Sony WH1000XM2

Sony WH-1000XM2 Noise Cancelling Headphones Instruction Manual

Model: WH-1000XM2 | Brand: Sony

Introduction

The Sony WH-1000XM2 premium noise-canceling headphones offer an immersive audio experience anywhere. Featuring industry-leading digital noise cancellation, Bluetooth, and NFC technology for wireless freedom, these headphones are designed for superior sound quality and user convenience. Smart Listening adapts to your environment, while intuitive touch controls provide easy management of music and calls. High-Resolution Audio support ensures exceptional sound reproduction.

What's in the Box

- Headphones (Sony WH-1000XM2)
- Portable Carrying Case
- USB Charging Cable
- Audio Connection Cable (3.5mm)
- Airplane Adapter
- Owner's Manual

Product Overview

The Sony WH-1000XM2 headphones are designed for comfort and intuitive control. They feature soft, over-ear earcups and an adjustable headband for a secure and comfortable fit during extended use.



A front view of the black Sony WH-1000XM2 over-ear headphones, showcasing their sleek design.

Controls and Ports

- **Power Button:** Located on the left earcup, used for powering on/off and Bluetooth pairing.
- **NC/AMBIENT Button:** Toggles between Noise Cancelling and Ambient Sound modes.
- **Touch Control Panel:** On the right earcup, allows for track skipping, volume adjustment, call management, and voice assistant activation via gestures.
- **3.5mm Audio Input:** For wired connection, located on the left earcup.
- **USB Charging Port:** For charging the headphones, located on the right earcup.



A close-up side view of the Sony WH-1000XM2 headphones, highlighting the power and NC/Ambient buttons on the left ear cup.

Setup

Bluetooth Pairing

1. Ensure the headphones are powered off.
2. Press and hold the Power button for approximately 7 seconds until the indicator light flashes blue and the voice guidance announces "Bluetooth pairing."
3. On your device (smartphone, tablet, etc.), enable Bluetooth and search for available devices.
4. Select "WH-1000XM2" from the list of devices.

5. Once connected, the indicator light will flash blue slowly, and the voice guidance will announce "Bluetooth connected."

NFC Pairing (for compatible devices)

1. Ensure NFC is enabled on your device.
2. Touch your NFC-compatible device to the N-Mark on the left earcup of the headphones.
3. Follow the on-screen prompts to complete pairing.

Sony | Headphones Connect App

Download the Sony | Headphones Connect App from the App Store (iOS) or Google Play (Android) to customize sound settings, adjust ambient sound control, and optimize noise cancellation based on your environment and activity.

Operating Instructions

Digital Noise Cancellation

- **Industry-Leading Noise Cancelling:** Blocks out distracting background noises for an immersive listening experience.
- **Smart Listening by Adaptive Sound Control:** Automatically detects your activities (e.g., walking, commuting, sitting) and environment to adjust ambient sound levels accordingly. Customize settings via the Sony | Headphones Connect App.
- **NC/AMBIENT Button:** Press to cycle through Noise Cancelling, Ambient Sound, and Off modes.

Touch Control Panel (Right Earcup)

- **Swipe Up/Down:** Adjust volume.
- **Swipe Left/Right:** Skip tracks (previous/next).
- **Double Tap:** Answer/end phone calls, play/pause music.
- **Quick Attention Mode:** Place your hand over the entire right earcup to instantly lower music volume for quick conversations without removing the headphones.

Voice Assistant

Activate your smartphone's voice assistant (Google Assistant for Android, Siri for iPhone) with a simple touch on the right earcup. Bluetooth connection is required.

Hi-Res Audio

Equipped with a 40mm driver, DSEE HX software, and S-Master HX technology, these headphones deliver powerful hi-resolution audio with reduced distortion. LDAC wireless streaming ensures high-quality data transmission. Note: High-Resolution audio is only compatible when headphones are wired.

Charging & Battery

- **Battery Life:** Enjoy up to 30 hours of continuous wireless noise cancellation.
- **Fast Charging:** A 10-minute quick charge provides approximately 70 minutes of playback.
- **Charging Time:** Approximately 4 hours for a full charge.
- **Charging Indicator:** The LED indicator will show charging status.

Specifications

Feature	Specification
Model Name	WH1000XM2
Noise Control	Active Noise Cancellation

Connectivity Technology	Bluetooth, NFC
Frequency Response	4 Hz - 40,000 Hz
Impedance	46 ohm (1 kHz) (wired, unit on), 14 ohm (1 kHz) (wired, unit off)
Battery Life	Up to 30 hours (with NC)
Charging Time	Approx. 4 hours
Headphones Jack	3.5 mm Jack
Item Weight	9.7 ounces
Control Method	Touch, Voice

Maintenance

- **Cleaning:** Wipe the headphones with a soft, dry cloth. Avoid using harsh chemicals or abrasive materials.
- **Storage:** Store the headphones in their provided carrying case when not in use to protect them from dust and damage. Avoid exposing them to extreme temperatures or humidity.
- **Battery Care:** To prolong battery life, avoid fully discharging the battery frequently. Charge regularly, even if not in constant use.

Troubleshooting

- **No Power:** Ensure the headphones are charged. Connect to a power source using the USB charging cable.
- **Cannot Pair Bluetooth:** Ensure Bluetooth is enabled on your device and the headphones are in pairing mode. Move closer to your device and away from potential interference.
- **Noise Cancellation Not Effective:** Ensure the earcups are properly sealed around your ears. Use the Sony | Headphones Connect App to optimize noise cancellation for your environment.
- **Sound Quality Issues:** Check the audio connection cable if using wired. Ensure your audio source is of high quality. Adjust EQ settings via the Sony | Headphones Connect App.

Warranty & Support

This product is covered by Sony's standard manufacturer warranty. For detailed warranty information, product support, or service inquiries, please refer to the official Sony website or contact Sony customer service directly. Keep your proof of purchase for warranty claims.

Official Product Videos

Sony WH1000XM2 Noise Cancelling Headphones Overview

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An official overview video showcasing the features and design of the Sony WH-1000XM2 Noise Cancelling Headphones.

Sony WH-1000xM2 Review by Digital Trends

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A detailed review of the Sony WH-1000XM2 headphones, covering design, features, and audio performance.

Sony WH-1000XM3 vs WH-1000XM2 Headphones Review - RTINGS.com

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A comparative review between the Sony WH-1000XM3 and WH-1000XM2 headphones, highlighting differences and improvements.

Beats Studio3 Wireless vs Sony WH-1000Xm2 - Rtings.com

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A comparison video reviewing the Beats Studio3 Wireless against the Sony WH-1000XM2 headphones, focusing on key features and performance.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question