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› Sony WF-1000XM5 The Best Truly Wireless Bluetooth Noise Canceling Earbuds & in-Ear Headphones with Alexa Built-in, Silver

Sony Sony WF-1000XM5 Silver

Sony WF-1000XM5 User Manual

Model: WF-1000XM5 Silver

Brand: Sony

INTRODUCTION

The Sony WF-1000XM5 earbuds offer an immersive audio experience with advanced noise-canceling technology. Designed for comfort and superior sound quality, these truly wireless earbuds integrate seamlessly with your devices, providing clear calls and long-lasting battery life. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your earbuds.

- **NOISE CANCELLATION:** Experience a personal concert with the bluetooth earbuds noise cancelling feature of Sony WF-1000XM5, designed to cancel out more external noise than ever before. Perfect for those who want to enjoy their favorite tunes without the distraction of ambient noise, these ear buds come equipped with dual feedback microphones and Noise Isolation Earbud Tips.
- **SOUND QUALITY:** Uncover the richness of sound with the noise cancelling earbuds of Sony WF-1000XM5, specially designed for wide frequency reproduction. These earphones wireless bluetooth enhance your listening experience by delivering detailed vocals and fine nuances that make every song unique.
- **CALL CLARITY:** Maintain clear conversations with the bluetooth earbuds of Sony WF-1000XM5, featuring Sony's best ever call quality. These earbuds wireless bluetooth noise cancelling ensure that your voice is heard clearly on the other end, even in noisy situations.
- **LONG-LASTING BATTERY:** Relish the long-lasting battery life of Sony WF-1000XM5, offering up to 8 hours of listening time (24-hours with case). The quick charging feature of these earbuds gives you up to 1 hour of listening time with just 3 minutes of charging.

WHAT'S IN THE BOX

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

- Headphones (Sony WF-1000XM5 Earbuds)
- Charging case
- USB Type-C cable (USB-A to USB-C) (approx. 20 cm (7.88 in.))
- Noise isolation earbud tips (SS/S/M/L 2 each)



Figure 1: Sony WF-1000XM5 earbuds in their open charging case, showcasing the included components.

SETUP

Initial Setup and Pairing

1. **Charge the Earbuds:** Before first use, fully charge the earbuds and the charging case using the provided USB-C cable. The indicator light on the case will show charging status.
2. **Power On:** The earbuds automatically power on when removed from the charging case.
3. **Pairing Mode:** With the earbuds in the charging case, open the lid. Press and hold the pairing button on the back of the case for about 5 seconds until the indicator light on the case flashes blue.
4. **Connect via Bluetooth:** On your device (smartphone, tablet, computer), enable Bluetooth and select "WF-1000XM5" from the list of available devices.
5. **Download the App:** For full functionality and customization, download the "Sony | Headphones Connect" app from your device's app store.



Figure 2: The Sony WF-1000XM5 earbuds in their sleek silver finish.

Wearing the Headset

1. **Remove from Case:** Lay the headset units on their sides and remove them from the charging case. The headset turns on automatically.
2. **Insert into Ears:** Put the headset unit with the **L** (left) mark into your left ear and the headset unit with the **R** (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.

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



Figure 3: Proper insertion technique for the earbuds, highlighting the tactile dot for left ear identification.

3. **Adjust the Fit:** 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.



Figure 4: Visual guide for adjusting the earbud to ensure a secure and comfortable fit.

4. **Check Fit with Smartphone:** 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. **Stabilize Earbud Tip:** 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.

OPERATING INSTRUCTIONS

Noise Cancellation and Ambient Sound

The WF-1000XM5 earbuds feature advanced noise-canceling technology to block out external distractions, allowing you to fully immerse yourself in your audio. They also offer an Ambient Sound mode to keep you aware of your surroundings.

THE BEST NOISE CANCELLATION*

Two proprietary processors that cancel more external noise than ever.



*As of April 20, 2023. Ambient noise reduction according to research by Sony Corporation, measured using JEITA-compliant guidelines for the top 10 brands (by market share) of truly wireless style of noise-canceling headphones market.

Figure 5: A user enjoying the superior noise cancellation of the WF-1000XM5 earbuds in a busy environment.

Your browser does not support the video tag.

Video 1: Official Sony video demonstrating the noise-canceling capabilities of the WF-1000XM5 earbuds in various settings.

Call Clarity

Equipped with multiple microphones and advanced AI noise reduction algorithms, the WF-1000XM5 earbuds deliver Sony's best-ever call quality, ensuring your voice is heard clearly even in noisy environments.

MULTIPOINT CONNECTION

Connect to two devices at once



Interoperability and compatibility among Bluetooth® devices vary.

Figure 6: A user engaging in a clear phone conversation using the WF-1000XM5 earbuds.

Battery Life and Charging

The earbuds provide up to 8 hours of listening time on a single charge, with the charging case extending total playback to 24 hours. A quick 3-minute charge can provide up to 1 hour of listening time.

LISTEN ALL DAY, CHARGE IN MINUTES

- Up to 8hrs with single charge and 24hrs with case
- 3mins charge for up to 1 hour of playback

Actual performance varies based on settings, environmental conditions, storage, and usage. Batteries are consumable products and their capacity degrades over time as they age. Sony does not guarantee the life span of the battery.

Figure 7: Visual representation of the impressive battery life and quick charging capabilities.

Multipoint Connection

Connect your WF-1000XM5 earbuds to two Bluetooth devices simultaneously, allowing for seamless switching between them without manual re-pairing.



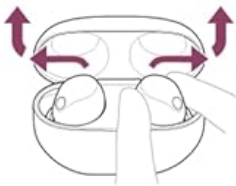
Figure 8: Demonstrating the multipoint connection feature, allowing simultaneous connection to a laptop and a smartphone.

Water Resistance

With an IPX4 rating, the earbuds are resistant to splashes and sweat, making them suitable for workouts and outdoor activities. Note that the charging case is not water resistant.



Wearing the headset

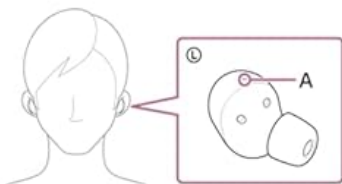
- 1 Lay the headset units on their sides and remove them from the charging case.



The headset turns on automatically.

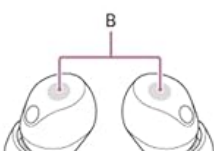
- 2 Put the headset units into your ears.

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.





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.

Figure 9: The earbuds are designed to withstand splashes and sweat, ideal for active use.

MAINTENANCE

Cleaning

- Regularly clean the earbud tips with a dry, soft cloth to remove earwax and debris.
- Wipe the main body of the earbuds and the charging case with a dry, soft cloth. Avoid using liquids or abrasive cleaners.

Storage

- Store the earbuds in their charging case when not in use to protect them and ensure they remain charged.
- Avoid storing the earbuds in extreme temperatures or high humidity.

TROUBLESHOOTING

The effect of noise canceling is not sufficient.

- Make sure the noise canceling function is turned on.
- Adjust the headset into a comfortable position.

- 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.
- With the "Sony | Headphones Connect" app, check the setting of [Ambient Sound Control]. If it is set to [Ambient Sound], the effect of noise canceling is reduced. Set it to the noise canceling mode.
- Check with the "Sony | Headphones Connect" app whether the function of the NC/AMB button is set to [Ambient Sound Control].
- Because the noise canceling performance is automatically optimized by the Auto NC Optimizer function according to changes in the wearing condition and usage environment, you may notice fluctuations in the noise canceling effect.

Low sound level

- Turn up the volume of the headset and the connected device.
- Connect the Bluetooth device to the headset once again.
- Reset the headset.
- Initialize the headset, and pair the headset and 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.

The headset is turned off automatically.

- When you wear the headset over a cap, cloth, a scarf, hair, etc., wearing detection may not work properly. The automatic power off function may trigger and the headset may be turned off automatically. Wear the headset so that your ears are inside the earpads.
- 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.
- Make sure the battery is fully charged.

SPECIFICATIONS

Feature	Detail
Model Name	WF1000XM5/S
Noise Control	Active Noise Cancellation
Connectivity Technology	Wireless (Bluetooth 5.3)
Battery Life	8 Hours (earbuds), 24 Hours (with case)
Quick Charge	3 minutes charge for 1 hour playback
Water Resistance Level	IPX4 (earbuds only)
Audio Driver Size	8.4 Millimeters
Control Type	Alexa, Voice, Touch
Item Weight	0.4 Ounces
Product Dimensions	3.86 x 2.11 x 3.46 inches
Manufacturer	Sony
Country of Origin	Vietnam

WARRANTY AND SUPPORT

For detailed warranty information and further support, please refer to the official User Manual (PDF) provided with your product or accessible via the link below.

[Download User Manual \(PDF\)](#)