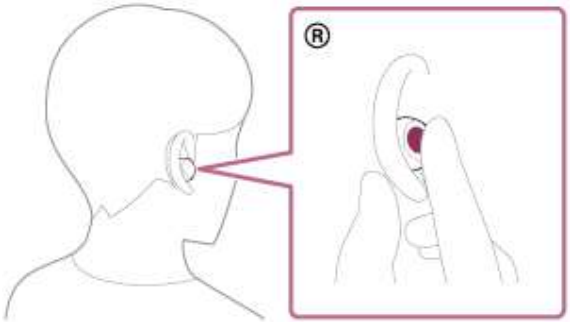
The functions available during a call may vary depending on the profile supported by your smartphone or mobile phone. In addition, even if the profile is the same, the available functions may vary depending on the smartphone or mobile phone.
Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.
Refer to the operating instructions supplied with the smartphone or mobile phone.

Supported profile: HFP (Hands-free Profile)

During standby/music playback

You can use the right headset unit to perform the following operations.

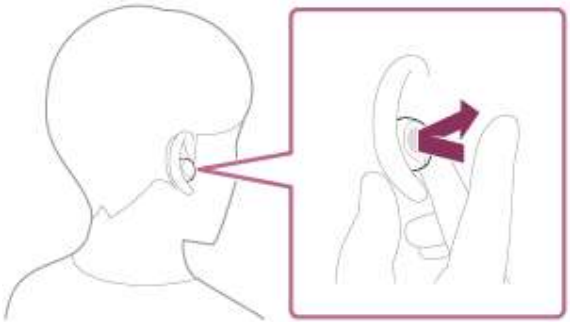
- Start up the voice dial function of the smartphone/mobile phone, or activate the Google app on the Android smartphone or Siri on the iPhone: Hold your finger to the touch sensor for about 2 seconds or more.



Outgoing call

You can use either the left or right headset unit to perform the following operations.
When only one headset unit is worn in your ear, operate the headset unit that is worn.

- Cancel an outgoing call: Tap the touch sensor twice quickly (with an interval of about 0.3 seconds between taps).



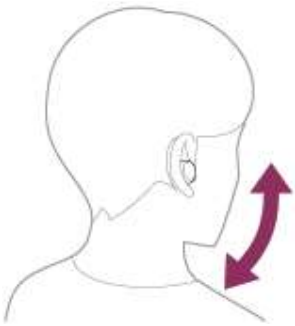
Incoming call

You can use either the left or right headset unit to perform the following operations.
When only one headset unit is worn in your ear, operate the headset unit that is worn.

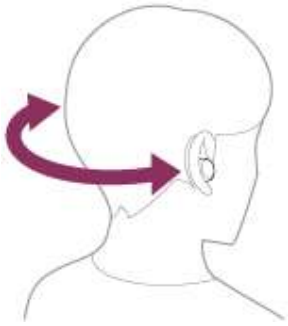
- Receive a call: Tap the touch sensor twice quickly (with an interval of about 0.3 seconds between taps).
- Reject a call: Hold your finger to the touch sensor for about 2 seconds or more.

When [Head Gesture] is enabled on the “Sony | Headphones Connect” app, you can perform the following operations while wearing the headset.

- Receive a call: Nod your head.



- Reject a call: Shake your head.



During call

You can use either the left or right headset unit to perform the following operations.
When only one headset unit is worn in your ear, operate the headset unit that is worn.

- End a call: Tap the touch sensor twice quickly (with an interval of about 0.3 seconds between taps).

Supported profile: HSP (Headset Profile)

You can use either the left or right headset unit to perform the following operations.
When only one headset unit is worn in your ear, operate the headset unit that is worn.

Outgoing call

- Cancel an outgoing call: Tap the touch sensor twice quickly (with an interval of about 0.3 seconds between taps).

Incoming call

- Receive a call: Tap the touch sensor twice quickly (with an interval of about 0.3 seconds between taps).

During call

- End a call: Tap the touch sensor twice quickly (with an interval of about 0.3 seconds between taps).

Note

- When [Head Gesture] is enabled on the “Sony | Headphones Connect” app and you are using only one headset unit, the headset may not work properly.
- When [Head Gesture] is enabled on the “Sony | Headphones Connect” app, the functions may not work properly with the head gesture controls depending on the connected device or the application you are using.

Related Topic

- Using only one headset unit
- Receiving a call

- Making a call

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Making a video call on your computer

When you make a video call on your computer, you can talk wirelessly from your headset.

1. **Connect the headset to your computer via a Bluetooth connection.**
2. **Launch the video calling application on your computer.**
3. **Check the settings* of the video calling application.**
   - When you make a video call on your computer, select calling connections (HFP/HSP) and not music playback connections (A2DP). If you select music playback connections, a video call may not be available.
   - On the speaker settings, select calling connections [Headset (WF-1000XM5 Hands-Free)]**. ([Headphones (WF-1000XM5 Stereo)]** is for music playback connections.)
   - On the microphone settings, select calling connections [Headset (WF-1000XM5 Hands-Free)]**. When the microphone is not set up, the Speak-to-Chat mode activates when the headset detects the speech of the person wearing the headset, and the sound from the headset is muted.
   - Depending on the video calling application you are using, calling connections [Headset (WF-1000XM5 Hands-Free)]** or music playback connections [Headphones (WF-1000XM5 Stereo)]** may not be selectable on the speaker or microphone settings, and only [WF-1000XM5] may be displayed. If this is the case, select [WF-1000XM5].
   - As for frequently asked questions and answers, refer to the customer support website.

* Depending on the video calling application you are using, this function may not be available.
** Names may vary according to the computer or the video calling application you are using.

Hint

- When the settings of the video calling application cannot be checked or calling connections [Headset (WF-1000XM5 Hands-Free)] cannot be selected, select [Headset (WF-1000XM5 Hands-Free)] on the settings of your computer to make connections. See “Connecting to a paired computer (Windows 11)”, “Connecting to a paired computer (Windows 10)” or “Connecting to a paired computer (Mac)”.

Note

- While Speak-to-Chat is enabled, if the microphone is not set up correctly, the Speak-to-Chat mode is activated when a voice is detected, and the sound from the headset may be muted.
- Depending on the video calling application you are using, microphone settings may not be available. If this is the case, disable Speak-to-Chat using the “Sony | Headphones Connect” app.
- Depending on the computer or application you are using, the headset may not work properly during a video call. This may be improved by restarting the computer.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows® 11)

- Pairing and connecting with a computer (Windows 10)
- Pairing and connecting with a computer (Mac)
- Connecting to a paired computer (Windows 11)
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Mac)
- Disconnecting Bluetooth connection (after use)
- Speaking with someone while wearing the headset (Speak-to-Chat)
- Customer support websites

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Using Google Assistant

By using Google Assistant feature that comes with the smartphone, you can speak to the headset's microphones to operate the smartphone or perform a search.

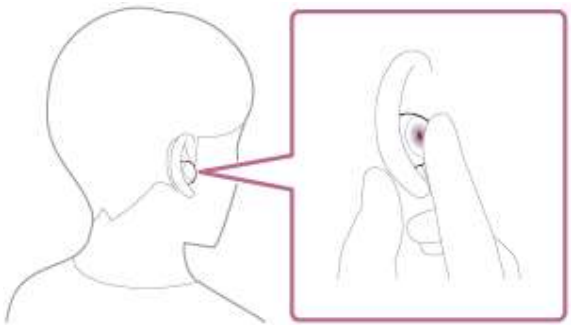
Compatible smartphones
Smartphones installed with Android™ 6.0 or later

1 Open the "Sony | Headphones Connect" app, and set the function of the touch sensor as Google Assistant.

Google Assistant can be assigned to the headset unit with the touch sensor that has the music playback function assigned. You can change the function assignments to the touch sensors of the left and right headset units using the "Sony | Headphones Connect" app.
For details on the "Sony | Headphones Connect" app, refer to the following URL.
https://rd1.sony.net/help/mdr/hpc/h_zz/
When using Google Assistant for the first time, launch the Google Assistant app and touch [Finish headphones setup] on the Conversation View, and follow the on-screen instructions to complete initial setup for Google Assistant.

2 Say "Ok Google" or operate the touch sensor to which you assigned Google Assistant to use Google Assistant.

- Hold your finger to the touch sensor to input a voice command, and release your finger to finish the voice command.



- If no voice command is detected while holding your finger to the touch sensor, notifications are read out when your finger is released.

For details on Google Assistant, refer to the following website:
https://assistant.google.com
https://g.co/headphones/help

Operating the headset with Google Assistant

By saying specific words on Google Assistant, you can perform noise canceling settings or other operations of the headset.

For details, refer to the following website*:
https://support.google.com/assistant/answer/7172842#headphones

* It is not the case that the headset is compatible with all the specifications described in the web site.

Hint

- Check or update the software version of the headset with the “Sony | Headphones Connect” app.
- When Google Assistant is not available for reasons such as not being connected to the network, the voice guidance “Google Assistant is not connected” is heard from both headset units (or from the headset unit you are wearing).
- If you do not see [Finish headphones setup] on the Conversation View of Google Assistant app, delete the pairing information for the headset from the Bluetooth settings of your smartphone and redo the pairing process.

Note

- When you perform the initial setup for Google Assistant on your smartphone, which touch sensor function on the left or right headset unit is set as Google Assistant depends on the settings for the headset functions and usage conditions. You can restore the touch sensor back to its previous functions by changing its settings on the “Sony | Headphones Connect” app.
- Google Assistant can be assigned to the headset unit with the touch sensor that has the music playback function assigned. When you want to use Google Assistant on either headset unit, assign the music playback function to the headset unit you want to use, and then assign Google Assistant.
- Google Assistant and Amazon Alexa cannot be assigned to the headset at the same time.
- Google Assistant is not available in certain languages, countries and region.
- The function to operate the headset with Google Assistant depends on the specifications of Google Assistant.
- The specifications of Google Assistant are subject to change without notice.
- For details on the services provided by other companies such as Google Assistant or Amazon Alexa, consult each service provider directly.
  Sony shall assume no responsibility for any problems such as misunderstandings related to the services provided by other companies.

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Using Amazon Alexa

By using the Amazon Alexa app installed on your smartphone, you can speak to the headset's microphones to operate the smartphone or perform a search.

Compatible smartphones

- The OS version which supports the latest version of the Amazon Alexa app on Android or iOS
- Installation of the latest Amazon Alexa app is required.

1. Open the app store on your mobile device.
2. Search for Amazon Alexa app.
3. Select Install.
4. Select Open.

1 Put the headset units into your ears and connect the headset to the smartphone via Bluetooth connection.

2 Launch the Amazon Alexa app.

Amazon Alexa can be assigned to the headset unit with the touch sensor that has the music playback function assigned. You can change the function assignments to the touch sensors of the left and right units using the "Sony | Headphones Connect" app.
When you use Amazon Alexa for the first time, you will need to login with your Amazon account, and proceed to step 3 to set up your headset to the Amazon Alexa app.
If you have set up Amazon Alexa previously, but have configured the touch sensor on the left and right headset units to a function other than Amazon Alexa, reconfigure the touch sensor on the left or right headset unit to Amazon Alexa.

3 Perform the initial setup for Amazon Alexa.

1. Touch the [More] icon in the lower right corner of the Amazon Alexa app screen, and touch [Add a Device].



2. On the [Which device would you like to set up?] screen, select [Headphones].



3. From [AVAILABLE DEVICES] on the [Select your device] screen, select [WF-1000XM5].



If you cannot find [WF-1000XM5] in [AVAILABLE DEVICES], the headset is not connected to the smartphone via Bluetooth connection. Connect the headset to the smartphone via Bluetooth connection.

4. On the [Set up Alexa on your WF-1000XM5] screen, touch [CONTINUE].



5. If the [This will override the current voice assistant on this accessory] screen appears, touch [CONTINUE].

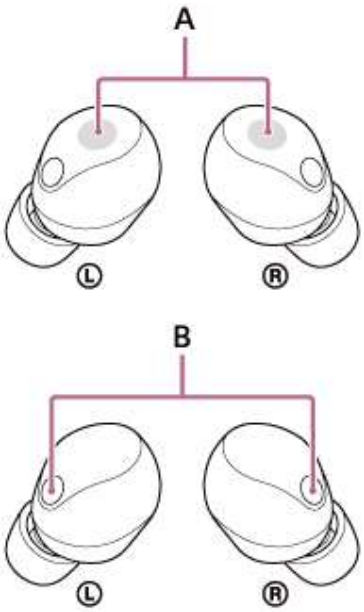


6. On the [Setup Complete] screen, touch [DONE].



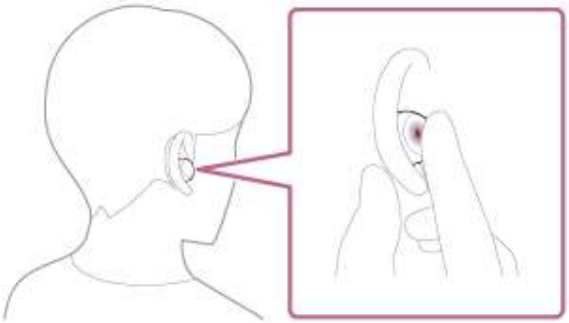
Once the initial setup is complete, the function of the touch sensor on the right headset unit (or the left headset unit if only the left headset unit was worn for the initial setup) is changed to Amazon Alexa.

4 Say the wake word* (“Alexa”) or operate the touch sensor on the headset unit to which Amazon Alexa is assigned to use Amazon Alexa.



A: Touch sensors (left, right)
B: Microphones (left, right)

- Hold your finger to the touch sensor to input a voice command.
  Example:
  “What is the weather”
  “Play music**”



- If there is no voice, it will be automatically canceled.

* To set the wake word, enable [Activate Voice Assistant with your Voice] on the “Sony | Headphones Connect” app.
** Need Amazon or Prime Music subscription.

For details on Amazon Alexa and its capability, refer to the following website:
https://www.amazon.com/b?node=16067214011

Hint

- You can use Amazon Alexa when you are wearing only one unit to which Amazon Alexa is assigned on your ear. When Amazon Alexa is assigned to the headset and you are using only one headset unit, use the headset unit with Amazon Alexa assigned. Check the setting of the headset with the “Sony | Headphones Connect” app.
- Check or update the software version of the headset with the “Sony | Headphones Connect” app.
- When Amazon Alexa is not available for reasons such as not being connected to the network, the voice guidance “Either your mobile device isn’t connected; or you need to open the Alexa App and try again” is heard from both headset units (or from the headset unit you are wearing).

Note

- When you set up the headset on the Amazon Alexa app, which touch sensor function on the left or right headset unit is set as Amazon Alexa depends on the settings for the headset functions and usage conditions. You can restore the touch sensor back to its previous functions by changing its settings on the “Sony | Headphones Connect” app.
- Amazon Alexa can be assigned to the headset unit with the touch sensor that has the music playback function assigned. When you want to use Amazon Alexa on either headset unit, assign the music playback function to the headset unit you want to use, and then assign Amazon Alexa.
  On the headset unit to which the music playback function is not assigned, Amazon Alexa cannot be used. You can change the function assignments to the touch sensors of the left and right units using the “Sony | Headphones Connect” app.
- Amazon Alexa and Google Assistant cannot be assigned to the headset at the same time.
- Amazon Alexa is not available in all languages and countries/regions. Alexa features and functionality may vary by location.
- For details on the services provided by other companies such as Google Assistant or Amazon Alexa, consult each service provider directly.
  Sony shall assume no responsibility for any problems such as misunderstandings related to the services provided by other companies.

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Using the voice assist function (Google app)

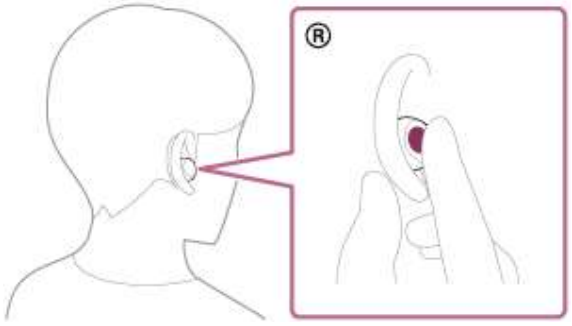
By using the Google app that comes with the Android smartphone, you can speak to the headset's microphones to operate the Android smartphone.

1. **Set the assist and voice input selection to the Google app.**

   On the Android smartphone, select [Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input], and set [Assist app] to the Google app.
   The operation above is an example. For details, refer to the operating instructions for the Android smartphone.
   Note: The latest version of the Google app may be required.
   For details on the Google app, refer to the operating instructions or the support website of the Android smartphone, or the Google Play store website.
   The Google app may not be activated from the headset depending on specifications of the Android smartphone.

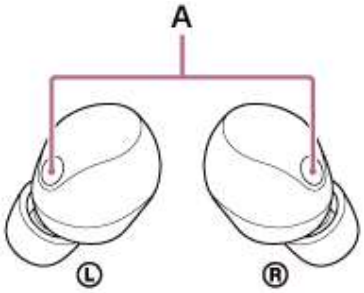
2. **Put the headset units into your ears and connect the headset to the Android smartphone via a Bluetooth connection.**

3. **When the Android smartphone is in standby or playing music, hold your finger to the touch sensor on the right headset unit for about 2 seconds or more.**



   The Google app is activated.

4. **Talk to Google through the app using the headset's microphone.**



   A: Microphones (left, right)

   For details on the apps which work with the Google app, refer to the operating instructions for the Android smartphone.
   After activating the Google app, the voice command is canceled when a certain time has passed without requests.

Note

- If the touch sensor on either the left or right headset unit is set as Google Assistant, the voice assist function (Google app) is not available.
- If the touch sensor on either the left or right headset unit is set as Amazon Alexa, the voice assist function (Google app) is not available.
- The Google app cannot be activated when you say “Ok Google” even when the Android smartphone’s “Ok Google” setting is on.
- In order to make it easier for you to hear your own voice while using the voice assist function, the microphones work to capture ambient sounds (Sidetone function). If your voice sounds too loud or the sounds in your surroundings are bothering you, turn off [Capture Voice During a Phone Call] on the “Sony | Headphones Connect” app.
- The Google app may not be activated depending on specifications of the smartphone or application version.
- The Google app does not work when connected to a device not compatible with the voice assist function.

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Wireless Noise Canceling Stereo Headset
WF-1000XM5

Using the voice assist function (Siri)

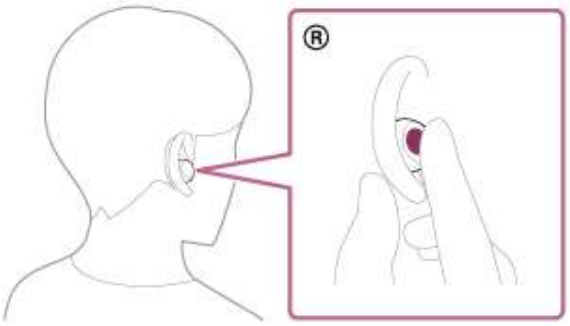
By using Siri that comes with iPhone, you can speak to the headset's microphone to operate the iPhone.

1. **Turn Siri on.**

   On iPhone, select [Settings] - [Siri & Search] to turn [Press Home for Siri] and [Allow Siri When Locked] on.
   The operation above is an example. For details, refer to the operating instructions for the iPhone.
   Note: For details on Siri, refer to the operating instructions or support website of the iPhone.

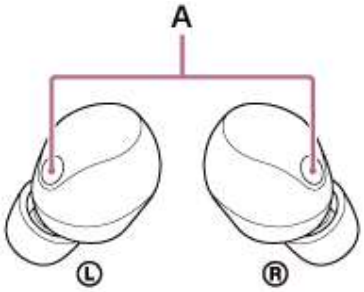
2. **Put the headset units into your ears and connect the headset to the iPhone via a Bluetooth connection.**

3. **When the iPhone is in standby or playing music, hold your finger to the touch sensor on the right headset unit for about 2 seconds or more.**



   Siri is activated.

4. **Make a request to Siri through the headset's microphones.**



A: Microphones (left, right)

For details on the apps which work with Siri, refer to the operating instructions for the iPhone.
After activating Siri, Siri will be deactivated when a certain time has passed without requests.

Note

- Siri cannot be activated when you say "Hey Siri" even when the iPhone's "Hey Siri" setting is on.
- In order to make it easier for you to hear your own voice while using the voice assist function, the microphones work to capture ambient sounds (Sidetone function). If your voice sounds too loud or the sounds in your surroundings are bothering you, turn off

[Capture Voice During a Phone Call] on the “Sony | Headphones Connect” app.

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What you can do with the “Sony | Headphones Connect” app

When you connect the smartphone with the “Sony | Headphones Connect” app installed and the headset via a Bluetooth connection, you can do the following.

- Update the headset software
- Turn the automatic update on/off
- Switch the voice guidance language
- Set the voice guidance volume
- Turn the notification sound and voice guidance on/off
- Change the function of the touch sensor
- Change the Voice Assistant setting*
- Turn the wake word of Amazon Alexa on/off*
- Set the Quick Access function*
- Turn Service Link on/off*
- Set the Bluetooth connection mode (sound quality mode)*
- Turn on/off voice capture (Sidetone function) during calls
- Turn off the headset
- Set the wearing detection automatic music playback pause/resume function
- Set the wearing detection automatic power off function
- Switch the multipoint connection (Connect the headset to 2 devices simultaneously) on/off setting*
- Change the device connected in a multipoint connection*
- LE Audio connection setting for headset
- Initialize the headset
- Assist to determine the optimal earbud tips for you
- Turn the head gesture detection on/off
- Check the headset software version
- Display the Bluetooth connection status between the left or right headset units and the smartphone
- Display the LE Audio connection status
- Display the Bluetooth connection codec
- Display the DSEE Extreme function setting status
- Set the DSEE Extreme function
- Display the remaining battery charge of the headset
- Display the remaining battery charge of the charging case
- Display notifications alerting you to charge the headset (when the remaining battery charge of the charging case is low)
- Select the Equalizer/CLEAR BASS setting
- Customize the Equalizer setting
- Adjust the noise canceling function and Ambient Sound Mode (ambient sound control)
- Select the switching pattern when switching the noise canceling function/Ambient Sound Mode on the headset
- Use auto adjustment of the noise canceling function by behavior recognition (Adaptive Sound Control)
- Enable/disable the automatic audio detection for Speak-to-Chat and set it up
- Play/pause music or skip to the beginning of the previous track (or the current track during playback)/skip to the beginning of the next track
- Adjust the volume during music playback/phone call
- Easy pairing*
- Record and display information on the usage of the headset
- Set the 360 Reality Audio function
- Turn safe listening on/off
- Specifying the Auto Play settings

- Seamless playback with speakers (Auto Switch)* **

* Cannot be used during LE Audio connection.
** This function is available by updating the software from “Sony | Headphones Connect” to “Sony | Sound Connect”.

For details on the “Sony | Headphones Connect” app, refer to the following URL.
https://rd1.sony.net/help/mdr/hpc/h_zz/

Hint

- The operation of the “Sony | Headphones Connect” app differs depending on the audio device. The app specifications and screen design may change without prior notice.

Related Topic

- Installing the “Sony | Headphones Connect” app
- How to keep the software up-to-date (for comfortable use of the headset)
- About the voice guidance
- About the touch sensor
- Using Quick Access
- About the sound quality mode
- Wearing the headset
- Supported codecs
- Checking the remaining battery charge
- About the DSEE Extreme function
- Using the noise canceling function
- Listening to ambient sound during music playback (Ambient Sound Mode)
- Speaking with someone while wearing the headset (Speak-to-Chat)
- Connecting the headset to 2 devices simultaneously (multipoint connection)
- About 360 Reality Audio
- Enjoying seamless playback with speakers (Auto Switch)

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Installing the “Sony | Headphones Connect” app

1. **Download the “Sony | Headphones Connect” app from the Google Play store or App Store, and install the app on your smartphone.**

   For details on the “Sony | Headphones Connect” app, refer to the following URL.
   https://rd1.sony.net/help/mdr/hpc/h_zz/



2. **After installing the app, launch the “Sony | Headphones Connect” app.**

Related Topic

- What you can do with the “Sony | Headphones Connect” app

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Accessing support information from the “Sony | Headphones Connect” app

You can access the latest support information from the “Sony | Headphones Connect” app.

1. **Select [Help] on the “Sony | Headphones Connect” app screen.**
2. **The [Headphones Connect Help] screen appears and support information is displayed.**
3. **Select the desired item.**

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How to keep the software up-to-date (for comfortable use of the headset)

Install the latest headset software using the “Sony | Headphones Connect” app to enjoy new functions or to resolve a certain number of issues with the headset.
Always use the headset with the latest software installed.
For details on the latest headset software and how to update the software, refer to the information on the support website.

When the [Update automatically] setting is enabled on the “Sony | Headphones Connect” app and the following conditions are met, the software update starts automatically at around night time when the headset is not in use.

- The software has already transferred.
- Both headset units are stored in the charging case and the charging case lid is closed.
- The remaining battery charge of the headset units is more than 20%.
- The remaining battery charge of the charging case is more than 10%.

If you open the charging case lid during an automatic update, the indicator (blue and orange) on the charging case will flash. Close the charging case lid during an automatic update. The headset units cannot be used even if they are removed from the charging case and put into your ears.
You can also update the headset software in the following way.

1. **Remove the headset from the charging case.**

   The headset turns on automatically.

2. **Launch the “Sony | Headphones Connect” app on a mobile device such as a smartphone.**

3. **Update the headset software following the on-screen instructions.**

Note

- When the mobile device used for the update has any other Bluetooth devices connected to it, turn off all the Bluetooth devices until the update is complete.
  Software may not be updated when the mobile device is connected with other devices compatible with Bluetooth Low Energy (such as wearable devices, smart watches, etc.).
- Note the following if the update cannot be completed.
  - Close all the apps installed on the mobile device except the “Sony | Headphones Connect” app.
  - Fully charge the headset and the mobile device.
  - Put the headset and the mobile device being used for the update as close to each other as possible before starting the update.
  - Keep wireless LAN devices and other Bluetooth devices away from the headset when updating.
  - Turn off the power saving mode* of your mobile device before updating the software.
    Depending on the OS version of your mobile device, the update may not be completed under the power saving mode.

  * Names may vary according to the mobile device you are using.

Related Topic

- What you can do with the “Sony | Headphones Connect” app

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Wireless Noise Canceling Stereo Headset
WF-1000XM5

What you can do with partner services

After setting up on the “Sony | Headphones Connect” app, you can use the following apps* linked with the headset.

* Services that can be linked as of June 27, 2023 are listed.

For details on the latest services and experiences you can have by linking, refer to the [Services] tab of the “Sony | Headphones Connect” app.

1. **Launch the “Sony | Headphones Connect” app.**
2. **Set up each service on the [Services] tab.**



Note

- The services that can be linked differ depending on the country or region.
- The specifications of the service that can be linked are subject to change without notice.
- The corresponding app needs to be installed.
- For details on Endel, refer to the following URL.
  https://endel.io/
- For details on Service Link, refer to the following URL.
  sony.net/servicelink

Related Topic

- Installing the “Sony | Headphones Connect” app

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Precautions

On Bluetooth communications

- Bluetooth wireless technology operates within a range of about 10 m (32.8 ft). The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.
- Microwaves emitting from a Bluetooth device may affect the operation of electronic medical devices. Turn off the headset and other Bluetooth devices in the following locations, as it may cause an accident:
  - in hospitals, near priority seating in trains, locations where inflammable gas is present, near automatic doors, or near fire alarms.
- This product emits radio waves when used in wireless mode. When used in wireless mode on an airplane, follow flight crew directions regarding permissible use of products in wireless mode.
- The audio playback on the headset 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.
- The headset 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.
- Sony shall assume no responsibility for any damages or loss resulting from information leaks that occur when using Bluetooth communications.
- Bluetooth connections with all Bluetooth devices cannot be guaranteed.
  - Bluetooth devices connected with the headset must comply with the Bluetooth standard 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 headset to perform hands-free talking on the phone, noise may occur depending on the connected device or the communication environment.
- Depending on the device to be connected, it may require some time to start communications.

Note on temperature rise

- While charging the headset units or charging case, or when using the headset for a long time, the temperature of the headset units or charging case may rise, but this is not a malfunction.

Note on static electricity

- If you use the headset when the air is dry, you may experience discomfort due to static electricity accumulated on your body. This is not a malfunction of the headset. You can reduce the effect by wearing clothes made of natural materials that do not easily generate static electricity.

Notes on wearing the headset

- After use, remove the headset from your ears slowly.
- Because the headset achieves a tight seal over the ears, forcibly pressing it against your ears or quickly pulling it off can result in eardrum damage. When wearing the headset, the speaker diaphragm may produce a click sound. This is not a malfunction.
- The long-term use of the headset may cause symptoms such as itching and irritation in the ears.
  If you experience any of the above symptoms while using the headset, stop using it immediately and consult a doctor or your nearest Sony dealer.

- For long-term use, it is recommended that you remove the headset from your ears on a regular basis.

Other notes

- Do not subject the headset to excessive shock as it is a precision device.
- The touch sensors may not operate properly if you apply stickers or other adhesive items to the touch sensors.
- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- If you experience discomfort while using the headset, stop using it immediately.
- The earbud tips may be damaged or deteriorate with long-term use and storage.
- If water or foreign matter enters the headset, it may result in fire or electric shock. If water or foreign matter enters the headset, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
  - When using the headset near a sink or liquid container
    Be careful that the headset does not fall into a sink or container filled with water.
  - When using the headset in the rain or snow, or in humid locations
- Do not drop the headset or expose it to mechanical shock. Doing so may deform or damage the headset, resulting in deterioration of water resistance performance.
- When the charging ports of the headset units or charging case get dirty, wipe them clean with a soft dry cloth.

Cleaning the headset

- When the headset exterior is dirty, wipe it clean with a soft dry cloth. If the headset is particularly dirty, soak a cloth in diluted neutral detergent, and wring it well before using it to clean the headset. Do not use solvents such as alcohol, thinner, or benzene, as they may damage the finish on the surface of the headset or cause other damages.

Do not use the headset units and charging case near medical devices

- Radio waves can affect cardiac pacemakers and medical devices. Do not use headset units and charging case in crowded places such as crowded trains or inside a medical institution.
- The headset units and charging case have magnets which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place the headset units and charging case close to persons who use such medical devices. Consult your doctor before using the headset if you use any such medical device.

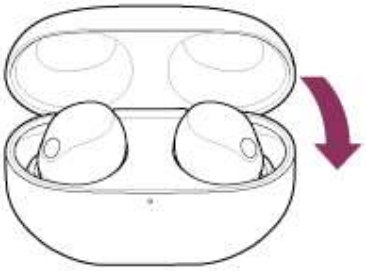
Keep the headset units and charging case away from the magnetic card

- If you bring a magnetic card close to the headset, the card magnet may be affected and become unusable due to the magnets used in the headset units and charging case or the leakage flux during wireless charging.

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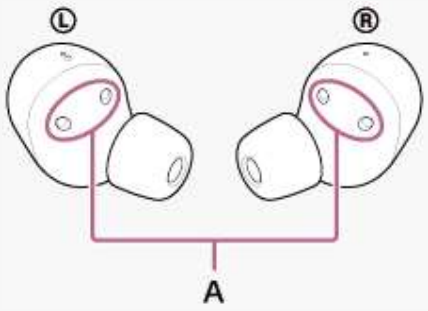
When you have finished using the headset

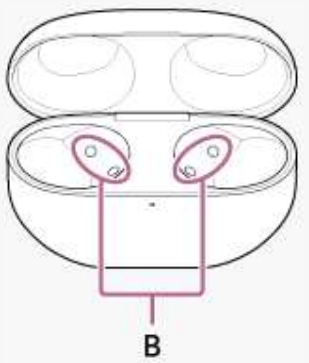
When you have finished using the headset, be sure to set the headset units into the charging case.
Close the charging case lid.



Note

- If perspiration or water is left on the charging port, it may impair the ability to charge the headset. Immediately wipe off any perspiration or water on the charging port after use. When the charging ports of the headset units or charging case get dirty, wipe them clean with a soft dry cloth.





A: Charging ports of the headset units (left, right)
B: Charging ports of the charging case (left, right)

- Also see the “Maintenance”, “To prevent burning or malfunction due to getting wet”, and “When the headset units or charging case gets wet” sections.

Related Topic

- Maintenance

- To prevent burning or malfunction due to getting wet
- When the headset units or charging case gets wet

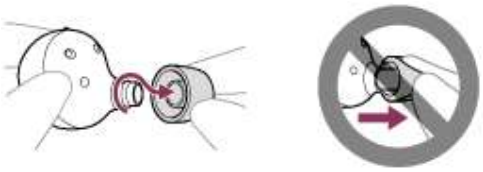
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Maintenance

Perform regular maintenance by following the procedures below.

1 Remove the earbud tip.

Hold the headset unit and twist the earbud tip while rotating it to pull it out.
Do not pinch the end of the earbud tip when removing it.



2 Clean the headset.

Cleaning the headset units

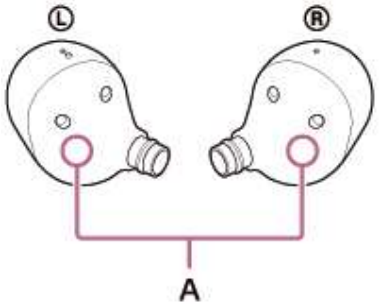
When the headset exterior is dirty, wipe it clean with a soft dry cloth. If the headset is particularly dirty, soak a cloth in diluted neutral detergent, and wring it well before using it to clean the headset. Do not use solvents such as alcohol, thinner, or benzene, as they may damage the finish on the surface of the headset or cause other damages.
Use a soft dry cloth to wipe off any water that gets on the headset units.
Do not allow the headset to remain with water droplets attached in a cold environment as the water may freeze.

Cleaning the microphone parts

Wipe off any dirt on the mesh part of the headset unit with a cloth that has been moistened with water and wrung out tightly.
Remove the dirt so that it does not push into the mesh part of the headset unit deeply.

Cleaning the IR sensors

If the IR sensors are dirty, wearing of the headset may not be detected and the headset may not work properly.
Wipe off any dirt on the IR sensors with a soft dry cloth, etc.



A: IR sensors (left, right)

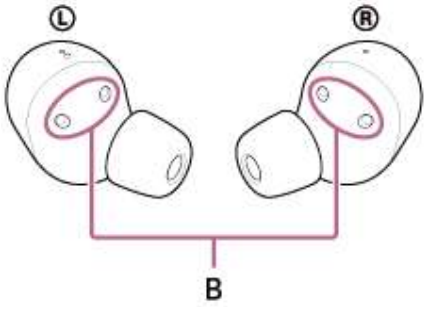
Cleaning the charging ports

If foreign matter or moisture, such as sweat, etc., is left on the charging ports of the headset units or charging case, charging port corrosion may occur and prevent charging.
When you have finished using the headset, make sure to gently clean the charging ports with a soft dry cloth or cotton swab.

When the headset cannot be charged, it may help to try thoroughly cleaning the charging ports.

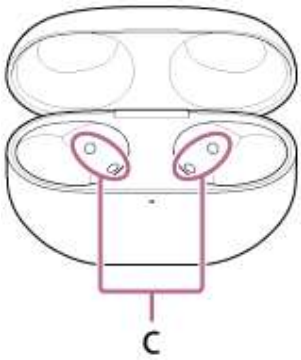
Charging ports that needs maintenance

- Headset



B: Charging ports of the headset units (left, right)

- Charging case



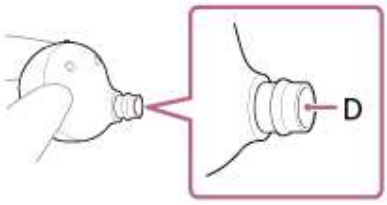
C: Charging ports of the charging case (left, right)

Note

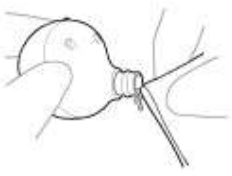
- Do not use an air duster, etc. to remove dust, etc.
  Dust, etc. may enter the sound output hole and lead to malfunction.

Cleaning of the sound output holes

Wipe off any dirt such as earwax in the sound output hole of the headset unit with a cloth that has been moistened with water and wrung out tightly.
Remove the dirt so that it does not push into the headset unit deeply.

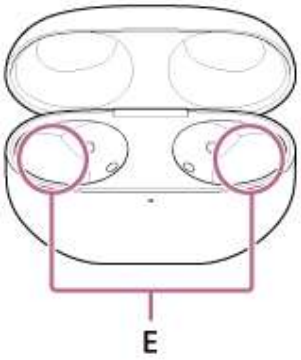


D: Sound output hole



Cleaning the holes of the charging case

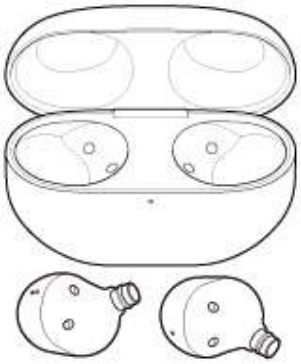
Clean the holes where the earbud tips fit with a cotton swab, etc.



E: Holes of the charging case (left, right)

Drying the headset

After cleaning is complete, leave the headset to dry thoroughly in room temperature.

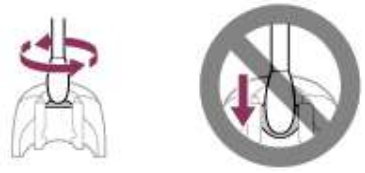


Note

- When drying the headset, if the IR sensors touch the table, the headset will be considered worn and the rechargeable battery may continue to be consumed. Place the headset units with the IR sensors facing sideways or upwards.

Cleaning the noise isolation earbud tips

When the noise isolation earbud tips become dirty, wipe off the dirt with a dry cloth, etc.
If foreign material such as earwax becomes attached to the mesh part of the earbud tip, the sound may become muffled or difficult to hear.
Remove the earbud tip from the headset, apply a cotton swab lightly to the mesh part, and rotate the cotton swab slowly to wipe off the dirt. Be careful not to tear the mesh part.



Note

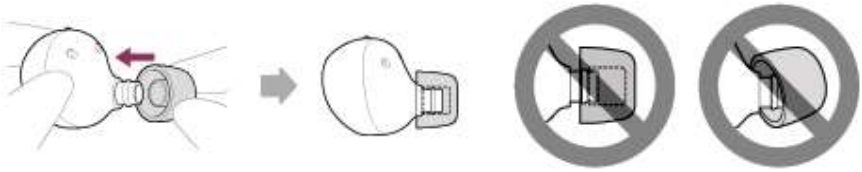
- Earbud tips are consumables.
- When the earbud tips get soaked, drain the liquid well, and make sure that the earbud tips are dried before use or storage.
- Avoid washing with water, wet wipes, and the use of organic solvents such as alcohol, as these can cause premature deterioration.



- Rubbing with paper, using sharp metal objects, nails, adhesive tape, etc., may damage or deform the earbud tips.
- Do not pull on the polyurethane foam portion of the earbud tip. If it is separated from the earbud tip, it will not function.
- Do not subject the polyurethane foam portion of the earbud tip to pressure for over long periods of time. It may cause deformation and it may be difficult to return the earbud tip to the original shape.
- The foam materials may become firm at a low temperature. Warm the earbud tips a little with your hands before use.
- When the environmental temperature or usage temperature is high, the polyurethane foam may take time to return to its original shape.

3 Attach the earbud tip.

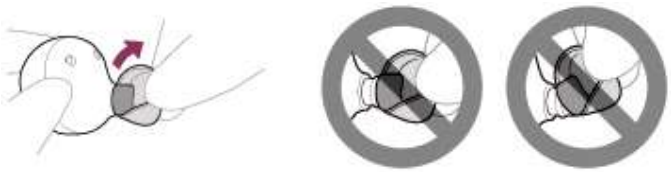
Push the earbud tip firmly onto the sound conduit (sound output tube) on the headset so that the earbud tip covers the inner end of the sound conduit. Do not attach the earbud tip in a loose or skewed manner.



If the earbud tip is not completely attached, the earbud tip may be removed from the headset and the sound quality, noise canceling effects, and wearability may be impaired.

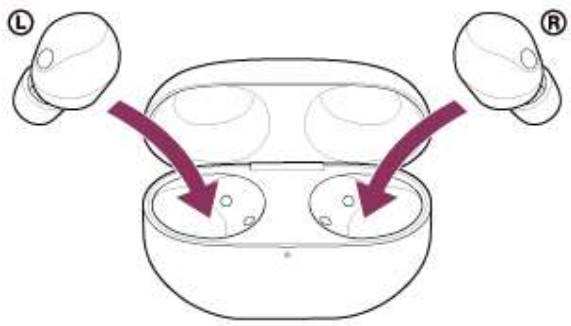
4 Check that the earbud tip is securely attached.

Twist the earbud tip to one side and check that the stem of the earbud tip is completely covering the sound conduit on the headset unit.

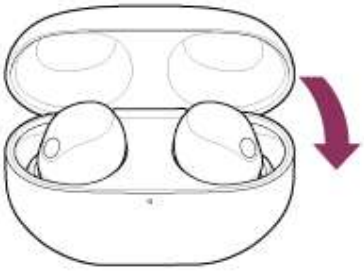


5 Set the headset in the charging case.

After maintenance as well as after cleaning and drying the headset, be sure to set the headset units in the charging case.



Be sure to close the charging case lid.



Related Topic

- To prevent burning or malfunction due to getting wet
- When the headset units or charging case gets wet

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Wireless Noise Canceling Stereo Headset
WF-1000XM5

To prevent burning or malfunction due to getting wet

Be sure to clean after use

Charging with liquid such as water or sweat or foreign objects such as dust attached to the USB Type-C port of the charging case or charging port of the headset may cause an accident such as burns or serious wounds due to fire, electrocution, heat generation, smoke, or ignition. It may also cause a malfunction.

Avoid the following situations and be careful not to get moisture or dirt on the headset units or charging case.
If the headset units or charging case gets wet or dirty, see “When the headset units or charging case gets wet” and clean them as described before use.

- Touching the headset units or charging case without wiping your wet hands after doing housework in a kitchen or washing your hands in a washroom.



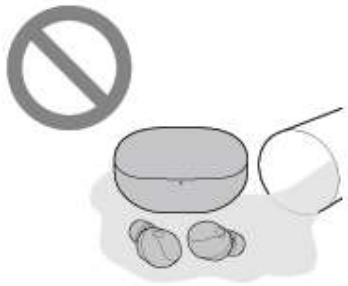
- Putting the headset units or charging case in the chest pocket of a damp article of clothing.



- Putting the headset units or charging case in a bag with a cold PET bottle.



- Spilling a drink while eating or drinking.



To protect the headset units and charging case from being damaged

Carefully note the precautions below to ensure proper use of the headset.

- Do not splash water forcibly into the sound output parts, air holes, or microphone parts of the headset units.
- Do not allow the headset to remain wet in a cold environment, as the water may freeze. To prevent malfunction, make sure to wipe off any water after use.
- Do not place the headset in water or use it in a humid place such as a bathroom.
- If the headset gets wet,

1. Use a soft dry cloth to wipe off any water that gets on the headset.

2. Remove the earbud tips, turn the sound conduits (sound output tubes) downward, and shake several times to get the water out.



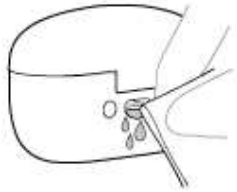
3. Turn the microphone part or air hole part downward and gently tap it about 20 times on a dry cloth, etc. to remove any water collected inside.



4. Leave the headset to dry in room temperature.

- If the headset units and charging case are charged while they are wet with sweat, etc., the charging ports will corrode. Before charging, wipe off any moisture with a soft dry cloth and leave to dry in room temperature. Repairs in case of a malfunction without care are not covered by the free warranty.





- Do not wash pants or shirts with the headset units left in the pockets.



- If the headset is cracked or deformed, refrain from using the headset near water, or contact your nearest Sony dealer.

Related Topic

- Replacing the earbud tips
- Maintenance
- When the headset units or charging case gets wet

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When the headset units or charging case gets wet

When the headset gets wet

1. Use a soft dry cloth to wipe off any water that gets on the headset.
2. Remove the earbud tips, turn the sound conduits (sound output tubes) downward, and shake several times to get the water out.



3. Turn the microphone part or air hole part downward and gently tap it about 20 times on a dry cloth, etc. to remove any water collected inside.





4. Leave the headset to dry in room temperature.

On water resistant performance of the headset

- The charging case is not water resistant.
- The water resistant specifications of this headset are equivalent to IPX4 in IEC 60529 “Degrees of protection against ingress of water (IP Code)”, which specifies the degree of protection provided against the entry of water. The headset cannot be used in water.
  Unless the headset is used correctly, water may get into the headset and cause fire, electrocution, or malfunctions. Note the following cautions carefully and use the headset correctly.
  IPX4: Protected against water splashing from any direction.
- The sound conduits (sound output tubes), air holes, and microphone part of the headset are not completely watertight.
  If any water droplets are left in the sound conduits, air holes, or microphone part, the following issues may occur temporarily. However, they are not malfunctions.
  - Sounds become difficult to hear.
  - The noise canceling effect is weakened.
  - Unusual sounds are heard.
  - Voices during phone calls become difficult to hear.

Liquids that the water resistant performance specifications of the headset apply to

Applicable:	Fresh water, tap water, perspiration
Not applicable:	Liquids other than those above (examples: soapy water, detergent water, water with bath agents, shampoo, hot spring water, hot water, pool water, seawater, etc.)

The water resistant performance of the headset is based on measurements performed by Sony under the conditions described above. Note that malfunctions resulting from water immersion caused by customer misuse are not covered by the warranty.

Related Topic

- Replacing the earbud tips
- Maintenance
- To prevent burning or malfunction due to getting wet

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- Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards.
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  https://rd1.sony.net/help/mdr/sl/23/
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WF-1000XM5

Customer support websites

For customers in the USA, Canada, and Latin America:
https://www.sony.com/am/support
For customers in European countries:
https://www.sony.eu/support
For customers in China:
https://service.sony.com.cn
For customers in other countries/regions:
https://www.sony-asia.com/support

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Wireless Noise Canceling Stereo Headset
WF-1000XM5

What can I do to solve a problem?

Before asking for repair, check the following items again.

- Find the symptoms of the issue in this Help Guide, and try any corrective actions listed.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Charge the headset.
  You may be able to resolve some issues by charging the headset battery.
- Restart the device that is being connected to the headset.
  You may be able to resolve some issues by restarting the device being connected such as your computer or smartphone.
- Reset the headset.
- Initialize the headset.
  This operation resets volume settings, etc. to the factory settings, and deletes all pairing information.
- Look up information on the issue on the customer support website.

If the operations above do not work, consult your nearest Sony dealer.

Related Topic

- Charging
- Customer support websites
- Resetting the headset
- Initializing the headset to restore factory settings

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Unable to turn on the headset.

- Make sure the battery is fully charged.
- You cannot turn on the headset when the headset is stored and being charged in the charging case. Remove the headset from the charging case to turn on.
- Charge the charging case.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Clean the charging ports of the headset units and charging case, then set the headset units into the charging case and check the status of the indicator on the charging case. For details, see “Maintenance”.
- The headset cannot be used during an automatic headset software update. Set the headset into the charging case and close the charging case lid, then wait for about 5 minutes.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

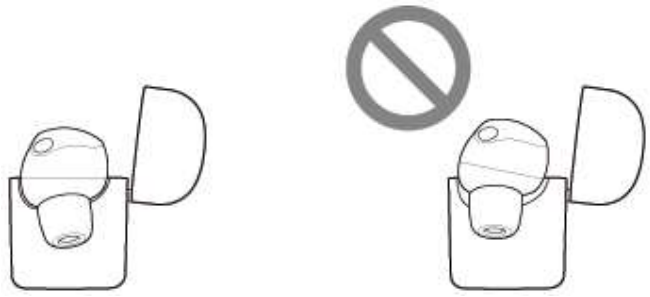
- Charging
- Checking the remaining battery charge
- Turning on the headset
- Maintenance
- How to keep the software up-to-date (for comfortable use of the headset)
- Resetting the headset
- Initializing the headset to restore factory settings

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Headset cannot be charged or charging time is too long.

Common

- Make sure the headset units are stored securely in the supplied charging case. If the headset units are floating in the charging case, the headset units may not be charged.



- Be sure to use the supplied USB Type-C cable and check that the cable is firmly connected to the charging case.
- When the charging ports of the headset units or the charging case get dirty, the headset units may not be charged. Clean the charging ports with a soft dry cloth. For details, see “Maintenance”.
- The left or right headset unit works as the main headset unit, so it consumes the rechargeable battery faster than the other unit. There is a difference in charging time between the left and right headset units, but this is not a malfunction. The left or the right headset unit can be the “main headset unit” depending on the usage environment.
- It is recommended to charge in a place with an ambient temperature between 15 °C and 30 °C (59 °F - 86 °F). Charging outside of this range may result in less efficient charging.
- While charging, be sure to keep the charging case lid closed to prevent the battery of the charging case from being wasted.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

When charging with a USB AC adaptor

- Make sure that the USB AC adaptor is firmly connected to the AC outlet.
- When using a commercially available USB AC adaptor, use one capable of supplying an output current of 0.5 A (500 mA) or more.

When charging with a computer

- Check that the USB Type-C cable is firmly connected to the computer.
- Check that the computer is turned on. Wake the computer up if the computer is in standby (sleep) or hibernation mode.
- Check that the charging case and the computer are directly connected and not via a USB hub. Also, this may be improved by restarting the computer and trying the USB connection again.
- There may be a problem with the USB port of the connected computer. Try connecting to another USB port on the computer if one is available.
- Update the OS of the computer.

When performing wireless charging

- When charging wirelessly, charging may slow down or stop if the charging case becomes misaligned with the wireless charger.
- When charging wirelessly, charging may slow down or stop at high or low temperatures depending on the wireless charger you are using.

Related Topic

- Charging
- Replacing the earbud tips
- Maintenance
- Resetting the headset
- Initializing the headset to restore factory settings

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The available operating time is short, the battery power does not last long, the battery life of the left and right headset units is different.

- If you set the following functions, the available operating time of the battery becomes short.
  - Sound quality mode during Bluetooth playback: Prioritize Sound Quality
  - Noise canceling function/Ambient Sound Mode
  - Equalizer
  - DSEE Extreme
  - Speak-to-Chat
  - Function to launch the voice assist function by your voice
  - Service Link

  If you run the above settings at the same time, the available operating time of the battery becomes even shorter.

- The left or right headset unit works as the main headset unit, so it consumes the rechargeable battery faster than the other unit. There is a difference in remaining battery charge between the left and right headset units, but this is not a malfunction.
  The left or the right headset unit can be the “main headset unit” depending on the usage environment.
- If you use both headset units immediately after using only one headset unit, there may be a difference in the remaining battery charge. This is not a malfunction because the remaining battery charge on one side is consumed.
- When you have finished using the headset, be sure to set the headset units into the charging case. If the headset is placed in the pockets, etc., the headset recognizes that the headset is worn, and it may not turn off after a period of time has passed.
- Be sure to close the charging case lid to prevent the battery of the charging case from being consumed.
  Placing devices that generate magnetic force, such as smartphones, magnetic wireless chargers, and magnetic peripherals, close to the charging case may affect the detection of the opening and closing of the charging case lid. Keep the charging case away from these devices.
- The available battery operating time becomes shorter when talking on the phone than when listening to music.

Related Topic

- Charging
- Available operating time

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No sound, no sound from one side

Common

- Pair the headset and the Bluetooth device again.
- When playing music, check that the headset and the transmitting Bluetooth device are connected via an A2DP Bluetooth connection.
- Charge the charging case.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- If foreign material such as earwax becomes attached to the mesh part of the earbud tip, the sound may become muffled or difficult to hear. See “Maintenance” and clean the earbud tips as described before use.
- Restart the smartphone or the computer you use.
- No sound can be heard from the headset units during an automatic headset software update. Set the headset into the charging case and close the charging case lid, then wait for about 5 minutes.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.
- When the Speak-to-Chat mode is activated, music playback will pause. In this case, operate the touch sensor of the headset to exit the Speak-to-Chat mode.
  You can use the “Sony | Headphones Connect” app to switch between enable or disable for Speak-to-Chat.
- When the headset is simultaneously connected to 2 devices via multipoint connection, depending on the connected device, the device may keep sending the silent signal even if the playback of the music or video is stopped. In this case, the headset remains connected with the device, and the connection may not be changed to another device. If the sound from the second device cannot be heard after the playback is stopped on the first device, operate in the following order and check whether the situation has improved.
  - Check with the “Sony | Headphones Connect” app that the setting of [Connect to 2 devices simultaneously] is on.
  - Stop the playback of the application on the first device.
  - Shut down the application on the first device.
  - Select the device you want to play from [Manage Connected Device] of [Device Currently Being Connected] on the “Sony | Headphones Connect” app, and then start playback.

When connecting to a computer

- If you are connecting a computer to the headset, make sure the audio output on the computer is set for a Bluetooth device.
- Restart the music app or video app.
- When using a video calling application on a computer, check that the headset and the computer are connected via an HFP or HSP Bluetooth connection.
  Depending on the video calling application you are using, microphone settings may not be available.

When there is no sound on only one side

- Depending on the smartphone app or computer application (which requires HFP (Hands-free Profile)/HSP (Headset Profile)), you may hear a voice from only one headset unit.

Related Topic

- Charging
- Using only one headset unit
- How to make a wireless connection to Bluetooth devices
- Listening to music from a device via a Bluetooth connection

- Maintenance
- How to keep the software up-to-date (for comfortable use of the headset)
- Resetting the headset
- Initializing the headset to restore factory settings

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Low sound level

- If foreign material such as earwax becomes attached to the mesh part of the earbud tip, the sound may become muffled or difficult to hear. See “Maintenance” and clean the earbud tips as described before use.
- If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, you may not obtain the correct sound qualities or volume.
  If any of this is the case, try the following.
  - Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
  - Check if there is a gap between the earbud tip and your ear canal because the earbud tip is not inserted all the way into your ear or the earbud tip is the wrong size.
- Adjust the volume on the connected device.
  The volume during music playback can be adjusted with the headset.
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device.
- Connect the Bluetooth device to the headset once again.
- The sound conduits (sound output tubes), air holes, and microphone part of the headset are not completely watertight. If any water droplets are left in the sound conduits, air holes, or microphone parts, the sound level becomes low temporarily. However, this is not a malfunction. See “When the headset units or charging case gets wet” and clean them as described before use.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset with the device again.

Note

- Depending on the connected device, the volume of the device and the headset may or may not be synced. If the volume on a device is not synced to the volume on the headset, it will not be possible to use the device to turn up the volume on the headset once the volume is turned down on the headset.
  In that case, turn up the volume of both the headset and the connected device.
  If the sound is still low even after adjusting the volume on the connected device, adjust the volume with the “Sony | Headphones Connect” app.

Related Topic

- Maintenance
- Replacing the earbud tips
- Wearing the headset
- To prevent burning or malfunction due to getting wet
- When the headset units or charging case gets wet
- Resetting the headset
- Initializing the headset to restore factory settings

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Noise or unusual sound can be heard.

- When using the headset, you may hear vibrations transmitted through your body while walking or running, and you may also hear biological sounds such as heartbeats and breathing sounds. This may occur due to the nature of the product and is not a malfunction.
- When the noise canceling function or Ambient Sound Mode is turned on, vibrations from walking, running, or shaking of the head may be transmitted through the body, and be heard as rattling or popping noises. This may occur due to the nature of the product and is not a malfunction.
- Using the headset in crowded places (crowded trains, busy streets during rush hour, etc.) may cause sound skips or noise due to people around you interfering with the Bluetooth communication. In that case, launch the “Sony | Headphones Connect” application and change the LE Audio connection from [LE Audio connection setting for headphones] to [Classic Audio only (conventional connection method)]. If the problem persists, set the sound quality mode to [Prioritize Stable Connection].
- When the noise canceling function or Ambient Sound Mode is turned on, a small amount of white noise may be heard constantly, but this is caused by the characteristics of the noise canceling function or Ambient Sound Mode.
- When putting on or adjusting the headset, the shape of the earbud tip may change and the internal bubbles may be crushed or restored. At this time, you may hear a popping sound in your ear, but this is not abnormal.
- If the touch sensor is strongly tapped when putting on or adjusting the headset, a metallic or popping sound may temporarily occur. This is not a malfunction.
- The sound conduits (sound output tubes), air holes, and microphone part of the headset are not completely watertight. If any water droplets are left in the sound conduits, air holes, or microphone parts, a beeping sound (feedback) may be heard temporarily. This is not a malfunction. See “When the headset units or charging case gets wet” and clean them as described before use. Do not use the headset with water inside.
- If you cover the microphone part on the left or right headset unit with your hand, etc., or if you grasp the headset unit in your hand, a beeping sound (feedback) may be heard. This is not a malfunction. If any of this is the case, remove your hand, etc. from the left or right microphone part.
- If the Ambient Sound Mode is enabled in a rather noisy environment, a noise may be heard. This is not a malfunction. In this case, set the noise canceling function to ON or set the noise canceling function and the Ambient Sound Mode to OFF.
- Some devices that emit ultrasonic sound waves or other high pitched sounds designed to repel rodents may occasionally be installed at the entrances of commercial facilities or subway stations. Near such devices, the ultrasonic sound waves or other high pitched sounds may cause noise or unusual sound to be heard from the headset. Leave the place where the noise or unusual sound is heard. Or turn off the noise canceling function/Ambient Sound Mode.
- When the Adaptive Sound Control is turned on, the headset detects the wearer’s actions and adjusts the noise canceling function automatically. When this setting is changed, music may pause momentarily and a notification sound may be heard. This sound notifies you that the setting has been changed.
  If you want to deactivate this notification sound, use the “Sony | Headphones Connect” app to turn the setting off.
- If you tap the touch sensor when the headset is not connected via a Bluetooth connection, you will hear a notification sound indicating that the headset is turned on.

If none of the above items apply, try the following steps in sequence to improve the situation.

- Charge the charging case.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset with the device again.

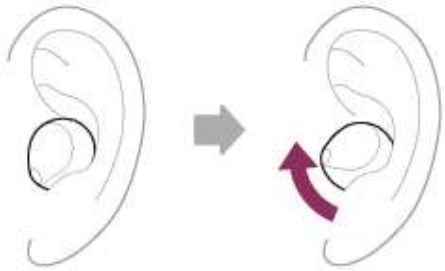
Related Topic

- Using the noise canceling function
- Listening to ambient sound during music playback (Ambient Sound Mode)
- What you can do with the “Sony | Headphones Connect” app
- To prevent burning or malfunction due to getting wet
- When the headset units or charging case gets wet
- Charging
- Resetting the headset
- Initializing the headset to restore factory settings

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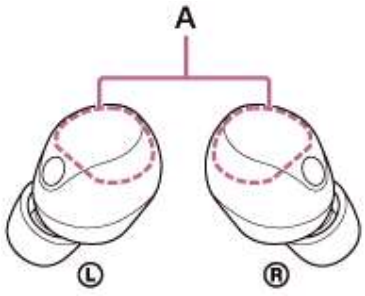
Sound skips frequently.

- The headset wearing condition, the settings of the connected playback device such as a smartphone or computer (“playback device”), or the headset settings may be affected.
  - Depending on the shape of your ear, audio dropout may be improved by rotating the headset.



  - This issue can be improved by changing the wireless playback quality settings on the playback device. For details, refer to the operating instructions supplied with the playback device.
    If you can select the codec between SBC and AAC, set it to AAC.
  - Set the headset to [Prioritize Stable Connection]. For details, see “About the sound quality mode”.
  - If connecting with LE Audio, reconnect with Classic Audio and then set to [Prioritize Stable Connection].
    To switch the connection to Classic Audio, launch the “Sony | Headphones Connect” app and select [LE Audio connection setting for headphones] - [Classic Audio only (conventional connection method)].
  - When the headset is simultaneously connected to 2 devices via multipoint connection, it may be easier for the sound to skip.
  - Turning off Service Link on the “Sony | Headphones Connect” app may reduce the amount of audio dropout.
  - If a device other than the headset (such as a smartwatch) is connected via a Bluetooth connection to the playback device, disconnecting the device may improve the symptoms.
  - When connecting playback devices or ambient communication devices to Wi-Fi, connecting in the 5 GHz band may improve the symptoms.
  - When not using Wi-Fi on the playback device, turn off the Wi-Fi setting.

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
  - When there is an obstacle, such as a part of the body, metal, or a wall, between the antenna of the headset and the playback device
    In this case, moving the playback device closer to the antenna of the headset may improve the Bluetooth communications.
    The antenna of each left or right headset unit is built into the part shown in the dotted line below.



    A: Locations of the built-in antennas (left, right)

  - When your hand is covering the antenna part of the playback device
    Check the specifications of your playback device for the location of the antenna part.

- Around wireless LAN and other wireless communication devices, around microwave ovens in use, and other places where electromagnetic waves are generated, etc.
  In these cases, move the headset or playback device away from these devices.
- Where there are other wireless communication audio devices or other people nearby, such as in train station premises or on a crowded train

- If the above actions do not improve the situation, try the following.
  - When the Adaptive Sound Control is turned on, the headset detects the wearer's actions and adjusts the noise canceling function automatically. When this setting is changed, music may pause momentarily. This is not a malfunction.
  - If Speak-to-Chat is enabled, the Speak-to-Chat mode starts automatically when you talk to someone.
    The headset pauses or mutes the music being played. It may sound like the sound skips when this occurs, but it is not a malfunction. If you wish to avoid this, disable Speak-to-Chat.

- If you are enjoying music with your smartphone, the situation may be improved by closing unnecessary apps or restarting your smartphone. If you are enjoying music with your computer, close unnecessary applications or windows and restart the computer.
- Connect the headset and the playback device once again.
  Set the headset units into the charging case and close the charging case lid, and then remove the headset from the charging case to connect the headset to the playback device.
- Reset the headset.
- Initialize the headset, and pair the headset with the device again.

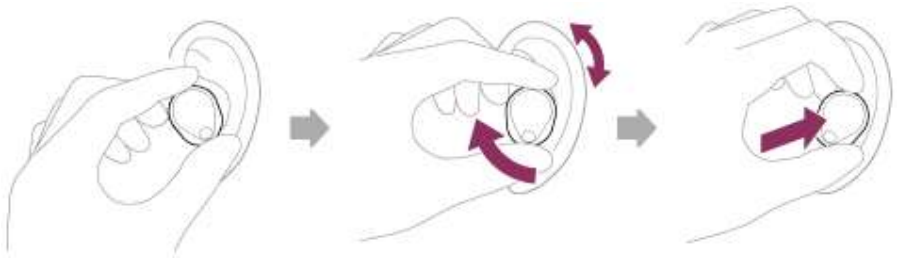
Related Topic

- About the sound quality mode
- Connecting the headset to 2 devices simultaneously (multipoint connection)
- What you can do with partner services
- Speaking with someone while wearing the headset (Speak-to-Chat)
- Resetting the headset
- Initializing the headset to restore factory settings

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Low sound quality, no low-frequency sound.

- If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain the correct sound qualities, noise canceling effects, or call performance.
  If any of this is the case, try the following.
  - Hold and rotate the headset unit with your thumb, index, and middle finger to adjust the headset to fit your ear.
  - After putting the headset unit into your ear, hold the side of the headset unit with your fingers and slowly push the earbud tip into your ear canal. If you touch the touch sensor, the headset may operate.
    If you feel it is difficult to put the earbud tips into your ears, squeeze the earbud tips lightly before wearing the headset.



  - If there is a gap between your ears and the headset units, your ears may not be sealed properly. Try larger size earbud tips first. The most suitable size of the earbud tips for left and right ears may be different.
  - If you feel your ears are not sealed, try larger size earbud tips.
  - If the headset units come off while you are wearing them, try smaller size earbud tips.
  - Perform [Determines Optimal Earbud Tips] on the “Sony | Headphones Connect” app and confirm that [Earbud tips are air-tight.] is displayed.
    If the display is other than the above, push the earbud tip slowly into your ear canal or replace it with another earpiece and measure again.

Hint

- The function that determines the optimal earbud tips for you measures the air-tightness of the earbud tips and determines whether or not the headset units are being worn in your ears correctly. Select a size that fits comfortably.
  If anything other than [Earbud tips are air-tight.] is displayed, the earbud tip may be small and a gap may exist between the earbud tip and your ear canal, or the earbud tip may be large and not inserted all the way into your ear canal.

- Turn down the volume of the playback device if it is too loud.
- Switch the Bluetooth connection to A2DP with the connected device when the headset and the transmitting Bluetooth device are connected via an HFP or HSP Bluetooth connection.
- If the headset connects to the previously connected Bluetooth device, the headset may only establish the HFP/HSP Bluetooth connection when it is turned on. Use the connected device to connect via an A2DP Bluetooth connection.
- When listening to music from a computer on the headset, the sound quality may be poor (difficult to hear the singer’s voice, etc.) for the first few seconds. This is due to the computer specifications (priority on stable connection at the start of transmission and then switches to [Prioritize Sound Quality] several seconds later) and is not a headset malfunction.
  If the sound quality does not improve after a few seconds, use the computer to establish an A2DP connection. As for the operations on your computer, refer to the operating instructions supplied with the computer.
- If you are using the SBC codec and connecting with [Prioritize Stable Connection], change the codec to AAC or select [Prioritize Sound Quality].

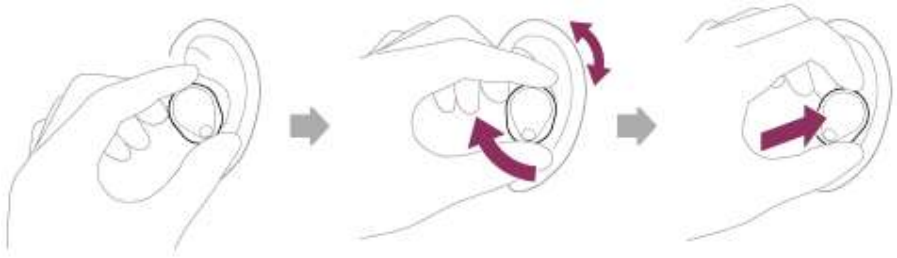
Related Topic

- Wearing the headset
- Replacing the earbud tips
- What you can do with the “Sony | Headphones Connect” app

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The noise canceling effects are not sufficient.

- Make sure the noise canceling function is turned on.
- If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain the correct sound qualities, noise canceling effects, or call performance.
  If any of this is the case, try the following.
  - Hold and rotate the headset unit with your thumb, index, and middle finger to adjust the headset to fit your ear.
  - After putting the headset unit into your ear, hold the side of the headset unit with your fingers and slowly push the earbud tip into your ear canal. If you touch the touch sensor, the headset may operate.
    If you feel it is difficult to put the earbud tips into your ears, squeeze the earbud tips lightly before wearing the headset.



  - If there is a gap between your ears and the headset units, your ears may not be sealed properly. Try larger size earbud tips first. The most suitable size of the earbud tips for left and right ears may be different.
  - If you feel your ears are not sealed, try larger size earbud tips.
  - If the headset units come off while you are wearing them, try smaller size earbud tips.
  - Perform [Determines Optimal Earbud Tips] on the “Sony | Headphones Connect” app and confirm that [Earbud tips are air-tight.] is displayed.
    If the display is other than the above, push the earbud tip slowly into your ear canal or replace it with another earpiece and measure again.

Hint

- The function that determines the optimal earbud tips for you measures the air-tightness of the earbud tips and determines whether or not the headset units are being worn in your ears correctly. Select a size that fits comfortably.
  If anything other than [Earbud tips are air-tight.] is displayed, the earbud tip may be small and a gap may exist between the earbud tip and your ear canal, or the earbud tip may be large and not inserted all the way into your ear canal.

- The noise canceling effects may not be achieved depending on how the headset units are worn.
  If you use the video function of your smartphone or other devices to record and check how the headset units are worn in your ears, you can understand its feel when worn and get closer to discover the correct way to wear the headset.



- In order to make it easier for you to hear your own voice during a phone call, the microphones work to capture ambient sounds (Sidetone function). If your voice sounds too loud or the sounds in your surroundings are bothering you, turn off [Capture Voice During a Phone Call] on the “Sony | Headphones Connect” app.
- The noise canceling function is effective in low frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.
- When the Adaptive Sound Control on the “Sony | Headphones Connect” app is turned on, the wearer's actions, like walking or running, are detected. The noise canceling function is automatically adjusted and the Ambient Sound Mode may be activated according to these actions.
  To make the most of the noise canceling function, turn off the Adaptive Sound Control, and try to turn on the noise canceling function manually when you need it.

Related Topic

- Replacing the earbud tips
- Wearing the headset
- What is noise canceling?
- Using the noise canceling function
- What you can do with the “Sony | Headphones Connect” app

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The headset cannot be operated.

- You cannot operate the headset when you are not wearing the headset. Put the headset into your ears to operate.
- If the IR sensor of the headset cannot detect that the headset is being worn because the headset is not worn properly, the earbud tips are not attached properly to the headset, or the IR sensor is dirty, the automatic power off function may activate and automatically turn off the headset. Adjust the fit of the headset to your ears, and if the IR sensor is dirty, clean it with a soft dry cloth.
- When the automatic power off function is set to [Do not turn off] on the [System] tab of the “Sony | Headphones Connect” app, wearing detection will continue to work and the symptom may be improved.
- Note the following when tapping the touch sensor.
  - Hold the headset firmly between your thumb and middle finger to keep the headset from moving when tapping.
  - Tap the center of the touch sensor with the pad of your index finger.
    If you tap with your nail or fingertip, tap the rim of the touch sensor, or forcibly press the touch sensor, the headset may not operate.
- If you are wearing gloves, remove them before operating.
- If the surface of your index finger is wet, greasy, dirty, too dry, etc., the headset may not respond well to tapping.
- If the touch sensor is in the following states, it may not work or may react incorrectly.
  - It is wet with water, sweat, etc.
  - It is touched by hair, wet towels, etc.
- When you change the assignment of the functions to the touch sensors with the “Sony | Headphones Connect” app, confirm on the app that the correct functions are assigned to the touch sensor.
- Charge the charging case.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- Wearing the headset
- Replacing the earbud tips
- About the touch sensor
- What you can do with the “Sony | Headphones Connect” app
- Resetting the headset
- Initializing the headset to restore factory settings

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Pairing with a Bluetooth device cannot be done.

- Bring the headset and the Bluetooth device within 1 m (3.2 ft) from each other.
- When pairing for the first time after purchasing, initializing, or repairing the headset, the headset enters pairing mode automatically if you remove the headset from the charging case. To pair a second or subsequent device, set the headset units into the charging case, leave the charging case lid open, and press and hold the pairing button on the back of the charging case for about 5 seconds or more to enter pairing mode.
- The headset cannot go into pairing mode if the headset is not set securely in the charging case, such as when the earbud tips are not properly attached to the headset. Make sure the headset is stored securely in the charging case.
- When pairing a device once again after initializing or repairing the headset, you may be unable to pair the device if it retains pairing information for the headset (iPhone or other devices). In this case, delete the pairing information of the headset registered on the connected device before pairing.
- If there is a device nearby that has been connected with the headset using LE Audio before, the device may be automatically connected with the headset when the headset enters pairing mode. Turn off the Bluetooth setting of the device with the connection history, and then pair the headset with a new device.
- Restart the connected device such as a smartphone or a computer you use, and pair the headset and the device again.
- Charge the charging case.
- Set the headset units into the charging case, close the charging case lid once, and then open it again.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Replacing the earbud tips
- Charging
- Resetting the headset
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WF-1000XM5

Unable to make a Bluetooth connection.

- Check that the headset is turned on.
- Check that the Bluetooth device is turned on and the Bluetooth function is on.
- If the headset automatically connects to the last connected Bluetooth device, you may fail to connect the headset to other devices via a Bluetooth connection. If this is the case, operate the last connected Bluetooth device and disconnect the Bluetooth connection.
- Check if the Bluetooth device is in sleep mode. If the device is in sleep mode, cancel the sleep mode.
- Check if the Bluetooth connection has been terminated. If terminated, make the Bluetooth connection again.
- If the pairing information for the headset has been deleted on the Bluetooth device, pair the headset with the device again.
- Charge the charging case.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Charging
- Resetting the headset
- Initializing the headset to restore factory settings

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Cannot hear the other person or the call volume is low during calls/The other person cannot hear you or their call volume is low during calls.

- Check that both the headset and the connected device are turned on.
- Turn up the volume of the connected device if it is too low.
- When you use the video calling application, open the settings* of the video calling application, and check that the speaker or microphone setting is specified as [Headset (WF-1000XM5 Hands-Free)]**. When the settings of the video calling application cannot be checked or calling connections [Headset (WF-1000XM5 Hands-Free)] cannot be selected, select [Headset (WF-1000XM5 Hands-Free)] on the settings of your computer to make connections.
  * Depending on the video calling application you are using, this function may not be available.
  ** Names may vary according to the computer or the video calling application you are using.
- If the size of the earbud tips does not match the size of your ear canals or the headset is not worn properly in your ears, tap operations or Speak-to-Chat speech detection may not work correctly, or you may not obtain the correct sound qualities, noise canceling effects, or call performance.
  If any of this is the case, try the following.
  - Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
    The “Sony | Headphones Connect” app will help you to determine which earbud tips suit you best to achieve the optimal noise canceling effect, sound quality, etc.
  - Check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip is comfortably situated as deep in the ear canal as possible.

Hint

- The function that determines the optimal earbud tips for you measures the air-tightness of the earbud tips and determines whether or not the headset units are being worn in your ears correctly. Select a size that fits comfortably.

- Set the headset units into the charging case, and close the charging case lid. Then, take out the headset, and reconnect with the Bluetooth device.
- Restart the Bluetooth device such as your smartphone or computer, and reconnect with the headset.
- Set the headset units into the charging case, and close the charging case lid.
  You may be able to resolve some issues by setting the headset units into the charging case.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Receiving a call
- Making a call
- Wearing the headset
- Replacing the earbud tips
- What you can do with the “Sony | Headphones Connect” app
- Resetting the headset
- Initializing the headset to restore factory settings

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The LE Audio connection cannot be established.

- Use an Android smartphone that supports LE Audio. For the latest information on the compatible devices, refer to the support website. Also make sure you are using the latest version of the smartphone software.
- Update the software of the headset to the latest version.
- To switch to the LE Audio connection, use the “Sony | Headphones Connect” app. For details, see “Pairing and connecting with an Android smartphone using LE Audio ”.
- When the headset is connected to the Android smartphone using Classic Audio, you need to change the setting of [LE Audio connection setting for headphones] to [LE Audio Priority] on the “Sony | Headphones Connect” app, and pair the headset with the Android smartphone again. For details, see “Pairing and connecting with an Android smartphone using LE Audio ”.
- When connecting to a computer that supports LE Audio, turn on the LE Audio setting on your computer.

Related Topic

- Pairing and connecting with an Android smartphone using LE Audio
- Customer support websites

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You cannot switch back to the Classic Audio connection.

- To switch to the Classic Audio connection, use the “Sony | Headphones Connect” app. For details, see “Pairing and connecting with an Android smartphone using LE Audio ”.
- If the connection is not successful after changing the connection settings, delete the pairing information and perform pairing again.
- If you cannot switch to [Classic Audio only (conventional connection method)] in the “Sony | Headphones Connect” app, initialize the headset.

Related Topic

- Pairing and connecting with an Android smartphone using LE Audio
- Initializing the headset to restore factory settings

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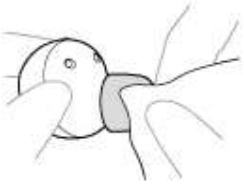
Earbud tips are damaged or lost.

- Earbud tips are consumables. If the earbud tips are damaged and need replacing, contact your nearest Sony dealer or purchase the EP-NI1010 series*, sold separately.

* May not be supported in some countries or regions.

To protect the earbud tips from quick deterioration, follow the precautions below to continue using them.

- Avoid washing with water, wet wipes, and the use of organic solvents such as alcohol, as these can cause premature deterioration.





- Rubbing with paper, using sharp metal objects, nails, adhesive tape, etc., may damage or deform the earbud tips.
- Do not pull on the polyurethane foam portion of the earbud tip. If it is separated from the earbud tip, it will not function.
- Do not subject the polyurethane foam portion of the earbud tip to pressure for over long periods of time. It may cause deformation and it may be difficult to return the earbud tip to the original shape.
- When the earbud tips get soaked, drain the liquid well, and make sure that the earbud tips are dried before use or storage.
- When there are cracked, peeled, or chipped portions in the earbud tips, refrain from using them.
  If the earbud tips deteriorate, they cannot achieve proper sound qualities or noise canceling effects, and can cause injuries or diseases as the earbud tips may come off and remain in the ear.

Related Topic

- Maintenance

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Wireless Noise Canceling Stereo Headset
WF-1000XM5

An earache occurs.

- If you feel the size of the earbud tips does not fit your ears, change the earbud tips. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
  The “Sony | Headphones Connect” app will help you to determine which earbud tips suit you best to achieve the optimal noise canceling effect, sound quality, etc.
- Check that you are wearing the headset properly in your ears.
- If you wear the headset for a long time, your ears may start hurting. Use the headset while taking breaks periodically.

Hint

- The function that determines the optimal earbud tips for you measures the air-tightness of the earbud tips and determines whether or not the headset units are being worn in your ears correctly. Select a size that fits comfortably.

Related Topic

- Replacing the earbud tips
- What you can do with the “Sony | Headphones Connect” app
- Wearing the headset

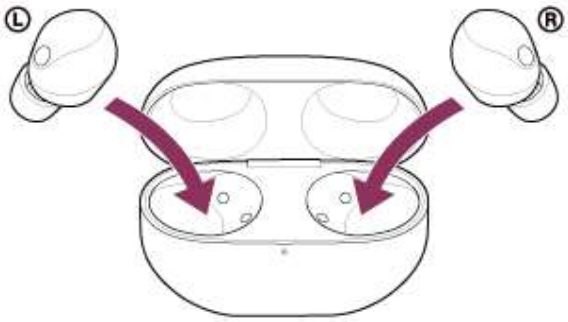
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Resetting the headset

If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset.

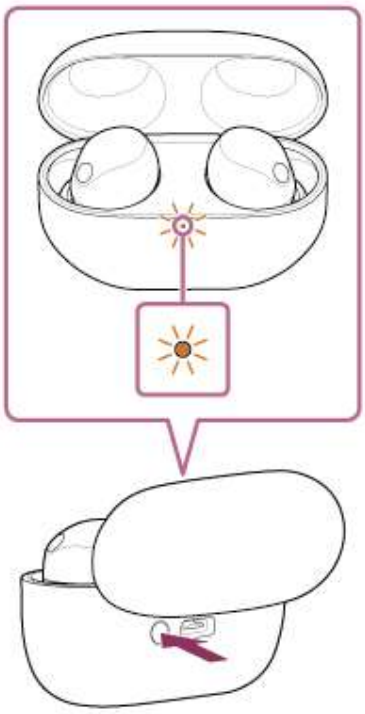
1 Set the headset units into the charging case.

Leave the charging case lid open.



2 Press and hold the reset button on the back of the charging case for about 20 seconds or more.

After about 15 seconds, the indicator (orange) on the charging case flashes for about 5 seconds.



Then, the indicator on the charging case turns off and the headset will be reset.

Note

- Do not release your finger from the reset button on the charging case while the indicator (orange) is flashing. If you release your finger, the headset will be initialized.

3 **Check that the indicator turns off and then release your finger.**

The pairing information and other settings are retained.
If the headset does not operate correctly even after resetting, initialize the headset to restore factory settings.

About the instruction manual video

Watch the video to find out how to reset.
https://rd1.sony.net/help/mdr/mov0060/h_zz/

Related Topic

- Initializing the headset to restore factory settings

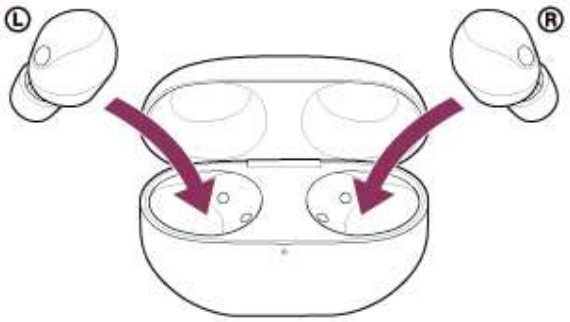
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Initializing the headset to restore factory settings

If the headset does not operate correctly even after resetting, initialize the headset.

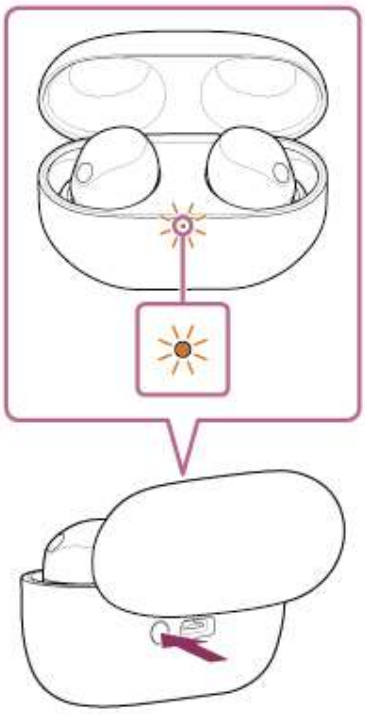
1. **Set the headset units into the charging case.**

   Leave the charging case lid open.



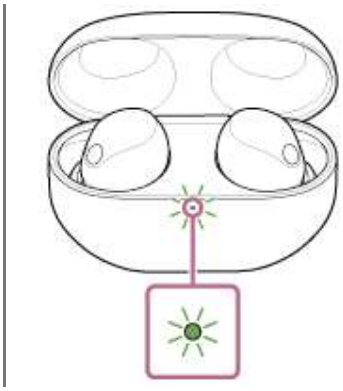
2. **Press and hold the initialize button on the back of the charging case for about 15 seconds or more.**

   The indicator (blue) on the charging case repeatedly flashes twice in a row, and then the indicator (orange) starts flashing.



3. **Release your finger within 5 seconds after the indicator (orange) on the charging case starts flashing.**

   When the initializing is complete, the indicator (green) on the charging case flashes 4 times.



This operation resets volume settings, etc. to the factory settings, and deletes all pairing information. In this case, delete the pairing information for the headset from the connected device and then pair them again.
If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

About the instruction manual video

Watch the video to find out how to initialize.
https://rd1.sony.net/help/mdr/mov0061/h_zz/

Hint

- You can also initialize the headset with the “Sony | Headphones Connect” app.

Note

- When the remaining battery charge of the charging case is not sufficient, the headset will not start initializing. Charge the charging case.
- If the indicator (green) on the charging case does not flash 4 times after performing step 3 , the headset has not been initialized. Try again from step 2 .
- If you have updated the software after purchasing the headset, the software is retained updated even if you initialize the headset.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will not return to the factory settings.

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Wireless Noise Canceling Stereo Headset
WF-1000XM5

Specifications

Headset

Power source:

DC 3.85 V: Built-in lithium-ion rechargeable battery
DC 5 V: When charged using USB

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Charging time:

Approx. 1.5 hours (Headset)
Approx. 2 hours (Charging case)

Note

- Charging and usage hours may be different depending on the conditions of use.

Mass:

Approx. 5.9 g × 2 (0.21 oz × 2) (Headset (including earbud tips (M)))
Approx. 39 g (1.38 oz) (Charging case)

Communication specification

Communication system:

Bluetooth Specification version 5.3

Output:

Bluetooth Specification Power Class 1

Maximum communication range:

Line of sight approx. 10 m (32.8 ft) [1)]

Frequency band:

2.4 GHz band (2.400 0 GHz - 2.483 5 GHz)

Compatible Bluetooth profiles [2)]:

A2DP/AVRCP/HFP/HSP
TMAP/GMAP/CSIP/MCP/VCP/CCP

Supported Codec [3)]:

SBC
AAC
LDAC
LC3

Transmission range (A2DP):

20 Hz - 20 000 Hz (Sampling frequency 44.1 kHz)
20 Hz - 40 000 Hz (Sampling frequency LDAC 96 kHz, 990 kbps)

1) The actual range will vary depending on factors such as obstacles between devices, magnetic fields around a microwave oven, static electricity, reception sensitivity, antenna's performance, operating system, software application, etc.
2) Bluetooth standard profiles indicate the purpose of Bluetooth communications between devices.
3) Codec: Audio signal compression and conversion format

Design and specifications are subject to change without notice.

Compatible iPhone/iPod models

iPhone SE (3rd generation)
iPhone 13 Pro Max
iPhone 13 Pro
iPhone 13
iPhone 13 mini
iPhone 12 Pro Max
iPhone 12 Pro
iPhone 12
iPhone 12 mini
iPhone SE (2nd generation)
iPhone 11 Pro Max
iPhone 11 Pro
iPhone 11
iPhone XS Max
iPhone XS
iPhone XR
iPhone X
iPhone 8 Plus
iPhone 8
iPhone 7 Plus
iPhone 7
iPhone SE
iPhone 6s Plus
iPhone 6s
iPod touch (7th generation)
(As of March 2023)

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