

Wireless Noise Canceling Stereo Headset
WF-1000XM3



Use this manual if you encounter any problems, or have any questions.

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/>

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Wireless Noise Canceling Stereo Headset
WF-1000XM3

What you can do with the Bluetooth function

The headset uses BLUETOOTH® wireless technology, allowing you to listen to music or make phone calls wirelessly.

| Listening to music

You can receive audio signals from a smartphone or music player to enjoy music wirelessly.



| Talking on the phone

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



About voice guidance

In the factory setting, when you wear the headset, you will hear the English voice guidance via the headset. You can change the language of the voice guidance and turn on/off the voice guidance using “Sony | Headphones Connect” app. For more details, refer to the following URL:
http://rd1.sony.net/help/mdr/hpc/h_zz/

You will hear a voice guidance in the following situations via the left and right units of the headset.

- When the headset is turned on: “Power on”
- When informing the remaining battery charge: “Battery about XX %” (The “XX” value indicates the approximate remaining charge. Use it as a rough estimate.) / “Battery fully charged”
- When the remaining battery charge is low: “Low battery, please recharge headset”
- When automatically turning off due to low battery: “Please recharge headset. Power off”

You will hear a voice guidance in the following situations via the left unit (or via the right unit when you are wearing only the right unit) of the headset.

- When powering off with the “Sony | Headphones Connect” app: “Power off”
- When entering pairing mode: “Bluetooth pairing”
- When establishing a Bluetooth connection: “Bluetooth connected”
- When disconnecting a Bluetooth connection: “Bluetooth disconnected”
- When turning on the noise canceling function: “Noise canceling”
- When turning on the Ambient Sound Mode: “Ambient sound”
- When turning off the noise canceling function and the Ambient Sound Mode: “Ambient Sound Control off”

You will hear a voice guidance in the following situation via the unit to which the Google Assistant feature is assigned.

- When the Google Assistant is not available on the smartphone connected to the headset even if you operate the touch sensor on the unit to which the Google Assistant feature is assigned: “The Google Assistant is not connected”

You will hear a voice guidance in the following situation via the unit to which the Amazon Alexa feature is assigned.

- When Amazon Alexa is not available on the smartphone connected to the headset even if you operate the touch sensor on the unit to which the Amazon Alexa feature is assigned: “Either your mobile device isn’t connected; or you need to open the Alexa App and try again”

Note

- When you are wearing only one unit of the headset, you will hear the voice guidance from the unit you are wearing.
- It takes about 20 minutes when you change the language of voice guidance.
- When you initialize the headset to restore the factory settings after you change the language of voice guidance, the language will also return to the factory setting.
- If the voice guidance is not heard after changing the voice guidance language or updating the firmware, turn the headset off and on again.

Related Topic

- [Using only one unit of the headset](#)

Wireless Noise Canceling Stereo Headset
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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
USB Type-C™ cable (USB-A to USB-C™) (approx. 20 cm (7.88 in.)) (1)



Long Hybrid silicone rubber earbuds (SS/S/M/L 2 each)

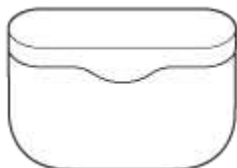
- The size M earbuds come attached to the headset.



Triple-comfort earbuds (S/M/L 2 each)



Charging case (1)



Replacing the earbuds

For the noise canceling function to be fully effective, select the earbuds that fit your ears the best.

Size M long hybrid silicone rubber earbuds come attached to the left and right units of the headset. Select and attach the earbud that allows you to hear the least ambient sounds to each unit.

Long hybrid silicone rubber earbuds



SS: 1 line

S: 2 lines

M: 3 lines

L: 4 lines

Triple-comfort earbuds

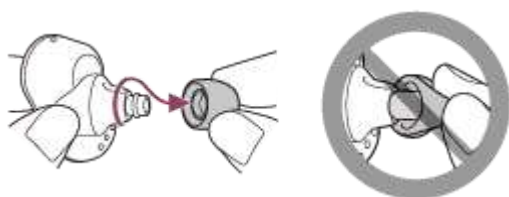


S: orange

M: green

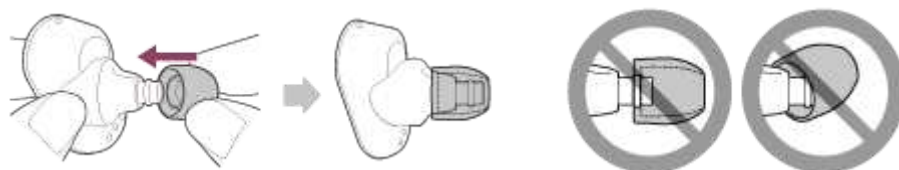
L: light blue

1 Remove the earbuds.



- Do not pinch the end of the earbud when removing it.

2 Attach the earbuds.



- Firmly insert the earbuds all the way. Do not attach the earbuds in a loose or skewed manner.

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When you have finished using the headset

When you have finished using the headset, be sure to keep the headset in the charging case.
Close the lid of the charging case.

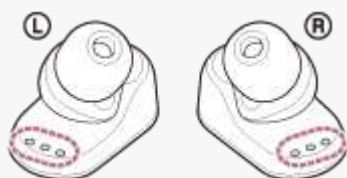


Note

- If any water drops are left in the microphone hole of the headset, it may cause corrosion. If you get water on the headset, turn the microphone hole downward and gently tap it about 5 times towards a dry cloth, etc.

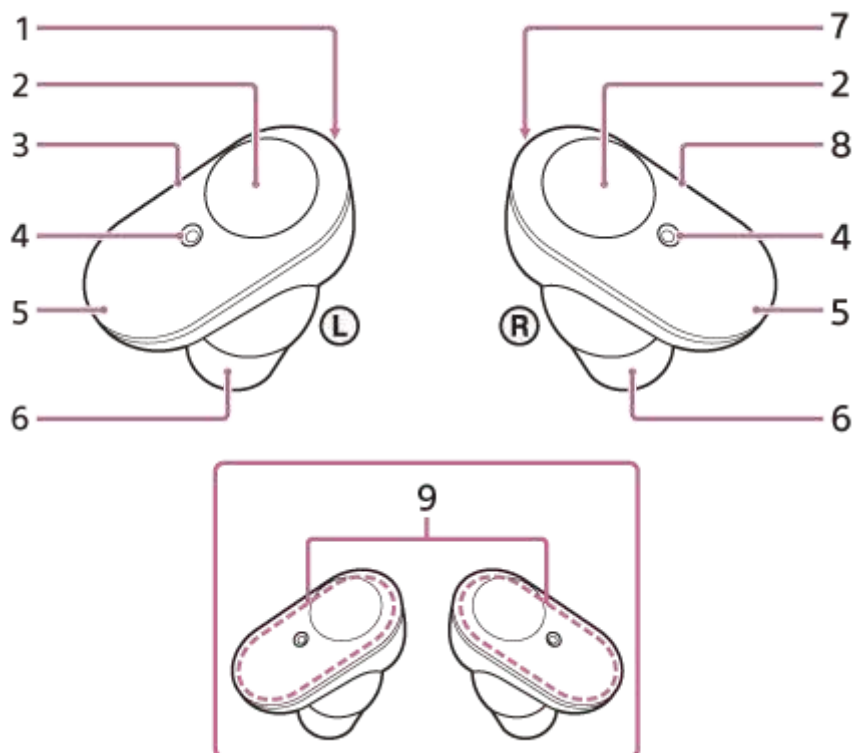


- If perspiration or water is left on the charging port, it may impair the ability to charge the unit. Immediately wipe off any perspiration or water on the charging port after use.



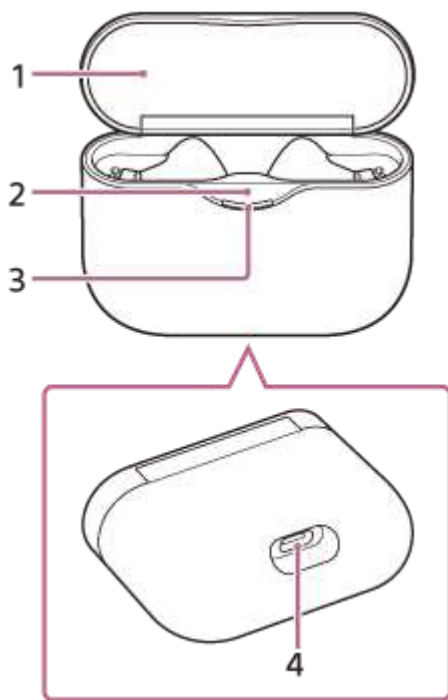
Location and function of parts

Headset



1. (left) mark and tactile dot
The left unit has a tactile dot.
2. Touch sensor
Tap to operate the headset.
In the factory setting, in order to prevent the headset from reacting incorrectly, the headset will not work even if you tap the touch sensor when not wearing the headset.
3. Left unit
4. Microphone
Picks up the sound of your voice (when talking on the phone) and noise (when using the noise canceling function).
5. Indicator (blue/red)
Lights up in red while charging.
Lights up in red or blue to indicate the power or communication status of the headset.
In the factory setting, when you wear the headset, the indicator turns off.
6. Earbuds
7. (right) mark
8. Right unit
9. Built-in antenna
A Bluetooth antenna is built into the headset.

Charging case



1. Lid
2. N-Mark
3. Indicator (red)
Lights up while charging.
4. USB Type-C port
Connect the charging case to a computer or a commercially available USB AC adaptor with the supplied USB Type-C cable to simultaneously charge both the headset and the charging case.

Related Topic

- [About the indicator](#)
- [Checking the remaining battery charge](#)

About the indicator

You can check various statuses of the headset by the indicator.

 : Turns on in blue /  : Turns on in red / - : Turns off

Turning on

The headset turns on when it is removed from the charging case.

 -  (flashes twice)

In this case, when the remaining battery charge is 20% or lower (requires charging), the indicator lights successively as follows.

 -  -  (flashes for about 15 seconds)

For details, see [“Checking the remaining battery charge”](#).

Turning off

When the headset is not worn for about 5 minutes after being removed from the charging case, the headset turns off automatically.

 (lights up for about 2 seconds)

When the remaining battery charge becomes low

 -  -  (flashes for about 15 seconds)

Charging (indicated by the indicator of the charging case)

You can check the charging state with the indicator (red) of the charging case.

- While charging



The indicator (red) on the charging case lights up while the headset is placed in the charging case and is being charged. The indicator turns off after charging of the headset is complete.

When charging the headset and charging case by connecting the charging case to an AC outlet, the indicator (red) on the charging case turns off after charging of both the headset and charging case is completed.

- When the remaining battery charge of the charging case becomes low

When you close the lid of the charging case, if the remaining battery charge of the charging case is low and the left and right units of the headset cannot be fully charged even once, the indicator lights as follows.

 -  -  (flashes for about 15 seconds)

- Abnormal temperature

  - -   - - (flashes twice each)

- Abnormal charging

 - -  - -

Bluetooth function

In the factory setting, when you wear the headset, the indicator turns off. If you change the setting on the “Sony | Headphones Connect” app so that the headset does not turn off by the automatic power off function by wearing detection, the indicator will not turn off even when the headset is worn.

- Device registration (pairing) mode

  - -   - - (flashes twice each)

- Not connected
● -- ● -- ● -- ● -- (about 1-second intervals)
- Connection process completed
● ● ● ● ● ● ● ● (flashes quickly for about 5 seconds)
- Connected
● ----- ● ----- (about 5-second intervals)
- Incoming call
● ● ● ● ● ● ● ● ●

The not connected and connected status indications automatically turn off after a period of time has passed. They start flashing again for a period of time when some operation is performed. When the remaining battery charge becomes low, the indicator (red) starts flashing slowly.

Other

- Updating software
■■■■■ -- ■■■■■ --
- Initialization completed
● ● ● ● (flashes 4 times)
For details, see [“Initializing the headset to restore factory settings”](#).

Hint

- In the factory setting, when you wear the headset, the indicator turns off. When you are wearing the headset, you can check various statuses of the headset with the voice guidance.

Related Topic

- [What you can do with “Sony | Headphones Connect” app](#)
- [About voice guidance](#)

Wearing the headset

For the noise canceling function to be fully effective, select the earbuds that fit your ears the best, and wear the headset correctly.

1 Attach the earbuds.

Size M long hybrid silicone rubber earbuds come attached to the left and right units of the headset. Select and attach the earbud that allows you to hear the least ambient sounds to each unit.

Long hybrid silicone rubber earbuds

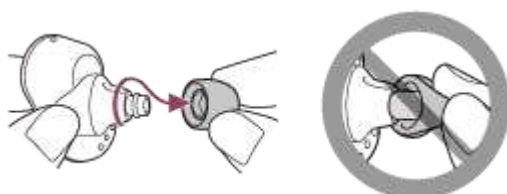


Triple-comfort earbuds

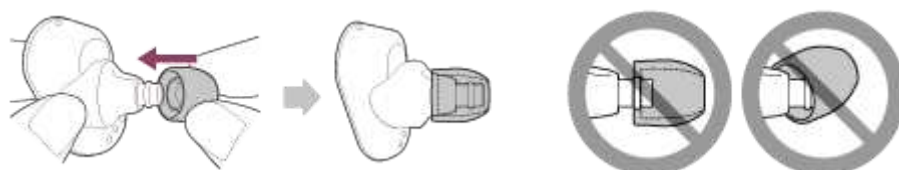


Be careful of the following when you change the earbuds.

To remove the earbuds



To attach the earbuds



2 Wear the headset.

Twist the headset to slide the earbud deep into your ear.



- The earbud will be easier to slide deep into your ear if you pull up on the top of the ear lightly while twisting the headset.



When wearing and removing the headset

In the factory setting, the built-in sensors work when the headset is removed or attached, enabling the headset to pause or resume music playback or control the touch sensors, indicators, and voice guidance.

When the headset is worn

- The indicators of the headset turn off.
- You can use the touch sensor to play music, make and receive calls, etc.
- You will hear voice guidance corresponding to the operation and status.

When the headset is removed

- When only one unit is removed, the headset pauses music playback. When the unit is worn again, the headset resumes music playback.
- When the headset is not worn for about 5 minutes after being removed from the charging case, the headset turns off automatically to save the battery. The headset will turn on by tapping the touch sensor or wearing the headset.
- In order to prevent the headset from reacting incorrectly, you cannot play music, make and receive calls, etc. even if you tap the touch sensor when not wearing the headset.

Hint

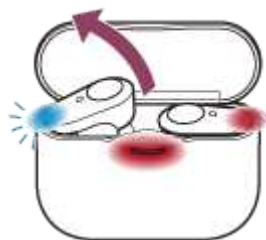
- You can also play music, make and receive calls, etc. when wearing only one unit.
- By using the “Sony | Headphones Connect” app, you can change the setting of automatically pausing and resuming the music playback, or automatically turning off the headset.

Related Topic

- [Replacing the earbuds](#)
- [Using only one unit of the headset](#)
- [What you can do with “Sony | Headphones Connect” app](#)

Using only one unit of the headset

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



When you put on the other unit of the headset

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

About voice guidance

When you are wearing only one unit of the headset, you will hear voice guidance from that unit.

When you are wearing both units, you will hear some voice guidance from the left unit. When only wearing the right unit, you will hear such voice guidance from the right unit.

Assigning functions to the touch sensors

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

Hint

- The Google Assistant feature can be assigned to the touch sensor of either the left or right unit.
When the Google Assistant feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant feature assigned.
- The Amazon Alexa feature can be assigned to the touch sensor of either the left or right unit.
When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned.

Note

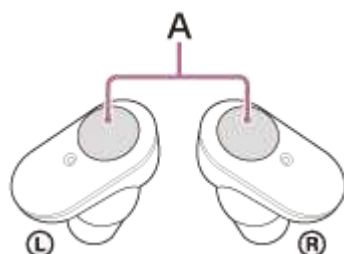
- When you play music or other stereo audio while wearing only one unit, you will hear the sound of either left or right channel depending on the unit you are wearing. You cannot hear monaural sound with the left and right channels mixed.

Related Topic

- [What you can do with “Sony | Headphones Connect” app](#)

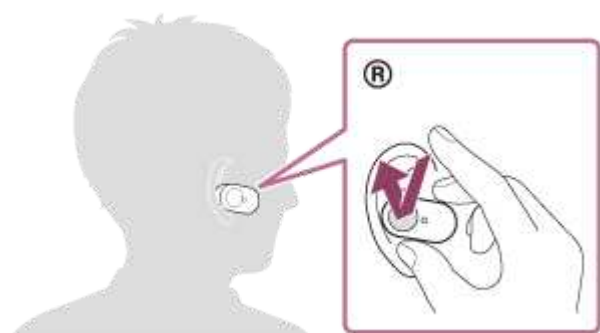
About the touch sensor

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



A : Touch sensor

To operate the touch sensor, hold the headset between your thumb and middle finger, then tap the touch sensor with your forefinger.



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)
Hold your finger to the touch sensor	To activate Quick Attention Mode	To use or cancel the voice assist function (Siri/Google app)
Hold your fingers to the touch sensors on both the left and right units for about 7 seconds	To enter the device registration (pairing) mode	

Hint

- When tapping the touch sensor 2 or 3 times, tap it quickly with an interval of about 0.4 seconds between taps.
- You can change the assignment of the functions to the touch sensors of both the left and right units using the “Sony | Headphones Connect” app. For example, the music playback function that is assigned to the touch sensor of the right unit in the factory setting can be changed to the touch sensor of the left unit.

Note

- You cannot operate the touch sensor when not wearing the headset. If you change the setting on the “Sony | Headphones Connect” app so that the headset does not turn off by the automatic power off function by wearing detection, you can operate the touch sensor even when not wearing the headset.
- When the initial settings for the Google Assistant are performed on your smartphone, the assignment of the functions to the touch sensors may be automatically changed.
Check the assignment of the functions to the touch sensors using the “Sony | Headphones Connect” app.
- When the initial settings for Amazon Alexa are performed on your smartphone, the assignment of the functions to the touch sensors may be automatically changed.
Check the assignment of the functions to the touch sensors using the “Sony | Headphones Connect” app.

Related Topic

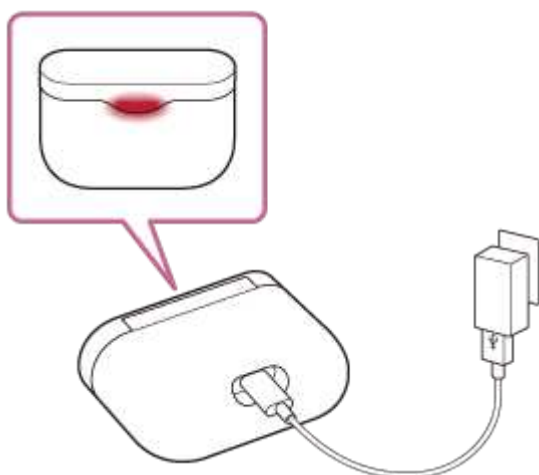
- [What you can do with “Sony | Headphones Connect” app](#)

Charging the headset

The headset contains a built-in lithium-ion rechargeable battery. Use the supplied USB Type-C cable to charge the headset before use.

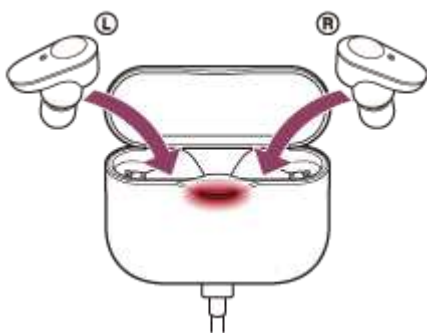
1 Connect the charging case to an AC outlet.

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



The indicator (red) on the charging case lights up and the charging case starts charging.

2 Set the headset in the charging case.



- Close the lid of the charging case after setting the headset in the charging case. The headset also starts charging.
- If one unit of the headset is finished charging when you open the lid of the charging case, the indicator of the unit is not lit. The other unit continues charging.
- Charging of the headset and the charging case is completed in about 3.5 hours (*) and the indicator (red) on the charging case turns off automatically. When you open the lid of the charging case after charging is completed, the indicators (red) of the headset will remain lit for a while.

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

After charging is complete, disconnect the USB Type-C cable.

About the charging time

The required time for fully charging the headset and the charging case is about 3.5 hours.

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. If the charging case is fully charged, you can charge the headset about 3 times.

The required time for fully charging the left/right unit of the headset is about 1.5 hours.

Notes on charging the headset when you are outside

- If the indicator (red) on the charging case flashes and then immediately turns off when the headset is placed in the charging case, then the remaining battery charge of the charging case is low and the headset cannot be charged.
- If the indicator (red) on the charging case does not turn on/flash even when the headset is placed in the charging case, then the battery charge of the charging case is empty.

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)

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.

Hint

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

Note

- Charging may not be successful with cables other than the supplied USB Type-C cable.
- Charging may not be successful depending on the type of USB AC adaptor.
- When the charging case with the headset placed in is connected to an AC outlet or computer, all operations such as turning on the headset, registering or connecting to Bluetooth devices, and music playback cannot be performed.
- 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 the headset once again.
- 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 a few recharges.
- If you store the headset for a long time, charge the battery to its full capacity 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 lid of the charging case to prevent the battery of the charging case from being consumed.
- If the headset or the charging case detects a problem while charging due to the following causes, the indicator (red) of the charging case flashes. In this case, charge once again within the charging temperature range. If the problem persists, consult your nearest Sony dealer.
 - Ambient temperature exceeds the charging temperature range of 5 °C – 35 °C (41 °F - 95 °F).
 - There is a problem with the battery.

It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.

- If the headset is not used for a long time, the indicator (red) may not light up right away when charging. Please wait a moment until the indicator (red) lights up.

- If the usage hours of the built-in rechargeable battery decreases significantly, the battery should be replaced. Consult your nearest Sony dealer to replace the rechargeable battery.
- 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.

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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	DSEE HX	Noise canceling function/Ambient Sound Mode	Available operating time
AAC	AUTO	Noise canceling function: ON	Max. 3 hours
		Ambient Sound Mode: ON	Max. 3 hours
		OFF	Max. 4 hours
	OFF	Noise canceling function: ON	Max. 6 hours
		Ambient Sound Mode: ON	Max. 6 hours
		OFF	Max. 8 hours
SBC	AUTO	Noise canceling function: ON	Max. 3 hours
		Ambient Sound Mode: ON	Max. 3 hours
		OFF	Max. 3.5 hours
	OFF	Noise canceling function: ON	Max. 5.5 hours
		Ambient Sound Mode: ON	Max. 5.5 hours
		OFF	Max. 7.5 hours

- About 90 minutes of music playback is possible after 10 minutes charging.

Communication time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 4 hours
Ambient Sound Mode: ON	Max. 4 hours
OFF	Max. 4.5 hours

Standby time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 9 hours

Noise canceling function/Ambient Sound Mode	Available operating time
Ambient Sound Mode: ON	Max. 8.5 hours
OFF	Max. 15 hours

Hint

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

Note

- Usage hours may be different depending on the settings and conditions of use.
- When the Equalizer function is used, the playback time will be shorter by about 45% at most.

Related Topic

- [Supported codecs](#)
- [About the DSEE HX function](#)
- [What you can do with “Sony | Headphones Connect” app](#)

Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable battery.

When you are wearing the headset

When you remove the headset from the charging case and put on the headset, voice guidance indicating the remaining battery charge of the headset can be heard from the left and right units of the headset respectively.

“Battery about XX %” (The “XX” value indicates the approximate remaining charge.)

“Battery fully charged”

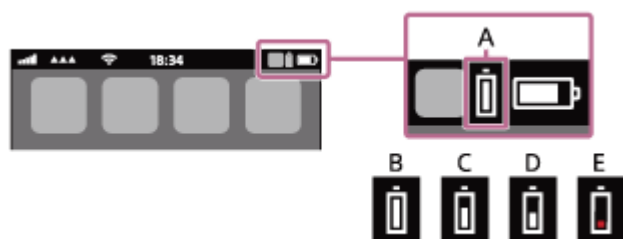
The remaining battery charge indicated by the voice guidance may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

When the remaining charge becomes low

If you hear the voice guidance say, “Low battery, please recharge headset”, charge the headset as soon as possible. When the battery becomes completely empty, the headset sounds a warning beep, the voice guidance says, “Please recharge headset. Power off”, and the headset automatically turns off.

When you are using an iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch over an HFP Bluetooth connection, it will show an icon that indicates the remaining battery charge of the headset on the screen.



A: Remaining battery charge of the headset

B: 100% - 70%

C: 70% - 50%

D: 50% - 20%

E: 20% or lower (needs to charge)

The remaining battery charge of the headset is also displayed on the widget of an iPhone or iPod touch running iOS 9 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. Please 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 over an HFP Bluetooth connection, select [Settings] - [Device connection] - [Bluetooth] to display the remaining battery charge of the headset. It is displayed as “100%”, “70%”, “50%”, or “20%”. For more details, refer to the operating instructions supplied with the smartphone.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. Please use it as a rough estimate.

Hint

- You can also check the remaining battery charge with the “Sony | Headphones Connect” app. Android smartphones and the iPhone/iPod touch both support this app.

Note

- 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 “Sony | Headphones Connect” app](#)
- [About the indicator](#)

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Turning on the headset

When the headset is set in the charging case

1 Remove the headset from the charging case.

Remove the headset, lifting it from the center of the charging case.

The headset turns on automatically and the indicator (blue) flashes. When you remove only one unit from the charging case, only the removed unit turns on.



When the headset is not set in the charging case

When the headset is not worn for about 5 minutes after being removed from the charging case, the headset turns off automatically. In this case, the headset will turn on by tapping the touch sensor of the headset or wearing the headset. When you put on the headset, you will hear voice guidance “Power on”.

When the headset is turned on

The noise canceling function is turned on automatically. When both units are removed, the connection between the left unit and the right unit is established.

The headset goes into Bluetooth pairing mode when turning on the headset for the first time after purchase.

Related Topic

- [Using only one unit of the headset](#)
- [Turning off the headset](#)

Turning off the headset

1 Set the headset in the charging case.

The headset turns off automatically. When the remaining battery charge of the charging case is sufficient, the charging of the headset will start.



When the headset is left removed

When the headset is not worn for about 5 minutes after being removed from the charging case, the headset turns off automatically. When the headset is worn again, the headset turns on and you can operate the headset.

Hint

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

Note

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

Related Topic

- [Turning on the headset](#)
- [What you can do with “Sony | Headphones Connect” app](#)

How to make a wireless connection to Bluetooth devices

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

Device registration (pairing)

To use the Bluetooth function, both of the connecting devices must be registered in advance. The operation to register a device is called device registration (pairing).

If the device to be connected does not support the one-touch connection (NFC), operate the headset and the device to perform device registration (pairing).

If the device supports one-touch connection (NFC), you can perform device registration (pairing) and establish a Bluetooth connection by simply touching the charging case with the device.

Connecting the headset to a registered (paired) device

Once a device is registered (paired), it is not necessary to register it again. Connect to a device that is already registered (paired) with the headset using the appropriate method.

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.

http://rd1.sony.net/help/mdr/hpc/h_zz/



Sony Headphones Connect

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

- [Connecting to a paired Android smartphone](#)
- [Connecting to a paired iPhone](#)
- [What you can do with “Sony | Headphones Connect” app](#)
- [Installing “Sony | Headphones Connect” app](#)

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 you start the pairing operation, make sure that:

- The Android smartphone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the smartphone is in hand.

1 Remove both units of the headset from the charging case.

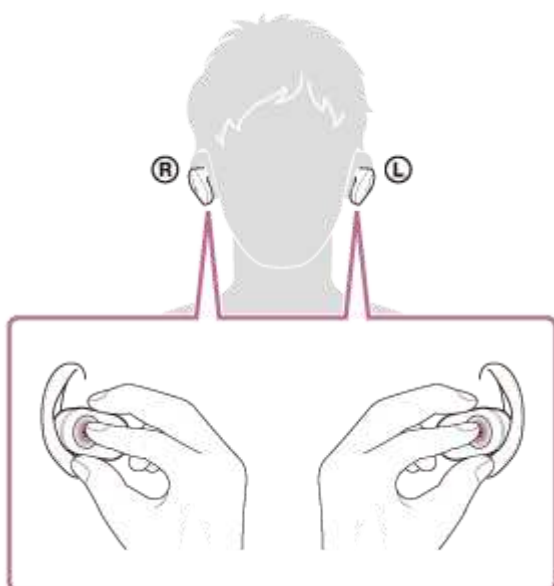


The headset turns on automatically. Check that the indicator (blue) flashes.

2 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 (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, wear the headset and proceed to step 3.

When you pair a second or subsequent device (if the headset has pairing information for other devices), put the headset in both ears, then hold your fingers to the touch sensors on both the left and right units for about 7 seconds.



You will hear voice guidance “Bluetooth pairing” from the left unit.

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

4 Search for the headset on the Android smartphone.

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



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



5 Touch [WF-1000XM3].



If passkey (*) input is required, input "0000".

The headset and smartphone are paired and connected with each other. You will hear voice guidance "Bluetooth connected" from the left unit.

If they are not connected, see ["Connecting to a paired Android smartphone"](#).

If [WF-1000XM3] does not appear on the Android smartphone screen, try again from step 4.

* A Passkey may be called "Passcode", "PIN code", or "Password".

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- To delete all pairing information, see ["Initializing the headset to restore factory settings"](#).

Note

- When registering a device (pairing), [WF-1000XM3], [LE_WF-1000XM3], or both may be displayed on the connecting device. When both or [WF-1000XM3] is displayed, select [WF-1000XM3]; when [LE_WF-1000XM3] is displayed, select [LE_WF-1000XM3].
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation over from 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 Bluetooth 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](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired Android smartphone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

Connecting to a paired Android smartphone

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

- 2 **Remove the headset from the charging case.**



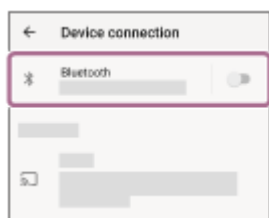
The headset turns on automatically. Check that the indicator (blue) flashes.

- 3 **Wear the headset.**

If the headset has automatically connected to the last connected Bluetooth device, you will hear voice guidance “Bluetooth connected” from the left unit (or from the right unit when you are wearing only the right unit). 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-1000XM3].**

You will hear voice guidance “Bluetooth connected” from the left unit (or from the right unit when you are wearing only the right unit).



Hint

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

Note

- When connecting, [WF-1000XM3], [LE_WF-1000XM3], or both may be displayed on the connecting device. When both or [WF-1000XM3] is displayed, select [WF-1000XM3]; when [LE_WF-1000XM3] is displayed, select [LE_WF-1000XM3].
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the device or turn off the power.
- If you cannot connect your smartphone to the headset, delete the headset pairing information on your smartphone and perform the pairing again. As for the operations on your smartphone, refer to the operating instructions supplied with the smartphone.

Related Topic

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

One-touch connection (NFC) with an Android smartphone

By touching the headset with a smartphone, the headset pairs and makes a Bluetooth connection.

Compatible smartphones

NFC-compatible smartphones installed with Android 4.1 or later.

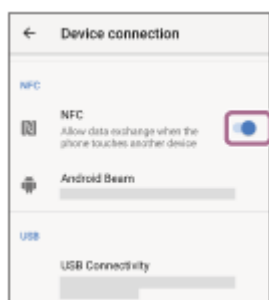
NFC

NFC (Near Field Communication) is a technology enabling short-range wireless communication between various devices, such as smartphones and IC tags. Thanks to the NFC function, data communication — for example, Bluetooth pairing — can be achieved easily by simply touching NFC-compatible devices together (i.e., at the N-Mark symbol or location designated on each device).

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

2 Turn on the smartphone's NFC function.

1. Select [Settings] - [Device connection].
2. Touch the switch to turn on the NFC function.

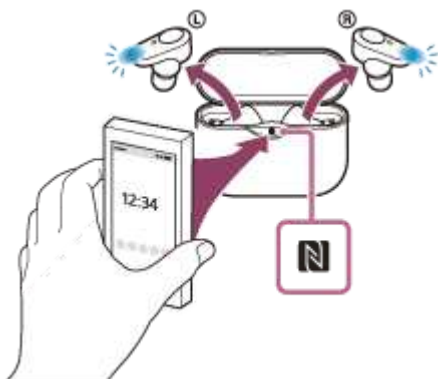


3 Remove the left and right units from the charging case.

The headset turns on automatically.

4 Touch the smartphone with the charging case.

- Touch the smartphone on the N-Mark of the charging case. Keep touching the smartphone with the charging case until the smartphone reacts.
- Refer to the operating instructions of the smartphone for the designated location to be touched on the smartphone.



Follow the on-screen instructions to complete the pairing and connection.

When the headset is connected with the smartphone, you will hear voice guidance “Bluetooth connected” from the left unit.

- To disconnect, touch the headset again with the smartphone.
- To connect a paired smartphone, perform step 4.
- Unlock the screen of the smartphone if it is locked.

Hint

- The above procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- If you cannot connect the headset, try the following.
 - Unlock the screen of the smartphone if it is locked, and move the smartphone slowly over the N-Mark.
 - If the smartphone is in a case, remove the case.
 - Check that the Bluetooth function of the smartphone is enabled.
- If you touch the charging case with the NFC-compatible smartphone, the smartphone terminates Bluetooth connection with any current device, and connects to the headset (One-touch connection switching).
- When the headset power is off, you cannot turn on the headset with the one-touch connection (NFC function) to turn on and connect the headset with the smartphone. Remove the headset from the charging case to turn on. If the headset is already removed from the charging case, tap the touch sensor or wear the headset.

Related Topic

- [Wearing the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Switching the device by one-touch \(NFC\)](#)
- [Listening to music from a device via Bluetooth connection](#)

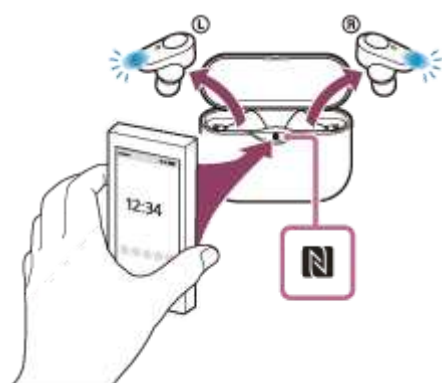
Disconnecting the Android smartphone with one-touch (NFC)

You can disconnect the headset from the connected smartphone by touching the charging case with the smartphone.

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

2 Touch the smartphone with the charging case.

Touch the smartphone to the N-Mark on the charging case. You will hear voice guidance “Bluetooth disconnected” from the left unit (or from the right unit when you are wearing only the right unit).



Note

- Under the settings at the time of purchase, when the headset is not worn for about 5 minutes after being removed from the charging case, the headset turns off automatically. Place the headset in the charging case to turn off the power before that time.

Switching the device by one-touch (NFC)

- If you touch an NFC-compatible smartphone to the charging case while the headset is connected to another Bluetooth device, you can switch the connection to the smartphone (One-touch connection switching). However, the connection cannot be switched when talking on a headset connected to a Bluetooth compatible mobile phone.
- When an NFC-compatible smartphone is connected to the headset, if the smartphone is touched by another NFC-compatible Bluetooth device (headset or speaker), the smartphone is disconnected from the headset and connected to the Bluetooth device.

Note

- Unlock the smartphone screen in advance if it is locked.

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 you start the pairing operation, make sure that:

- The iPhone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the iPhone is in hand.

1 Remove both units of the headset from the charging case.

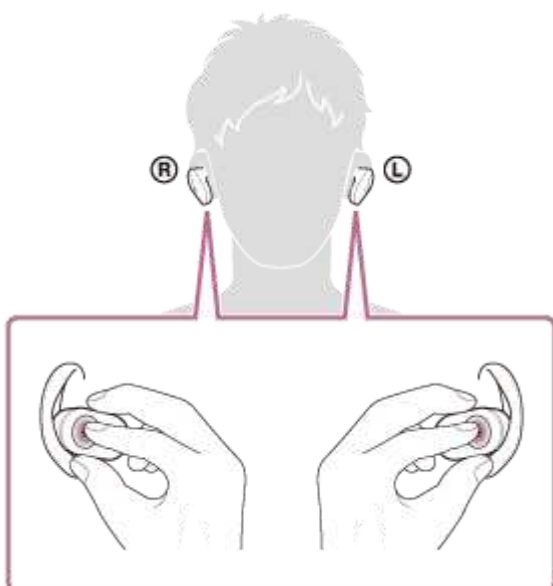


The headset turns on automatically. Check that the indicator (blue) flashes.

2 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 (if the headset has no pairing information), the headset enters pairing mode automatically if you remove the headset from the charging case. In this case, wear the headset and proceed to step 3.

When you pair a second or subsequent device (if the headset has pairing information for other devices), put the headset in both ears, then hold your fingers to the touch sensors on both the left and right units for about 7 seconds.



You will hear voice guidance “Bluetooth pairing” from the left unit.

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

4 Select the Bluetooth setting on the iPhone.

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



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



5 Touch [WF-1000XM3].



If passkey (*) input is required, input "0000".

The headset and iPhone are paired and connected with each other. You will hear voice guidance "Bluetooth connected" from the left unit.

If they are not connected, see ["Connecting to a paired iPhone"](#).

If [WF-1000XM3] does not appear on the display, try again from step 4.

* A Passkey may be called "Passcode", "PIN code", or "Password".

Hint

- The above procedure 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

- When registering a device (pairing), [WF-1000XM3], [LE_WF-1000XM3], or both may be displayed on the connecting device. When both or [WF-1000XM3] is displayed, select [WF-1000XM3]; when [LE_WF-1000XM3] is displayed, select [LE_WF-1000XM3].
- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operation over from 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 Bluetooth 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](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired iPhone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

Connecting to a paired iPhone

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

2 Remove the headset from the charging case.



The headset turns on automatically. Check that the indicator (blue) flashes.

3 Wear the headset.

If the headset has automatically connected to the last connected Bluetooth device, you will hear voice guidance “Bluetooth connected” from the left unit (or from the right unit when you are wearing only the right unit). 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-1000XM3].

You will hear voice guidance “Bluetooth connected” from the left unit (or from the right unit when you are wearing only the right unit).



Hint

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

Note

- When connecting, [WF-1000XM3], [LE_WF-1000XM3], or both may be displayed on the connecting device. When both or [WF-1000XM3] is displayed, select [WF-1000XM3]; when [LE_WF-1000XM3] is displayed, select [LE_WF-1000XM3].
- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. In that case, deactivate the Bluetooth function on the device or turn off the power.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone and perform the 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 unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an iPhone](#)
- [Listening to music from a device via Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Disconnecting Bluetooth connection (after use)

- 1** Unlock the screen of the Bluetooth device if it is locked.
- 2** Touch the one-touch connection (NFC) compatible device again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.

When disconnected, you will hear voice guidance "Bluetooth disconnected" from the left unit (or from the right unit when you are wearing only the right unit).
- 3** Set the headset in the charging case.

The headset turns off.

Hint

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

Related Topic

- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Turning off the headset](#)

Listening to music from a device via Bluetooth connection

If your Bluetooth device supports the following profiles, you can enjoy listening to music and perform basic remote control operation of the Bluetooth device via a Bluetooth connection.

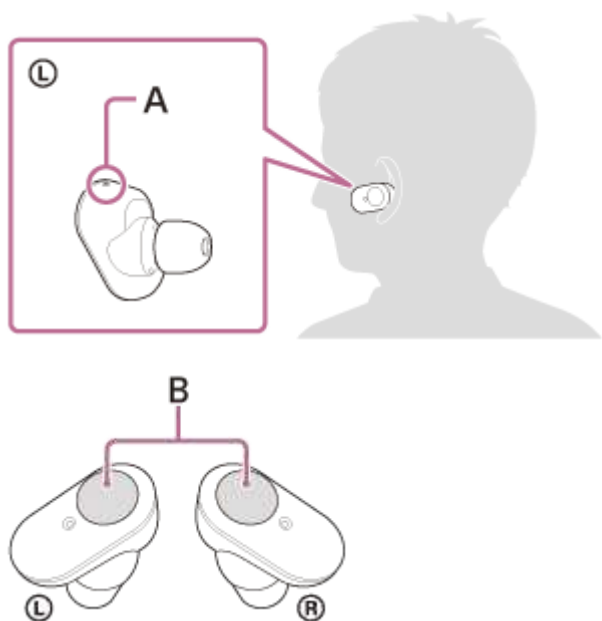
- A2DP (Advanced Audio Distribution Profile)
You can enjoy high-quality music wirelessly.
- AVRCP (Audio Video Remote Control Profile)
You can play music, etc.

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

1 Wear the headset.

Put the headset with the  (left) mark on your left ear and the  (right) mark on your right ear. The left unit has a tactile dot.

Be careful not to come in contact with the touch sensor when you wear the headset.



A: Tactile dot

B: Touch sensor

2 Connect the headset to a Bluetooth device.

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

Hint

- In the factory setting, when you listen to music while wearing both units of the headset, the headset will pause music playback if only one unit is removed. When the removed unit is worn 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 Bluetooth device.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not change the volume of music playback and vice versa.
- You can also listen to music by removing and wearing only one unit from the charging case. When the right unit is worn, use the touch sensor of the right unit to play music. When the left unit is worn, operate the connected device to play music. If you wear the other unit while you are listening to music with only one unit, you can listen to music with both units.

Note

- If the headset is in its factory settings, you cannot adjust the volume on the headset. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Headphones Connect” smartphone app and adjust the volume in the app or assign the volume adjustment function to the touch sensor.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

Related Topic

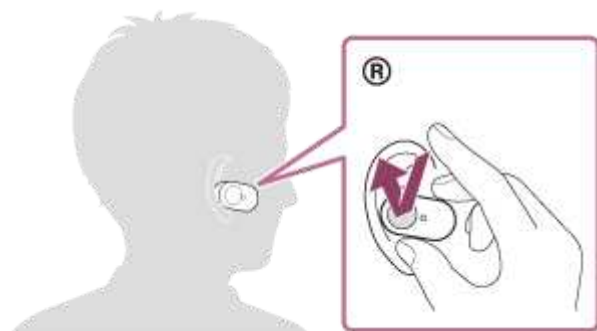
- [Wearing the headset](#)
- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Controlling the audio device \(Bluetooth connection\)](#)
- [Using the noise canceling function](#)

Controlling the audio device (Bluetooth connection)

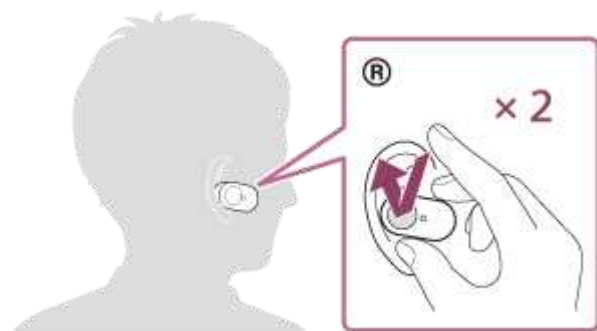
If your Bluetooth device supports the device operating function (compatible protocol: AVRCP), then the following operations are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.

You can use the touch sensor on the right unit to perform the following operations.

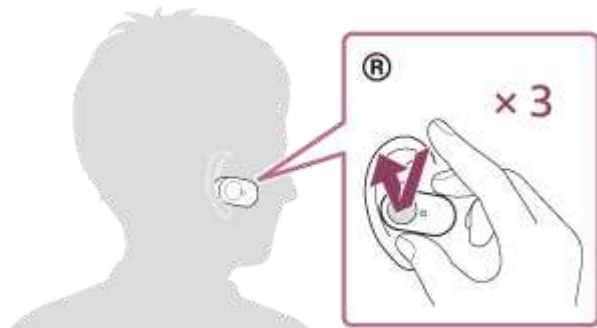
- Play/Pause: Tap the touch sensor.



- Skip to the beginning of the next track: Tap twice quickly (with an interval of about 0.4 seconds).



- Skip to the beginning of the previous track (or the current track during playback): Tap 3 times quickly (with an interval of about 0.4 seconds).



Note

- If the headset is in its factory settings, you cannot adjust the volume on the headset. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Headphones Connect” smartphone app and adjust the volume in the app or assign the volume adjustment function to the touch sensor.
- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

- The available functions may vary depending on the connected device. In some cases, it may operate differently or may not work at all even when the operations described above are performed.

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Disconnecting Bluetooth connection (after use)

- 1** Unlock the screen of the Bluetooth device if it is locked.
- 2** Touch the one-touch connection (NFC) compatible device again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.

When disconnected, you will hear voice guidance “Bluetooth disconnected” from the left unit (or from the right unit when you are wearing only the right unit).
- 3** Set the headset in the charging case.

The headset turns off.

Hint

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

Related Topic

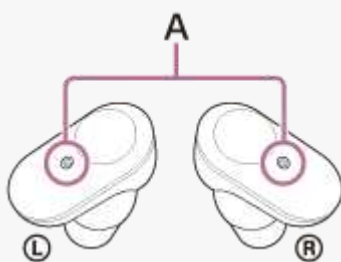
- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Turning off the headset](#)

What is noise canceling?

The noise canceling circuit actually senses outside noise with built-in microphones and sends an equal-but-opposite canceling signal to the headset.

Note

- The noise canceling effect may not be pronounced in a very quiet environment, or some noise may be heard.
- Depending on how you wear the headset, the noise canceling effect may vary 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. Although noise is reduced, it is not completely canceled.
- When you use the headset in a train or a car, 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 headset microphone with your hand. The noise canceling function or the Ambient Sound Mode may not work properly, or a beeping sound (feedback) may occur. In this case, remove your hand from the headset microphone.



A: Microphones

Related Topic

- [Using the noise canceling function](#)

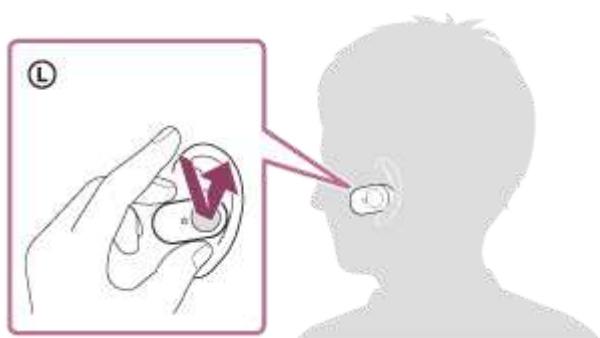
Using the noise canceling function

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

1 Remove the headset from the charging case and then wear it.

The noise canceling function is turned on automatically.

To turn off the noise canceling function



Tap the touch sensor on the left unit to turn off the noise canceling function.

Each time you tap, the function switches as follows and is announced by the voice guidance from the left unit.

The Ambient Sound Mode: ON



The noise canceling function: OFF/The Ambient Sound Mode: OFF



The noise canceling function: ON

Hint

- You can also change the settings of the noise canceling function and the Ambient Sound Mode with the “Sony | Headphones Connect” app.

Note

- If the touch sensor on the left unit is set as the Google Assistant function, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset.
- If the touch sensor on the left unit is set as the Amazon Alexa function, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset.
- The headset cannot achieve the full noise canceling performance unless the supplied earbuds are used.
- If the headset is not worn properly, the noise canceling function may not work correctly. Twist the headset to slide the earbud deep into your ear.



Related Topic

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

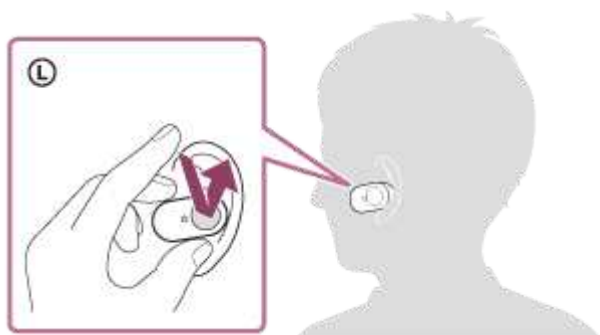
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Listening to ambient sound during music playback (Ambient Sound Mode)

You can hear ambient sound through the microphones embedded in the left/right units of the headset while enjoying music.

To activate the Ambient Sound Mode

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



To change the setting of the Ambient Sound Mode

You can set up the Ambient Sound Mode by connecting the smartphone (with the “Sony | Headphones Connect” app installed) and the headset via Bluetooth connection.

Voice focus: While enjoying music, you can pick up the sound (such as announcements in the train) that you want to hear.

To turn off the Ambient Sound Mode

Tap the touch sensor on the left unit to turn off the Ambient Sound Mode.

Each time you tap, the function switches as follows and is announced by the voice guidance from the left unit.

The noise canceling function: OFF/The Ambient Sound Mode: OFF



The noise canceling function: ON



The Ambient Sound Mode: ON

Hint

- Depending on the ambient condition and the type/volume of audio playback, the ambient sound 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.
- You can also change the settings of the noise canceling function and the Ambient Sound Mode with the “Sony | Headphones Connect” app.
- Ambient Sound Mode settings changed with the “Sony | Headphones Connect” app are stored in the headset. You can enjoy music with the stored settings of the Ambient Sound Mode even when the headset is connected to other devices which do not have the “Sony | Headphones Connect” app installed.

Note

- If the touch sensor on the left unit is set as the Google Assistant function, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset.
- If the touch sensor on the left unit is set as the Amazon Alexa function, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset.
- Depending on the surrounding environment, wind noise may increase when the Ambient Sound Mode is turned on. In that case, cancel the voice focus with the “Sony | Headphones Connect” app. If the wind noise is still significant, turn off the Ambient Sound Mode.
- If the headset is not worn properly, the Ambient Sound Mode may not work correctly. Twist the headset to slide the earbud deep into your ear.



Related Topic

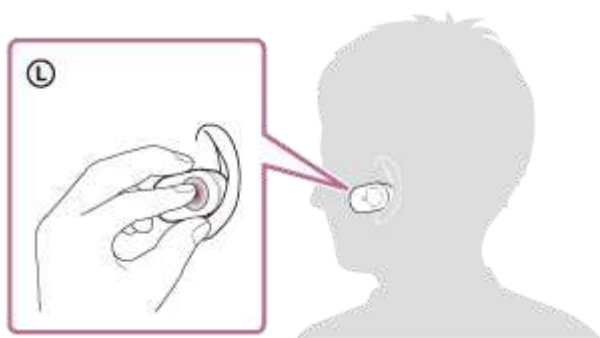
- [About voice guidance](#)
- [Wearing the headset](#)
- [Using the noise canceling function](#)
- [What you can do with “Sony | Headphones Connect” app](#)

Listening to ambient sound quickly (Quick Attention Mode)

This function turns down music, call sounds, and the ringtone to allow ambient sound to be easily heard. It 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.

Note

- Depending on the ambient condition and the type/volume of audio playback, the ambient sounds may not be heard even when using 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, the Quick Attention Mode may not work correctly. Twist the headset to slide the earbud deep into your ear.



- Depending on the type and size of the earbuds you use, the Quick Attention Mode may not be fully effective. Choose earbuds that allow you to hear the least ambient sounds.

Related Topic

- [Replacing the earbuds](#)
- [Wearing the headset](#)

About the sound quality mode

The following 2 sound quality modes during Bluetooth playback can be selected. You can switch the settings and check the sound quality mode with the “Sony | Headphones Connect” app.

Priority on sound quality: prioritizes the sound quality.

Priority on stable connection: prioritizes the stable connection (default).

- When you want to prioritize the sound quality, select the “Priority on sound quality” mode.
- If the connection is unstable, such as when producing only intermittent sound, select the “Priority on stable connection” mode.

Note

- The playback time may shorten depending on the sound quality and the conditions under which you are using the headset.
- Depending on the ambient conditions in the area where you are using the headset, intermittent sound may still occur even if the “Priority on stable connection” mode is selected.

Related Topic

- [What you can do with “Sony | Headphones Connect” app](#)

Supported codecs

A codec is an audio coding algorithm used when transmitting sound via a Bluetooth connection.

The headset supports the following 2 codecs for music playback via an A2DP connection: SBC and AAC.

- SBC

This is an abbreviation for Subband Codec.

SBC is the standard audio coding technology used by Bluetooth devices.

All Bluetooth devices support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.

AAC is mainly used by Apple products such as iPhone, and it provides higher sound quality than that of SBC.

When music in one of the above codecs is transmitted from a connected device, the headset switches to that codec automatically and plays back the music in the same codec.

However, depending on the device to be connected with the headset, you may need to set the device beforehand to listen to music using the desired codec on the headset, even if the device supports a codec of higher sound quality than SBC.

Refer to the operating instructions supplied with the device regarding setting the codec.

Related Topic

- [About the sound quality mode](#)

About the DSEE HX function

The DSEE HX function upscales the compressed sound source data such as that on CDs or MP3 to almost as high a quality as that of High-Resolution Audio and reproduces the clear, high-range sound that is often lost.

The DSEE HX function can be set up on the “Sony | Headphones Connect” app, and is only available when connected to the headset via Bluetooth connection.

Related Topic

- [What you can do with “Sony | Headphones Connect” app](#)

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.
- Only ordinary phone calls are supported. Applications for phone calls on smartphones or personal computers are not supported.

Ring tone

When an incoming call arrives, a ring tone will be heard from the headset, and the indicator (blue) flashes quickly. You will hear either of following ring tones, depending on your smartphone or mobile phone.

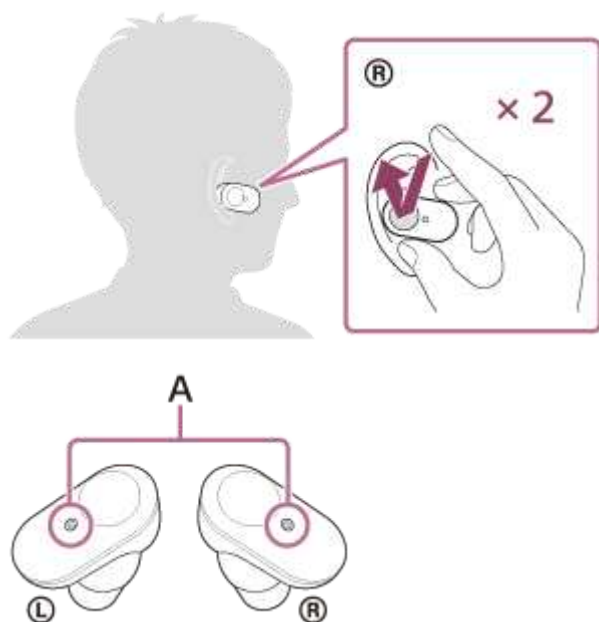
- Ring tone set on the headset
- Ring tone set on the smartphone or mobile phone
- Ring tone set on the smartphone or mobile phone only for a Bluetooth connection

1 Connect the headset to a smartphone or mobile phone beforehand.

2 When you hear a ring tone, tap the touch sensor on the left or right unit of the headset twice (with an interval of about 0.4 seconds) and receive the call.

A voice will be heard from the headset.

When an incoming call arrives while you are listening to music, playback pauses and a ring tone will be heard from the headset.



A: Microphones

Used together with the noise canceling function microphones.

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.
- If playback does not pause automatically, operate the headset to pause playback.

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

4 When you finish talking, tap the touch sensor on the left or right unit of the headset twice (with an interval of about 0.4 seconds) to end the call.

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

Hint

- Some smartphones or mobile phones receive calls with the phone instead of the headset by default. In the case of an HFP or HSP connection, switch the call to the headset by holding your finger to the touch sensor on the left or right unit of the headset until it switches, or by using your smartphone or mobile phone.
- You cannot adjust the volume on the headset. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Music Center” smartphone app and adjust the volume in the app.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not affect the volume of music playback and vice versa.
- You can also enjoy a hands-free call by wearing only one unit of the headset. When an incoming call arrives, answer the call using the unit you are wearing. If you wear the other unit while you are talking with only one unit, you can talk with both units.

Note

- Depending on the smartphone or mobile phone, when an incoming call arrives while you are listening to 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 are too close to the headset.
- Your voice is heard from the headset through the headset’s microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

Related Topic

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

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.
- Only ordinary phone calls are supported. Applications for phone calls on smartphones or personal computers are not supported.

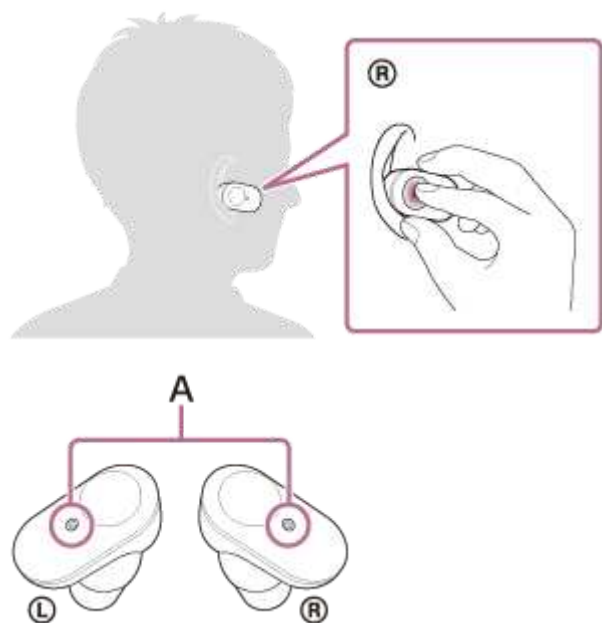
1 Connect the headset to a smartphone or mobile phone beforehand.

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 you are listening to music, playback pauses.

If no dial tone is heard via the headset, switch the call device to the headset using your smartphone or mobile phone or by holding your finger to the touch sensor on the left or right unit of the headset for about 2 seconds.



A: Microphones

Used together with the noise canceling function microphones.

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

4 When you finish talking, tap the touch sensor on the left or right unit of the headset twice (with an interval of about 0.4 seconds) to end the call.

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

Hint

- You cannot adjust the volume on the headset. Adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Music Center” smartphone app and adjust the volume in the app.
- The headset volume during a call and during music playback can be independently adjusted. Changing the call volume does not affect the volume of music playback and vice versa.
- You can also enjoy a hands-free call by wearing only one unit of the headset. If you wear the other unit while you are talking with only one unit, you can talk with both units.

Note

- 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.
- Your voice is heard from the headset through the headset’s microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operation may be heard through the headset, but this is not a malfunction.

Related Topic

- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Functions for a phone call](#)

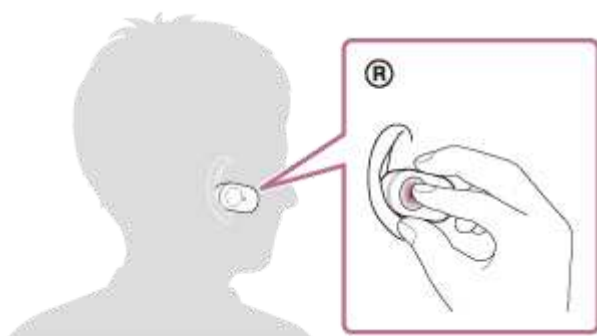
Functions for a phone call

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 functions may vary depending on the smartphone or mobile phone. Refer to the operating instructions supplied with the smartphone or mobile phone.

Supported profile: HFP (Hands-free Profile)

During standby/music playback

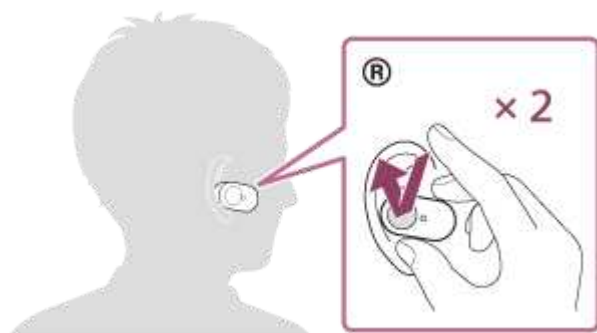
- Hold your finger to the touch sensor on the right unit to start the voice dial function of the smartphone/mobile phone (*) or activate the Google app on an Android smartphone or Siri on an iPhone.



Outgoing call

You can use the touch sensor on either the left or right unit to perform the following operations. When you are wearing only one unit of the headset, operate the headset on the unit that is worn.

- Tap the touch sensor twice quickly (with an interval of about 0.4 seconds) to cancel an outgoing call.



- Hold your finger to the touch sensor until the call device is switched between the headset and the smartphone or mobile phone.

Incoming call

You can use the touch sensor on either the left or right unit to perform the following operations. When you are wearing only one unit of the headset, operate the headset on the unit that is worn.

- Tap the touch sensor twice quickly to answer a call.
- Hold your finger to the touch sensor to reject a call.

During call

You can use the touch sensor on either the left or right unit to perform the following operations. When you are wearing only one unit of the headset, operate the headset on the unit that is worn.

- Tap the touch sensor twice quickly to finish a call.
- Hold your finger to the touch sensor until the call device is switched between the headset and the smartphone or mobile phone.

Supported profile: HSP (Headset Profile)

You can use the touch sensor on either the left or right unit to perform the following operations. When you are wearing only one unit of the headset, operate the headset on the unit that is worn.

Outgoing call

- Tap the touch sensor twice quickly to cancel an outgoing call. (*)

Incoming call

- Tap the touch sensor twice quickly to answer a call.

During call

- Tap the touch sensor twice quickly to finish a call. (*)

* Some devices may not support this function.

Related Topic

- [Using only one unit of the headset](#)
- [Receiving a call](#)
- [Making a call](#)

Disconnecting Bluetooth connection (after use)

- 1** **Unlock the screen of the Bluetooth device if it is locked.**
- 2** **Touch the one-touch connection (NFC) compatible device again to disconnect it. If the Bluetooth device does not support one-touch connection (NFC), disconnect the device by operating the device.**

When disconnected, you will hear voice guidance “Bluetooth disconnected” from the left unit (or from the right unit when you are wearing only the right unit).
- 3** **Set the headset in the charging case.**

The headset turns off.

Hint

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

Related Topic

- [Disconnecting the Android smartphone with one-touch \(NFC\)](#)
- [Turning off the headset](#)

Using the Google Assistant

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

Compatible smartphones

- Smartphones installed with Android 5.0 or later (The latest version of Google app is required.)

1 Open the “Sony | Headphones Connect” app, and set the touch sensor on either the left or right unit as the Google Assistant feature.

When using the Google Assistant for the first time, open the Google Assistant app and tap the [Finish headphones setup] button on the Conversation View, and follow the on-screen instructions to complete initial settings for the Google Assistant.

For details on the “Sony | Headphones Connect” app, refer to the following URL.

http://rd1.sony.net/help/mdr/hpc/h_zz/

2 Operate the touch sensor to which you assign the feature to use the Google Assistant.

- Hold your finger to the touch sensor to input a voice command.
- Tap the touch sensor twice to read out the notification.
- Tap the touch sensor to cancel reading out of the notification.

For details on the Google Assistant, refer to the following website:

<https://assistant.google.com>

<https://g.co/headphones/help>

Hint

- Check or update the software version of the headset with the “Sony | Headphones Connect” app.
- When the Google Assistant is not available for reasons such as not being connected to the network, voice guidance “The Google Assistant is not connected” is heard from the left unit.
- If you do not see the [Finish headphones setup] button on the Google Assistant app, please unpair the headphones from the Bluetooth settings of your smartphone and redo the pairing process.

Note

- If the touch sensor on the left unit is set as the Google Assistant feature in step 1, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset. If the touch sensor on the right unit is set as the Google Assistant feature, music playback function cannot be operated from the headset.
- The Google Assistant feature and the Amazon Alexa feature cannot be assigned to the headset at the same time.
- The Google Assistant may not be used in some countries, regions, or languages.
- You can use the Google Assistant feature when you put on only one unit to which the Google Assistant feature is assigned. When the Google Assistant feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant feature assigned. Check the setting of the headset with the “Sony | Headphones Connect” app.

Using Amazon Alexa

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

Compatible smartphones

- Smartphones installed with Android 5.1 or later, or iOS 10.0 or later.
- 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 on both units of the headset and connect the headset to the smartphone via Bluetooth connection.

2 Open the Amazon Alexa 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 already set up Amazon Alexa before, but have configured the touch sensor on the left unit of the headset to function other than Amazon Alexa, refer to the hint section below to reconfigure the touch sensor on the right unit of the headset to Amazon Alexa.

3 Perform the initial settings for Amazon Alexa.

1. Touch the menu icon in the upper left corner of the Amazon Alexa app screen, and touch [Add Device].



2. On the [What type of device are you setting up?] screen, select [Headphones].



3. From [AVAILABLE DEVICES] on the [Select your device] screen, select [WF-1000XM3] or [LE_WF-1000XM3].



If you cannot find [WF-1000XM3] or [LE_WF-1000XM3] 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-1000XM3] or [Set up Alexa on your LE_WF-1000XM3] screen, touch [CONTINUE].



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



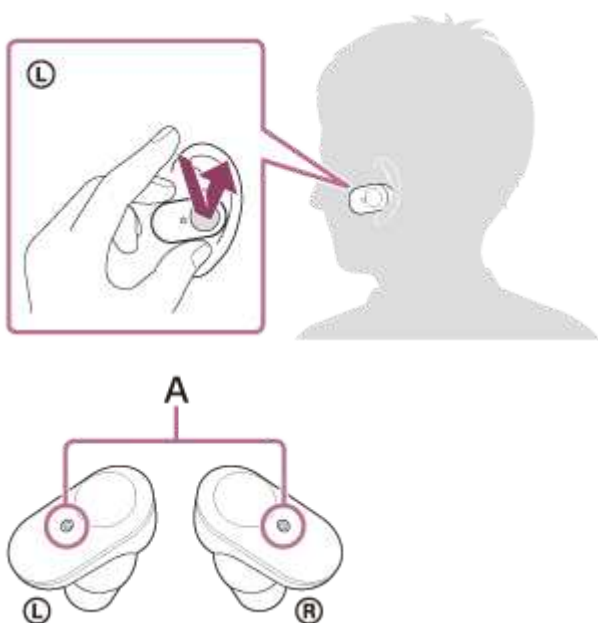
6. On the [Setup Complete] screen, touch [DONE].



When the initial settings are complete, the touch sensor on the left unit of the headset (or the touch sensor on the right unit if only the right unit of the headset was worn for the initial settings) is set as the Amazon Alexa feature.

4 Tap the touch sensor to which the Amazon Alexa feature is assigned to use Amazon Alexa.

Example: When the Amazon Alexa feature is assigned to the touch sensor on the left unit



A: Microphones

- Tap the touch sensor to input a voice command.
Example:
"What is the weather"

“Play music (*)”

* Need Amazon or Prime Music subscription.

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

For details on Amazon Alexa and its capability, refer to the following website:

<https://www.amazon.com/b?node=16067214011>

For details on Amazon Alexa, refer to the following website:

<https://www.amazon.com/gp/help/customer/display.html?nodeId=G7HPV3YLTGLJEJFK>

Hint

- When you set up the headset to Amazon Alexa, the touch sensor on the left unit of the headset (or the touch sensor on the right unit if only the right unit of the headset was worn for the initial settings) will be automatically configured for Amazon Alexa. You can restore the touch sensor back to original function by changing it with the “Sony | Headphones Connect” app. Similarly, you can reconfigure back to Amazon Alexa if you have previously connected to Amazon Alexa, but have changed to other function.
- 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 the left unit (or from the right unit when you are wearing only the right unit).

Note

- If the touch sensor on the left unit is set as the Amazon Alexa feature, the noise canceling function and the Ambient Sound Mode cannot be switched from the headset. If the touch sensor on the right unit is set as the Amazon Alexa feature, the music playback function cannot be operated from the headset.
- The Amazon Alexa feature and the Google Assistant feature cannot be assigned to the headset at the same time.
- You can use the Amazon Alexa feature when you put on only one unit to which the Amazon Alexa feature is assigned. When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned. Check the setting of the headset with the “Sony | Headphones Connect” app.
- Amazon Alexa is not available in all languages and countries/regions. See www.amazon.com/alexa-availability for details.

Using the voice assist function (Google app)

By using the Google app feature 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 above procedure is an example. For details, refer to the operating instructions of 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 Wear the headset, and connect the headset to the Android smartphone via Bluetooth connection.

3 When the Android smartphone is in standby or playing music, hold your finger to the touch sensor on the right unit to activate the Google app.

The Google app is activated.

4 Make a request to the Google app through the headset's microphones.

For details on the apps which work with the Google app, refer to the operating instructions of 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 unit is set as the Google Assistant feature, the voice assist function (Google app) is not available.
- If the touch sensor on either the left or right unit is set as the Amazon Alexa feature, 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.
- Your voice is heard from the headset through the headset's microphone (Sidetone function). In this case, the surrounding sound or sound of the headset operation may be heard through the headset — this is not a malfunction.
- 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.

Using the voice assist function (Siri)

By using the Siri feature that comes with iPhone, you can speak to the headset's microphones 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 of the iPhone.
Note: For details on Siri, refer to the operating instructions or support website of the iPhone.

2 Wear the headset, and connect the headset to the iPhone via Bluetooth connection.

3 When the iPhone is using the Bluetooth connection and in standby or playing music, hold your finger to the touch sensor on the right unit.

Siri is activated.

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

For details on the apps which work with Siri, refer to the operating instructions of the iPhone.

Note

- Siri cannot be activated when you say "Hey Siri" even when the iPhone's "Hey Siri" setting is on.
- Your voice is heard from the headset through the headset's microphone (Sidetone function). In this case, the surrounding sound or sound of the headset operation may be heard through the headset — this is not a malfunction.
- Siri may not be activated depending on specifications of the smartphone or application version.
- Siri does not work when connected to a device not compatible with the voice assist function.

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

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

- Easy pairing
- Display the remaining battery life of the headset
- Display the remaining battery life of the charging case (The remaining battery life when the headset was removed from the charging case is displayed.)
- Display the Bluetooth connection codec
- Adjust the noise canceling function and Ambient Sound Mode (ambient sound control)
- Use auto adjustment of the noise canceling function by behavior recognition (Adaptive Sound Control)
- Set the automatic playback pause and resume function by wearing detection
- Set the automatic power off function by wearing detection
- Select the Equalizer setting
- Customize the Equalizer setting
- Switch the sound quality mode by setting the Bluetooth connection mode
- Set the DSEE HX (completion for high-range sound) function
- Change the function of the touch sensor
- Turn off the headset
- Adjust the playback volume
- Play music/pause, skip to the beginning of the previous track (or the current track during playback)/skip to the beginning of the next track
- Check the connection status and the settings of the headset
- Check the headset software version
- Headset software update
- Switch the voice guidance language
- Voice guidance on/off setting

For details on the “Sony | Headphones Connect” app, refer to the following URL.

http://rd1.sony.net/help/mdr/hpc/h_zz/

Hint

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

Related Topic

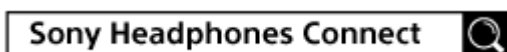
- [Installing “Sony | Headphones Connect” app](#)
- [Checking the remaining battery charge](#)
- [Using the noise canceling function](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)
- [About the sound quality mode](#)
- [Supported codecs](#)
- [About the DSEE HX function](#)

Installing “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 of the “Sony | Headphones Connect” app, refer to the following URL.

http://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 “Sony | Headphones Connect” app](#)

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.

Updating the headset software

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.

To update the headset software, follow the procedures below.

When the [Automatic download of software] setting is enabled (default setting) on the “Sony | Headphones Connect” app, the download and transfer of the software will start automatically.

- 1** Download the update software from the server to the smartphone on which the “Sony | Headphones Connect” app is installed.
- 2** Transfer the update software from the smartphone to the headset.
- 3** Update the headset software following the on-screen instructions.

Precautions

On Bluetooth communications

- Bluetooth wireless technology operates within a range of about 10 m (30 feet). 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 this unit 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 this unit 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 unit 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.
- Connection with all Bluetooth devices cannot be guaranteed.
 - Bluetooth devices connected with the unit 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 unit 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.
- The headset does not support multipoint connection.

If the headset supports the multipoint function, the headset can connect to a music playback device (A2DP profile, Walkman, etc.) and a communication device (HFP or HSP profile, smartphone, etc.) at the same time, and you can listen to music while waiting for an incoming call or making a call.

Note on static electricity

- Static electricity accumulated in the body may cause mild tingling in your ears. To reduce the effect, wear clothes made from natural materials, which suppress the generation of static electricity.

Notes on wearing the unit

- After use, remove the headphones slowly.
- Because the earbuds achieve a tight seal in the ears, forcibly pressing them in or quickly pulling them out can result in eardrum damage. When putting the earbuds into your ears, the speaker diaphragm may produce a click sound. This is not a malfunction.

On triple-comfort earbuds

- The supplied triple-comfort earbuds provide a snug fit to effectively block out ambient noise.

Note

- Prolonged use of snug-fitting earbuds may strain your ears. If you experience discomfort, discontinue use.
- Do not pull on the foamed silicone portion of the earbuds. If the foamed silicone portion is separated from the earbuds, the earbuds will not function.
- Do not subject the foamed silicone portion of the earbuds to pressure over long periods, as it may cause deformation.
- The varying sizes of the holes on the foamed silicone portion of the earbuds have no effect on the sound quality.
- You may hear a cracking noise in your ears when wearing the earbuds. This is not a malfunction.
- The foam materials used in the earbuds deteriorate with long-term use and storage. Replace the earbuds if the deterioration results in reduced performance.

Other notes

- Do not subject the unit to excessive shock.
- The touch sensor may not operate properly if you apply stickers or other adhesive items to the touch sensor control panel.
- 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 unit, stop using it immediately.
- The earbuds may be damaged or deteriorate with long-term use and storage.
- If the earbuds become dirty, remove them from the unit and gently wash them by hand using a neutral detergent. After cleaning, thoroughly wipe off any moisture.
- The unit is not waterproof. If water or foreign objects enter the unit, it may result in fire or electric shock. If water or a foreign object enters the unit, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
 - When using the unit around a sink, etc.
Be careful that the unit does not fall into a sink or container filled with water.
 - When using the unit in the rain or snow, or in humid locations
 - When using the unit while you are sweaty
If you touch the unit with wet hands, or put the unit in the pocket of a damp article of clothing, the unit may get wet.

Cleaning the unit

- When the outside of the unit is dirty, clean it by wiping with a soft dry cloth. If the unit is particularly dirty, soak a cloth in a dilute solution of neutral detergent, and wring it well before wiping. Do not use solvents such as thinner, benzene, or alcohol, as they may damage the surface.

Wireless Noise Canceling Stereo Headset
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Please access the following URL and read the contents of the license.

<https://rd1.sony.net/help/mdr/sl/19b/>

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Customer support websites

For customers in the U.S.A, 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>

What can I do to solve a problem?

If the headset does not function as expected, try the following steps to resolve the issue.

- Find the symptoms of the issue in this Help Guide, and try any corrective actions listed.
- Set the headset in the charging case and close the lid.
You may be able to resolve some issues by setting the headset in the charging case.
- Charge the headset.
You may be able to resolve some issues by charging the headset battery.
- Reset the headset.
- Initialize the headset.
This operation resets the headset 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 the headset](#)
- [Customer support websites](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Wireless Noise Canceling Stereo Headset
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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 placed and being charged in the charging case. Remove the headset from the charging case to turn on.
-

Related Topic

- [Charging the headset](#)
- [Checking the remaining battery charge](#)

Charging cannot be done.

- Make sure that the headset is set in the charging case securely.
 - Be sure to use the supplied USB Type-C cable.
 - Check that the USB Type-C cable is firmly connected to the charging case and the USB AC adaptor or computer.
 - Make sure that the USB AC adaptor is firmly connected to the AC outlet.
 - Check that the computer is turned on.
 - Wake the computer up if the computer is in standby (sleep) or hibernation mode.
 - When using Windows 8.1, update using Windows Update.
-

Related Topic

- [Charging the headset](#)

Wireless Noise Canceling Stereo Headset
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Charging time is too long.

- Check that the charging case and the computer are directly connected, not via a USB hub.
 - Check that you are using the supplied USB Type-C cable.
-
-

Related Topic

- [Charging the headset](#)

The headset cannot be charged even if connecting the charging case to a computer.

- Check that the supplied USB Type-C cable is properly connected to the USB port of the computer.
- Check that the charging case and the computer are directly connected, not via a USB hub.
- 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.
- Try the USB connection procedure again in cases other than those stated above.

The remaining battery charge of the headset is not displayed on the screen of smartphone.

-
- Only the iOS devices (including iPhone/iPod touch) which support HFP (Hands-free Profile), and Android smartphone (OS 8.1 or later) can display the remaining battery charge.
 - Check that the smartphone is connected with HFP. If the smartphone is not connected with HFP, the remaining battery charge will not be correctly displayed.
-

Related Topic

- [Checking the remaining battery charge](#)

No sound

- Depending on the smartphone app (which requires HFP (Hands-free Profile)/HSP (Headset Profile)), you may hear a voice from the one unit only.
 - Check that the connected Bluetooth device and both the left and right units of the headset are turned on.
 - Check that the headset and the transmitting Bluetooth device are connected via Bluetooth A2DP.
 - Turn up the volume if it is too low.
 - Check that the connected device is playing back.
 - Pair the headset and the Bluetooth device again.
 - When the Google Assistant feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Google Assistant feature assigned.
 - When the Amazon Alexa feature is assigned to the headset and you want to use only one unit of the headset, use the unit with the Amazon Alexa feature assigned.
-

Related Topic

- [Using only one unit of the headset](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Listening to music from a device via Bluetooth connection](#)

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Low sound level

- When playing music, adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Headphones Connect” smartphone app and adjust the volume in the app.
- When talking on the phone, adjust the volume on the connected device. If you are unable to adjust the volume on the connected device, install the “Sony | Music Center” smartphone app and adjust the volume in the app.
- Connect the Bluetooth device to the headset once again.

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There is a difference in volume between the left and right sides, insufficient low-frequency sound.

- Size M earbuds come attached to the left and right sides of the headset at the time of purchase. If you feel that there is insufficient low frequency sound and a difference in volume between the left and right sides, change the earbuds to another size to comfortably and snugly fit your left and right ears.

Related Topic

- [Replacing the earbuds](#)

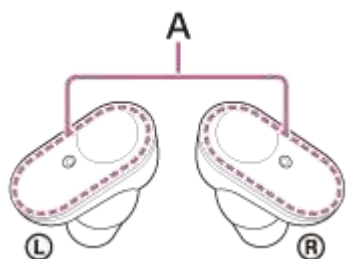
Wireless Noise Canceling Stereo Headset
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Low sound quality

- Turn down the volume of the connected device if it is too loud.
- Keep the headset away from microwave ovens, Wi-Fi devices, etc.
- Bring the headset closer to the Bluetooth device. Remove any obstacles between the headset and the Bluetooth device.
- Keep the headset away from a TV.
- Switch the Bluetooth connection to A2DP by operating the connected device when the headset and the transmitting Bluetooth device are connected via an HFP or HSP Bluetooth connection.
- If you connect a device with a built-in radio or tuner to the headset, broadcasts may not be received or the sensitivity may be reduced. Move the headset away from the connected device and try again.
- 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 Bluetooth device to connect via an A2DP Bluetooth connection.

Sound skips frequently.

- Set the headset to “Priority on stable connection” mode. For details, see [“About the sound quality mode”](#).
- Remove any obstacles between the antenna of the connecting Bluetooth device and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



A: Location of the built-in antenna

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
 - When there is a human body between the headset and the Bluetooth device
In this case, put the Bluetooth device in the same direction as the antenna of the headset to improve the Bluetooth communications.
 - There is an obstacle, such as metal or a wall, between the headset and the Bluetooth device.
 - In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Because Bluetooth devices and Wi-Fi (IEEE802.11b/g/n) use the same frequency band (2.4 GHz), microwave interference may occur and result in noise, audio dropouts, or communications being disabled if this headset is used near a Wi-Fi device. In such a case, perform the following steps.
 - When connecting the headset to a Bluetooth device, use the headset at least 10 m (30 feet) away from the Wi-Fi device.
 - If this headset is used within 10 m (30 feet) of a Wi-Fi device, turn off the Wi-Fi device.
 - Use this headset and the Bluetooth device as near to each other as possible.
- If you are enjoying music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.

Related Topic

- [About the sound quality mode](#)

The noise canceling effect is not sufficient.

- Make sure that the noise canceling function is turned on.
 - Change to the earbud that allows you to hear the least ambient sounds for both the left and right unit.
 - Adjust the headset position to fit your ears.
 - 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.
-

Related Topic

- [Replacing the earbuds](#)
- [Wearing the headset](#)
- [What is noise canceling?](#)
- [Using the noise canceling function](#)

Pairing cannot be done.

- Bring the headset and the Bluetooth device within 1 m (3 feet) 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. When you pair a second or subsequent device, put the headset in both ears, then hold your fingers to the touch sensors on both the left and right units for about 7 seconds to enter pairing mode.
 - 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 device). In this case, delete the pairing information for the headset from the device and pair them again.
-

Related Topic

- [About the indicator](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Initializing the headset to restore factory settings](#)

One-touch connection (NFC) does not work.

- Remove the headset from the charging case and make sure that the headset is turned on.
 - Keep the smartphone close to the N-mark on the charging case until the smartphone responds. If it still does not respond, slowly move the smartphone around.
 - Check that the NFC function of the smartphone is turned on.
 - If the smartphone is in a case, remove it.
 - NFC reception sensitivity varies depending on the smartphone. If the connection repeatedly fails, connect/disconnect by operating the smartphone.
 - You cannot establish a one-touch connection (NFC) while charging the battery, because the headset cannot be turned on. Finish charging before establishing the one-touch connection (NFC).
 - Check that the connecting device supports the NFC function.
 - Check that the Bluetooth function of the smartphone is turned on.
-

Related Topic

- [One-touch connection \(NFC\) with an Android smartphone](#)

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 Bluetooth connection. In that 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.
-
-

Related Topic

- [About the indicator](#)
- [How to make a wireless connection to Bluetooth devices](#)

Wireless Noise Canceling Stereo Headset

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Distorted sound

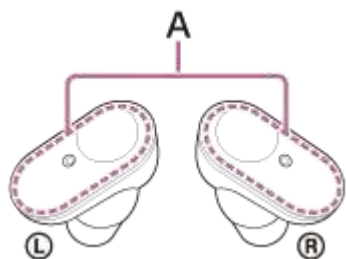
- Keep the headset away from a microwave oven, Wi-Fi device, etc.

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Wireless Noise Canceling Stereo Headset
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The Bluetooth wireless communication range is short, or the sound skips.

- Set the headset to “Priority on stable connection” mode. For details, see [“About the sound quality mode”](#).
- Remove any obstacles between the antenna of the connecting Bluetooth device and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



A: Location of the built-in antenna

- Bluetooth communications may be disabled, or noise or audio dropout may occur under the following conditions.
 - When there is a human body between the headset and the Bluetooth device
In this case, put the Bluetooth device in the same direction as the antenna of the headset to improve the Bluetooth communications.
 - There is an obstacle, such as metal or a wall, between the headset and the Bluetooth device.
 - In places with wireless LAN, where a microwave oven is used, electromagnetic waves are generated, etc.
- The situation may be improved by changing the wireless playback quality settings or fixing the wireless playback mode to SBC on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- Because Bluetooth devices and Wi-Fi (IEEE802.11b/g/n) use the same frequency band (2.4 GHz), microwave interference may occur and result in noise, audio dropouts, or communications being disabled if this headset is used near a Wi-Fi device. In such a case, perform the following steps.
 - When connecting the headset to a Bluetooth device, use this headset at least 10 m (30 feet) away from the Wi-Fi device.
 - If this headset is used within 10 m (30 feet) of a Wi-Fi device, turn off the Wi-Fi device.
 - Use this headset and the Bluetooth device as near to each other as possible.
- If you are listening to music with your smartphone, the situation may be improved by shutting down unnecessary apps or restarting your smartphone.

Related Topic

- [About the sound quality mode](#)

The headset does not operate properly.

- Reset the headset. This operation does not delete pairing information.
- If the headset does not operate properly even if you reset the headset, initialize the headset.
- You cannot operate the headset if it is not worn. Put on the headset to operate.
- To operate the headset, tap the touch sensor correctly. Hold the headset between your thumb and middle finger, then tap the touch sensor with your forefinger.
- The headset cannot be operated when the touch sensor or your fingers are wet. Wipe off any perspiration or water with a soft dry cloth before operation.
- The headset cannot be operated with gloved fingers. Operate the headset with bare hands.
- The headset cannot be operated when the touch sensor is covered by your hair. Clear the touch sensor so that you can tap the touch sensor directly.
- Tap the inside of the circle on the touch sensor. If the rim of the touch sensor is touched, the headset may not operate.
- Tap the touch sensor with the ball of your finger. If you tap with your nail or fingertip, the headset may not operate.
- Tap the touch sensor while holding the headset between your thumb and middle finger. If the headset moves when you tap the touch sensor, the headset may not operate.

Related Topic

- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Cannot hear a person on a call.

- Check that both the headset and the connected device (i.e., smartphone) are turned on.
 - Turn up the volume of the connected device if it is too low.
 - Check the audio settings of the Bluetooth device to make sure the sound is output to the headset during a call.
 - Use the Bluetooth device to reestablish the connection. Select HFP or HSP for the profile.
 - While listening to music with the headset, stop playback and tap the touch sensor twice quickly on the left or right unit to respond to an incoming call.
-

Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Making a call](#)

Wireless Noise Canceling Stereo Headset

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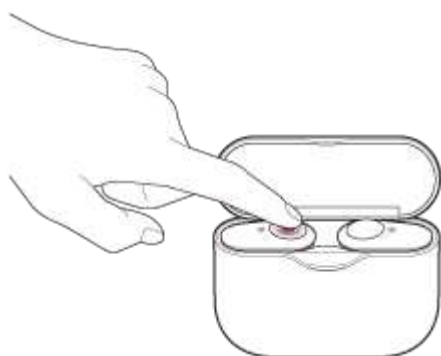
Low voice from callers

- Turn up the volume of the connected device.

Resetting the headset

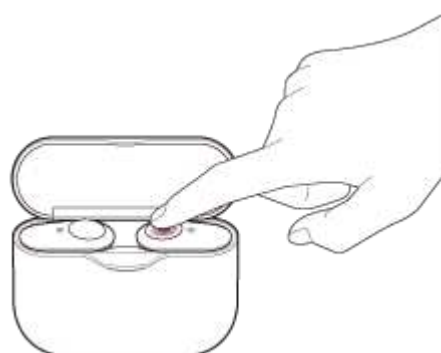
If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset.

Place the headset in the charging case, leave the lid of the charging case open, then hold your finger to the touch sensor on the left unit for about 20 seconds.



Release your finger when the indicator (red) of the headset turns off after flashing.

Then hold your finger to the touch sensor on the right unit for about 20 seconds.



Release your finger when the indicator (red) of the headset turns off after flashing.

When there is a problem with the headset, the indicator (red) of the headset remains off and does not start flashing even if you perform the procedures described above. In this case, hold your finger to the touch sensor longer (for about 30 seconds), and release your finger when the indicator (red) of the headset turns on.

Device registration (pairing) information and other settings will be retained.

If the headset does not operate correctly even after resetting, initialize the headset to restore factory settings.

Related Topic

- [Initializing the headset to restore factory settings](#)

Initializing the headset to restore factory settings

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

Place the headset in the charging case, leave the lid of the charging case open, then hold your fingers to the touch sensors on both the left and right units for about 10 seconds. Release your fingers when the indicators (red) of the headset start flashing.

The indicators (blue) flash 4 times (● ● ● ●), and the headset is initialized. This operation resets the headset to the factory settings and deletes all pairing information. In this case, delete the pairing information for the headset from the device and then pair them again.

If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

Note

- Before holding your fingers to the touch sensors, check that both the indicators (red) of the headset are lit.
- If you have updated the software after purchasing the headset, even if you initialize the headset, the software is retained updated.
- When you initialize the headset to restore the factory settings after you change the language of the voice guidance, the language will also return to the factory setting.