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Sony WH-1000XM2

Sony WH-1000XM2 Wireless Bluetooth Noise Cancelling Headphones - Instruction Manual

Brand: Sony | Model: WH-1000XM2

Introduction

Thank you for choosing the Sony WH-1000XM2 Wireless Bluetooth Noise Cancelling Headphones. These headphones are designed to provide an exceptional audio experience with advanced noise-cancelling technology and smart features. This manual will guide you through the setup, operation, and maintenance of your new headphones.



Figure 1: Sony WH-1000XM2 Wireless Noise Cancelling Headphones.

What's in the Box

Your Sony WH-1000XM2 headphones package includes the following items:

- Sony WH-1000XM2 Wireless Bluetooth Noise Cancelling Headphones
- Audio Cable
- Charger Cable (Micro USB)
- Carrying Case



Figure 2: Sony WH-1000XM2 Headphones and included accessories: audio cable, charger cable, and carrying case.

Product Overview

Controls and Indicators

Familiarize yourself with the physical controls and indicators on your headphones:

- **Power Button:** Located on the left earcup, used to turn the headphones on/off and initiate Bluetooth pairing.
- **NC/Ambient Button:** Located on the left earcup, cycles through Noise Cancelling modes (High, Low, Off) and Ambient Sound mode.
- **Touch Sensor Panel:** Located on the right earcup, allows for intuitive control of music playback (play/pause, skip tracks) and volume adjustment (swipe up/down).
- **Quick Attention Mode:** Cover the right earcup with your hand to instantly lower volume and allow ambient sound for quick conversations.
- **Micro USB Port:** For charging the headphones.
- **3.5mm Audio Input:** For wired connection using the included audio cable.





Figure 3: Close-up view of the right earcup, showing the touch sensor panel for media control and volume adjustment.



Figure 4: Sony WH-1000XM2 headphones folded for compact storage in their carrying case.

Setup

Bluetooth Pairing

1. Ensure your headphones are fully charged.
2. Press and hold the Power button on the left earcup until the indicator light flashes blue, indicating pairing mode.
3. On your device (smartphone, tablet, etc.), go to Bluetooth settings and select 'WH-1000XM2' from the list of available devices.
4. Once connected, the indicator light will slowly flash blue.

Sony | Headphones Connect App

For enhanced control and customization, download the **Sony | Headphones Connect** app from your device's app store. The app allows you to:

- Adjust Smart Listening settings.
- Select different Noise Cancelling modes.
- Customize sound equalizer settings.
- Receive firmware updates.

Your browser does not support the video tag.

Video 1: Official video demonstrating the setup and key features of the Sony WH-1000XM2 Wireless Noise-Cancelling Headphones.

Operating Instructions

Smart Listening

The Smart Listening feature automatically detects your activity (e.g., traveling, walking, waiting) and adjusts the noise cancelling levels accordingly. You can customize these preferences through the Sony | Headphones Connect App.

Quick Attention Mode

To have a quick conversation without removing your headphones, simply place your hand over the right earcup. This will instantly lower the music volume and allow ambient sound to pass through. Remove your hand to resume normal listening.

Touch Sensors

Control your audio playback and calls using the touch sensor panel on the right earcup:

- **Double-tap:** Play/Pause music, Answer/End calls.
- **Swipe Up/Down:** Adjust volume.
- **Swipe Forward/Backward:** Skip tracks.

Noise Cancelling Modes

Press the NC/Ambient button on the left earcup to cycle through the following modes:

- **High:** Maximum noise cancellation for noisy environments.
- **Low:** Reduced noise cancellation for quieter environments or when you need some awareness.
- **Off:** Noise cancelling is disabled.
- **Ambient Sound:** Allows external sounds to be heard while listening to music, keeping you aware of your surroundings.



Figure 5: Sony WH-1000XM2 headphones used in a travel setting, demonstrating their portability and noise-cancelling capabilities.

Charging and Battery Life

Your headphones are equipped with a long-lasting battery:

- **Battery Life:** Up to 30 hours with wireless noise cancelling enabled.
- **Quick Charging:** Get up to 70 minutes of playback after just 10 minutes of charging.
- **Charging:** Connect the included Micro USB cable to the charging port on the earcup and a USB power source.

Audio Quality and Connectivity

Experience superior sound with your Sony WH-1000XM2 headphones:

- **Hi-Res Audio:** Enjoy music that stays true to the original recording.
- **S-Master HX:** Optimized for Hi-Res Audio, this technology reduces distortion for subtle musical details.
- **Bluetooth 4.2:** Provides stable wireless connectivity with a range of up to 10 meters.
- **Wired Connection:** Use the 3.5mm audio cable for a direct connection to devices without Bluetooth or when the battery is depleted.

Maintenance and Care

To ensure the longevity and optimal performance of your headphones, follow these care guidelines:

- Keep the headphones clean by wiping them with a soft, dry cloth.
- Avoid exposing the headphones to extreme temperatures, humidity, or direct sunlight.
- Store the headphones in their included carrying case when not in use to protect them from dust and damage.
- Do not attempt to disassemble or modify the headphones.

Troubleshooting

If you encounter any issues with your headphones, try the following basic troubleshooting steps:

- **No Power:** Ensure the headphones are fully charged.
- **No Sound:** Check Bluetooth connection, volume levels on both headphones and device, and ensure the audio cable is securely connected if using wired mode.
- **Poor Sound Quality:** Ensure your device is within Bluetooth range, try restarting both the headphones and your connected device.
- **Noise Cancelling Not Working:** Ensure the NC/Ambient button is set to the desired noise cancelling mode.

For more detailed troubleshooting, refer to the Sony | Headphones Connect App or the official Sony support website.

Specifications

Feature	Specification
Model Name	WH-1000XM2
Connectivity Technology	Bluetooth 4.2
Wireless Communication Technology	Bluetooth
Noise Control	Active Noise Cancellation
Battery Life	Up to 30 Hours
Charging Time	Approx. 10 minutes for 70 minutes playback
Earpiece Shape	Over-ear
Control Type	Touch, Media Control
Item Weight	16 ounces (approx. 454g)
Product Dimensions	6 x 6 x 4 inches

Warranty and Support

Your Sony WH-1000XM2 headphones come with a **90-day limited hardware warranty**. For warranty claims, technical support, or additional product information, please visit the official Sony support website or contact their customer service.
Manufacturer: Sony

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