Sony WH-1000XM5

Sony WH-1000XM5 Headphones Instruction Manual

Model: WH-1000XM5

Introduction

Thank you for choosing the Sony WH-1000XM5 Premium Noise Canceling Headphones. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your device to ensure optimal performance and longevity.



Front view of the Sony WH-1000XM5 headphones in Midnight Blue.

What's in the Box

Your Sony WH-1000XM5 package includes the following items:

- Headphones
- USB Type-C cable (USB-A to USB-C, approx. 20 cm / 7.88 in.) for charging
- Headphone cable (approx. 1.2 m / 47.25 in.) for wired connection
- Protective Case

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The Sony WH-1000XM5 headphones neatly stored in their protective case, alongside the charging and audio cables.

Setup

1. Charging the Headphones

Before initial use, fully charge your headphones. Connect the supplied USB Type-C cable to the headphones' charging port and to a USB power adapter (not supplied) or a computer's USB port. A full charge provides up to 30 hours of playback. Quick charging offers 3 hours of playback with just a 3-minute charge.

2. Bluetooth Pairing

To connect your headphones wirelessly:

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, laptop), enable Bluetooth and select "WH-1000XM5" from the list of available devices.
4. Once connected, the indicator light will flash blue slowly.

The headphones support Bluetooth 5.2 and multipoint connection, allowing seamless switching between two paired devices.

3. 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 noise cancellation levels and ambient sound modes.
- Customize equalizer settings for personalized audio.
- Enable Speak-to-Chat and other smart features.



Customize your audio experience using the Sony Sound Connect app's equalizer.

Operating the Headphones

1. Noise Cancellation and Ambient Sound

The WH-1000XM5 features advanced Active Noise Cancellation (ANC) powered by dual processors and 8 microphones. The Auto NC Optimizer automatically adjusts noise cancellation based on your environment.

- **Noise Canceling Mode:** Blocks out ambient noise for an immersive listening experience.
- **Ambient Sound Mode:** Allows you to hear your surroundings while still enjoying your audio.
- **Quick Attention Mode:** Place your hand over the right earcup to instantly lower music volume and let in ambient sound for quick conversations.



Experience superior noise cancellation with advanced technology.

2. Hands-Free Calling

Equipped with 4 beamforming microphones and advanced audio signal processing, these headphones provide crystal clear hands-free calling, even in noisy environments.

- **Answering/Ending Calls:** Tap the right earcup once.
- **Rejecting Calls:** Press and hold the right earcup for approximately 2 seconds.



Enjoy clear hands-free calls with beamforming microphones.

3. Touch Controls

Manage your audio playback and calls with intuitive touch controls on the right earcup:

- **Play/Pause:** Double-tap.
- **Next Track:** Swipe forward.
- **Previous Track:** Swipe backward.
- **Volume Up:** Swipe up.
- **Volume Down:** Swipe down.
- **Activate Voice Assistant (Alexa):** Press and hold.



Control your music and calls with simple touch gestures.

4. Wearing Detection

The headphones automatically pause playback when removed and resume when put back on, conserving battery and ensuring a seamless experience.

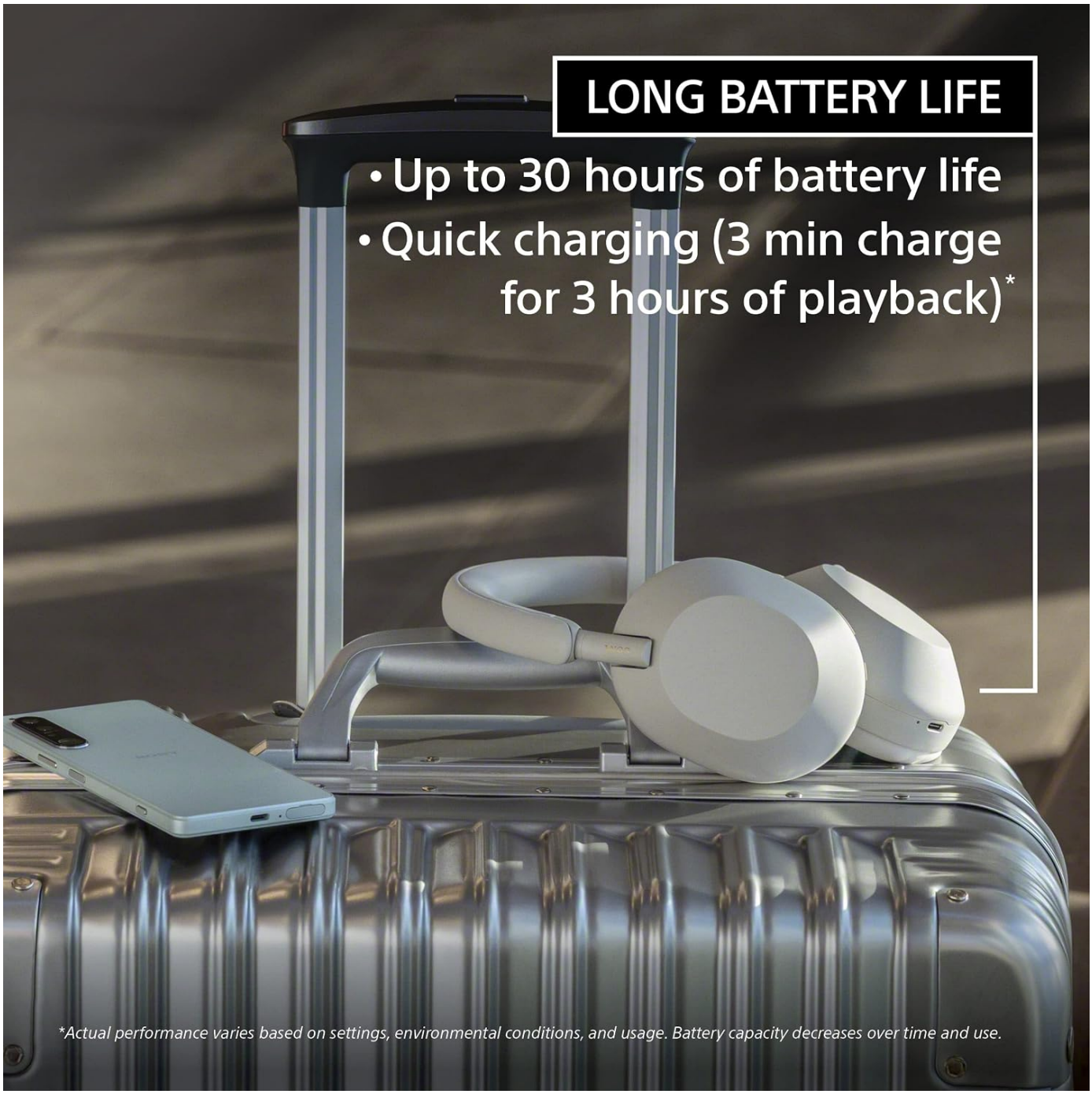
Maintenance

1. Cleaning

- Wipe the headphones with a soft, dry cloth.
- For stubborn dirt, lightly dampen the cloth with water and mild soap, then wipe dry.
- Avoid using alcohol, benzene, thinners, or other chemical cleaners, as they may damage the finish or material.
- Regularly clean the earpads to prevent buildup from sweat and oils.

2. Storage

When not in use, store the headphones in their supplied protective case to prevent scratches and damage. The case is designed to fit the headphones securely and includes compartments for cables.



Store your headphones in the protective case when not in use.

Troubleshooting

- **No Power:** Ensure the headphones are charged. Connect to a power source using the USB Type-C cable.
- **Cannot Pair via Bluetooth:** Make sure the headphones are in pairing mode (flashing blue indicator). Check your device's Bluetooth settings and ensure it's discoverable. Try restarting both devices.
- **No Sound/Low Volume:** Check the volume levels on both the headphones and your connected device. Ensure the headphones are properly connected.
- **Noise Cancellation Not Effective:** Ensure the headphones are properly seated on your ears. Use the Sony Headphones Connect app to optimize the noise cancellation settings for your environment.
- **Poor Call Quality:** Ensure the microphones are not obstructed. Check your device's network connection.

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

Specifications

Feature	Detail
Model Name	WH-1000XM5
Noise Control	Active Noise Cancellation (with Auto NC Optimizer)
Connectivity Technology	Wireless (Bluetooth)
Bluetooth Version	5.2
Bluetooth Range	10 Meters
Battery Life	Up to 30 Hours
Charging Time	3 minutes for 3 hours playback
Headphones Jack	3.5 mm Jack
Item Weight	250 Grams (8.8 ounces)
Control Type	Touch, Voice (Media Control, Call Control)
Microphones	8 microphones (4 beamforming for calls)
Included Components	Headphones, USB Type-C cable, Headphone cable, Protective Case

Official Product Video

Official "First look: Sony WH-1000XM5 Noise-Canceling Headphones" video by Sony Electronics, showcasing key features and design.

Warranty and Support

For warranty information, product registration, and technical support, please visit the official Sony website or contact Sony customer service. Keep your proof of purchase for warranty claims.

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