Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA



Model: YY2954

Some models are not available depending on the country or region where you purchased the headset.

Quick Start Guide

Download the app, and set up the headset



To use all functions and improved performances, 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/
From October 2024, the “Sony | Headphones Connect” app was launched as the “Sony | Sound Connect” app with a new name and new screen.

Let’s start to use





Turning on the headset

Press and hold the ⏻ (power) button for about 2 seconds until the indicator (blue) flashes. The headset enters pairing mode automatically when you turn on the headset for the first time after purchase.



Establishing a BLUETOOTH® connection

Follow the downloaded “Sony | Headphones Connect” app instructions.



Operating the headset

You can use the touch sensor control panel to perform the following operations.
Tap twice quickly: Play/Pause
Swipe forward and release: Skip to the beginning of the next track
Swipe backward and release: Skip to the beginning of the previous track (or the current track during playback)
Swipe up and release: Increase the volume
Swipe down and release: Decrease the volume
For more details on operations, refer to “Controlling the audio device (Bluetooth connection)”.

⚠ To prevent burning or malfunction due to getting wet

The headset is not waterproof.
If the headset is charged while it is wet with rain or sweat, etc., this can result in burnout or malfunction.

Note

- If you put on the headset without adjusting the slider, the headset may not be positioned properly on your head, resulting in discomfort or a weak noise canceling effect. The wearing detection function of the headset may also not work properly and cause music playback to stop automatically or activate the automatic power off function (the battery saving function) to automatically turn off the headset.

Related information

Wearing the headset
Establishing a Bluetooth connection manually
Charging the headset

Getting started

What you can do with the Bluetooth function

About the voice guidance

Supplied accessories

- Checking the package contents
- Setting the headset in the carrying case

Parts and controls

- Location and function of parts

About the indicator

Wearing the headset

Power/Charging

Charging the headset

Available operating time

Checking the remaining battery charge

Turning on the headset

Turning off the headset

Making connections

How to make a wireless connection to Bluetooth devices

Easy setup with app

Connecting with the “Sony | Headphones Connect” app

Android smartphone

Pairing and connecting with an Android smartphone

Connecting to a paired Android smartphone

iPhone (iOS devices)

Pairing and connecting with an iPhone

Connecting to a paired iPhone

Computers

Pairing and connecting with a computer (Windows® 10)

Pairing and connecting with a computer (Windows 8.1)

Pairing and connecting with a computer (Mac)

Connecting to a paired computer (Windows 10)

Connecting to a paired computer (Windows 8.1)

Connecting to a paired computer (Mac)

Other Bluetooth devices

Pairing and connecting with a Bluetooth device

Connecting to a paired Bluetooth device

Multipoint connection

Connecting the headset to 2 devices simultaneously (multipoint connection)

Using the supplied headphone cable

Listening to music

Listening to music via a Bluetooth connection

Listening to music from a device via Bluetooth connection

Controlling the audio device (Bluetooth connection)

Disconnecting Bluetooth connection (after use)

About 360 Reality Audio

Using Quick Access

Enjoying seamless playback with speakers (Auto Switch)

Noise canceling function

What is noise canceling?

Using the noise canceling function

Always automatically optimizing the noise canceling performance to suit the wearer and usage environment (Auto NC Optimizer)

Listening to ambient sound

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

Listening to ambient sound quickly (Quick Attention Mode)

Speaking with someone while wearing the headset (Speak-to-Chat)

Sound quality mode

About the sound quality mode

Supported codecs

About the DSEE Extreme function

Making phone calls

Receiving a call

Making a call

Functions for a phone call

Making a video call on your computer

Disconnecting Bluetooth connection (after use)

Using the voice assist function

Using the Google Assistant
Using Amazon Alexa
Using the voice assist function (Google app)
Using the voice assist function (Siri)
Using the apps
What you can do with the “Sony | Headphones Connect” app
Installing the “Sony | Headphones Connect” app
Accessing support information from the “Sony | Headphones Connect” app
How to keep the software up-to-date (for comfortable use of the headset)
What you can do with partner services
What you can do with partner services
Important information
Precautions
To prevent burning or malfunction due to getting wet
Licenses
Trademarks
Customer support websites
Troubleshooting
What can I do to solve a problem?
Power/Charging
Unable to turn on the headset.
The headset is turned off automatically.
Charging cannot be done.
Charging time is too long.
The available operating time is short (the duration of the battery is short).
Sound
No sound
Low sound level

Low sound quality, or noise or unusual sound can be heard.
Sound skips frequently.
The effect of noise canceling is not sufficient.

Bluetooth connection

Pairing cannot be done.
Unable to make a Bluetooth connection.
The headset does not operate properly.
Cannot hear a person during a call/low voice from callers, your voice does not reach the person during a call/your voice is low on the caller's side.
The headset reacts incorrectly.

Resetting or initializing the headset

Resetting the headset
Initializing the headset to restore factory settings

Specifications

Specifications

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

What you can do with the Bluetooth function

The headset uses Bluetooth wireless technology, allowing you to do the following.

Listening to music

You can enjoy music wirelessly from a smartphone or music player, etc.



Talking on the phone

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



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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

About the voice guidance

In the factory settings, you will hear the English voice guidance in the following situations 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 “Sony | Headphones Connect” app help guide.
https://rd1.sony.net/help/mdr/hpc/h_zz/

- When entering pairing mode: “Pairing”
- 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”
- When automatically turning off due to low battery: “Battery is empty”
- When Speak-to-Chat is enabled: “Speak-to-chat activated”
- When Speak-to-Chat is disabled: “Speak-to-chat deactivated”
- When the Google™ Assistant is not available on the smartphone connected to the headset even if you operate the touch sensor control panel: “The Google Assistant is not connected”
- When Amazon Alexa is not available on the smartphone connected to the headset even if you operate the touch sensor control panel: “Either your mobile device isn’t connected; or you need to open the Alexa App and try again”
- When Quick Access is not available because Service Link is turned off: “Launch Headphones Connect to activate Service Link”
- When Quick Access is not available during software update: “Function is not available during update. Please wait a moment until the update completes.”
- When the corresponding app is not launched even when operating the headset unit to which the Quick Access feature is assigned: “App assigned to the Quick Access is not launched on the mobile device”

Note

- It takes about 20 minutes when you change the language of the voice guidance.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will also return to the factory settings.
- If the voice guidance is not heard after changing the voice guidance language or updating the software, turn the headset off and on again.

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Wireless Noise Canceling Stereo Headset
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Checking the package contents

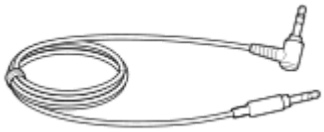
After opening the package, check that all of the items in the list are included. If any items are missing, contact your dealer.
Numbers in ( ) indicate the item amount.

Wireless Noise Canceling Stereo Headset

USB Type-C® cable (USB-A to USB-C®) (approx. 20 cm (7.88 in.)) (1)



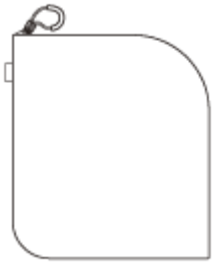
Headphone cable (approx. 1.2 m (47.25 in.)) (1)



Carrying case (WH-1000XM5 only) (1)



Carrying pouch (WH-1000XM5SA only) (1)



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Setting the headset in the carrying case

When you have finished using the headset, put it in the supplied carrying case.

To store the cables

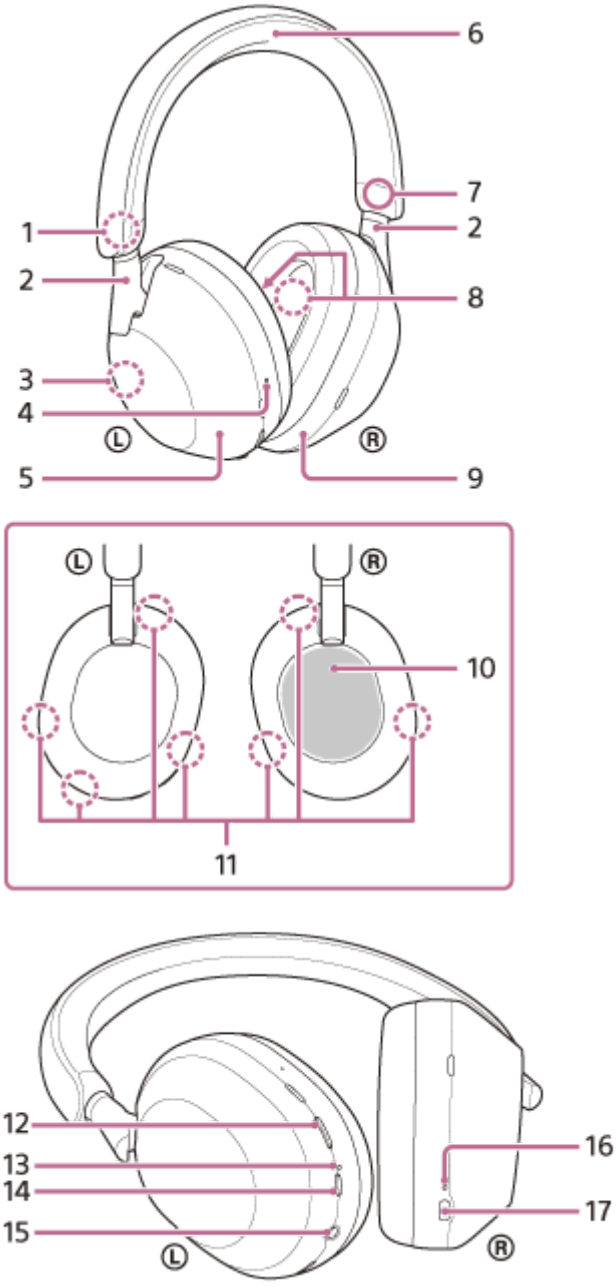
Put the cables in the holder separated by the divider in the carrying case.



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Location and function of parts



1. Ⓛ (left) mark
2. Sliders (left, right)
   Slide to adjust the length of the headband.
3. Built-in antenna
   A Bluetooth antenna is built into the headset.
4. Tactile dot
   There is a tactile dot on the left unit.
5. Left unit
6. Headband
7. Ⓡ (right) mark
8. Noise canceling function microphones (internal) (left, right)
   Picks up the sound of the noise when the noise canceling function is in use.

9. Right unit
10. Touch sensor control panel
    Remotely controls music playback of the connected Bluetooth device or performs other operations using touch operation.
11. Noise canceling function microphones (external) and voice pickup microphones (left, right)
    Pick up the sound of noise when the noise canceling function is in use and the wearer’s voice during a phone call or when the Speak-to-Chat mode is in use.
12. NC/AMB (noise canceling/Ambient Sound Mode) button
13. Indicator (orange/blue)
    Lights up in orange or blue to indicate the battery or communications status of the headset.
14. ⏻ (power) button
15. Headphone cable input jack
    Connect a music player, etc. using the supplied headphone cable. Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you may not hear the sound properly.
16. Charging indicator (orange)
    Lights up in orange while charging.
17. USB Type-C port
    Connect the headset to a computer, or to an AC outlet via a commercially available USB AC adaptor, with the supplied USB Type-C cable to charge the headset.

Related Topic

- About the indicator
- Checking the remaining battery charge

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Wireless Noise Canceling Stereo Headset
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About the indicator

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

● : Turns on in blue / ● : Turns on in orange / -: Turns off

Indicator (blue/orange) next to the ⏻ (power) button

Turning on

● - ● (flashes twice in blue)
In this case, when the remaining battery charge is 10% or lower (requires charging), the indicator lights successively as follows.
▬ - ▬ - ▬ (repeatedly flashes slowly in orange for about 15 seconds)

Turning off

▬ (lights up in blue for about 2 seconds)

Displaying the remaining battery charge

- Remaining charge: More than 10%
  ● - ● (flashes twice in blue)
- Remaining charge: 10% or lower (requires charging)
  ▬ - ▬ - ▬ (repeatedly flashes slowly in orange for about 15 seconds)

For details, see “Checking the remaining battery charge”.

When the remaining battery charge becomes low

▬ - ▬ - ▬ (repeatedly flashes slowly in orange for about 15 seconds)

Bluetooth function

- Device registration (pairing) mode
  ● ● - - ● ● - - (repeatedly flashes twice in blue)
- Not connected
  ● - - ● - - ● - - ● - - (repeatedly flashes in blue at about 1-second intervals)
- Connection process completed
  ● ● ● ● ● ● ● ● (repeatedly flashes quickly in blue for about 5 seconds)
- Connected
  ● - - - - - - ● - - - - - - (repeatedly flashes in blue at about 5-second intervals)
- Incoming call
  ● ● ● ● ● ● ● ● (repeatedly flashes quickly in blue)

The unconnected 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 starts flashing in orange.

Other

- Headphone cable connected (power is turned on)
  ● - - - - - - ● - - - - - - (repeatedly flashes in blue at about 5-second intervals)
  The indicator turns off automatically after a period of time has passed. When the remaining battery charge becomes low, the indicator starts flashing in orange.
- Updating software
  ▬ - - ▬ - - (repeatedly flashes slowly in blue)
- Initialization completed
  ● ● ● ● (flashes 4 times in blue)
  For details, see “Initializing the headset to restore factory settings”.

USB Type-C port charging indicator (orange)

Charging

- While charging
  ▬▬▬▬ (lights up in orange)
  The indicator turns off after charging is complete.
- Abnormal temperature
  ● ● - - ● ● - - (repeatedly flashes twice in orange)
- Abnormal charging
  ▬ - - ▬ - - (repeatedly flashes slowly in orange)

Related Topic

- Checking the remaining battery charge
- Initializing the headset to restore factory settings

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Wearing the headset

1 Wear the headset on your ears.

1. Check the left and right units of the headset.
   On the left unit, there is the Ⓛ (left) mark, a tactile dot, the ⏻ (power) button, and the NC/AMB button.
   On the right unit, there is the Ⓡ (right) mark. There is no tactile dot or button.

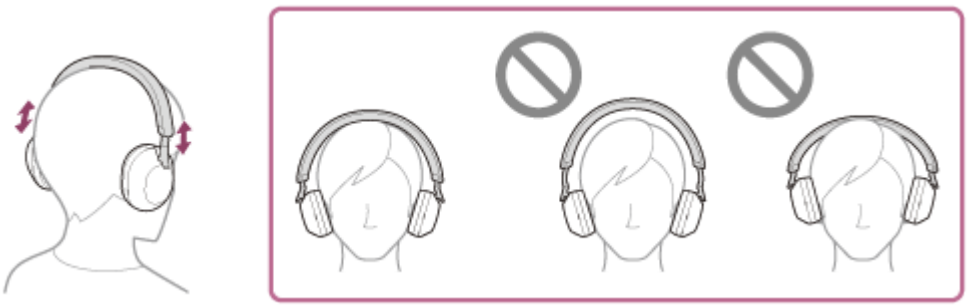
2. Extend the slider.
   Extend the slider to its full length before putting on the headset.



3. Put on the headset.
   Put on the headset with the earpads fitting snugly over your ears.



4. Adjust the length of the slider.
   Adjust the slider to a length where the headband touches the top of your head.



5. Adjust the orientation of the units.
   Adjust the orientation of the left and right units so that the earpads fit snugly all around your ears.



If you put on the headset without adjusting the slider, the headset may not be positioned properly on your head, resulting in discomfort or a weak noise canceling effect. The wearing detection function of the headset may also not work properly and cause music playback to stop automatically or activate the automatic power off function (the battery saving function) to automatically turn off the headset.

When attaching and removing the headset

In the factory settings, the built-in proximity sensor in the left unit detects when the headset is worn on or removed from your ears, and the headset automatically controls the touch sensor control panel's operation, powering off the headset, pausing music playback, etc. (Wearing detection).

When the headset is worn

- The indicator next to the ⏻ (power) button turns off.
- You can use the touch sensor control panel of the headset to play music, make and receive calls, etc.

When the headset is removed

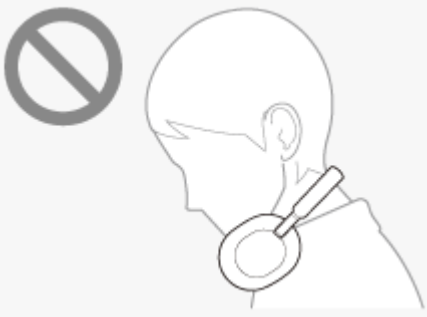
- When you listen to music while wearing the headset on your ears, the headset will pause music playback automatically if the headset is removed. When the headset is worn again, the headset resumes music playback.
- In order to save the battery, the headset will automatically turn off after 15 minutes of not being worn.
- In order to prevent the headset from reacting incorrectly, music playback, making and receiving calls, and other operations cannot be performed when the headset is removed, even if you tap the touch sensor control panel. The noise canceling function cannot be used even if you press the NC/AMB button.
- When you are talking on the headset while wearing the headset on your ears, the call is automatically switched to the smartphone or mobile phone if the headset is removed. When you put the headset on your ears again, the call is switched to the headset.

Hint

- By using the "Sony | Headphones Connect" app, you can change the settings of the wearing detection automatic music playback pause and resume function and the wearing detection automatic power off function (the battery saving function).

Note

- In the following cases, wearing detection may react incorrectly. When you do not use the headset, turn off the headset.
  - With the headset around your neck, your chin goes into the housing



  - Put your hand inside the earpad of the left unit



– Put the headset in a bag, etc.



– Hang the headset on a bag, etc.



- When you wear the headset over a cap, cloth, a scarf, hair, etc., wearing detection may not work properly, and the touch sensor control panel may not be available for operation. Wear the headset so that your ears are inside the earpads.
- When the supplied headphone cable is connected to the headset, wearing detection does not work.
- The wearing detection automatic music playback pause and resume function is only available when connected via Bluetooth connection.
- The connected device or playback application you are using may not support the wearing detection automatic music playback pause and resume function.
- When attaching and removing the headset, the call is switched only when the wearing detection automatic power off function is enabled.

Related Topic

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

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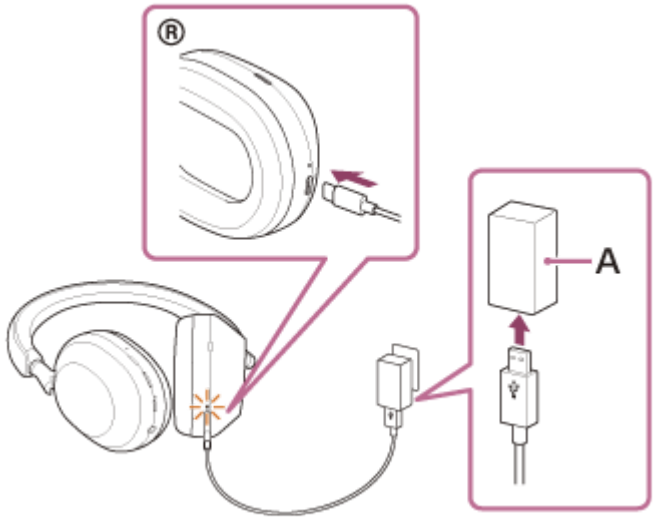
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Charging the headset

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 headset to an AC outlet.**

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



A: USB AC adaptor

- The charging indicator (orange) of the headset lights up.
- Charging is completed in about 3.5 hours (*) and the charging indicator turns off automatically.

* 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.

System requirements for battery charge using USB

USB AC adaptor

A commercially available USB AC adaptor capable of supplying an output current of 1.5 A or more
(If the output current is less than 1.5 A, the charging time will increase, and the music playback time after 3 or 10 minutes of charging will decrease.)

Commercially available USB AC adaptor compatible with USB PD (USB Power Delivery)

The charging time will be shorter with a USB AC adaptor compatible with USB PD.
It is recommended to use a USB AC adaptor compatible with 5 V/2 A or 9 V/3 A output.

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 headset to a running computer using the supplied USB Type-C cable.
- If charging starts while the headset is on, the headset will turn off automatically.

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 headset 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 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 charging and discharging several times. If you store the headset for a long time, charge the battery 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.
- If the headset detects a problem while charging due to the following causes, the charging indicator (orange) 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 rechargeable battery.
- If the headset is not used for a long time, the charging indicator (orange) may not immediately light up when the headset starts charging. Please wait a moment until the indicator lights up.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.
- 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 headset to a computer, use only the supplied USB Type-C cable, and make sure to connect them directly. Charging will not be properly completed when the headset is connected through a USB hub.
- It is not guaranteed that the headset works with all USB PD compatible equipment.
- When the headset is charged using a USB PD compatible AC adaptor, the right unit may become hot, but this is not a malfunction.

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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	Noise canceling function/Ambient Sound Mode	Available operating time
LDAC™	Noise canceling function: ON	Max. 26 hours
LDAC	Ambient Sound Mode: ON	Max. 26 hours
LDAC	OFF	Max. 36 hours
AAC	Noise canceling function: ON	Max. 30 hours
AAC	Ambient Sound Mode: ON	Max. 30 hours
AAC	OFF	Max. 40 hours
SBC	Noise canceling function: ON	Max. 28 hours
SBC	Ambient Sound Mode: ON	Max. 28 hours
SBC	OFF	Max. 38 hours

- About 1 hour of music playback is possible after 3 minutes charging. About 5 hours of music playback is possible after 10 minutes charging as well.
- About 3 hours (*) of music playback is possible after 3 minutes charging when using a commercially available USB PD compatible AC adaptor with output of 9 V/2.3 A or more.

* Time when used in a place with an ambient temperature between 25 °C and 35 °C (77 °F - 95 °F). It may differ depending on the conditions of use.

Communication time

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 24 hours
Ambient Sound Mode: ON	Max. 24 hours
OFF	Max. 32 hours

Headphone cable connected (power is turned on)

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: ON	Max. 28 hours
Ambient Sound Mode: ON	Max. 28 hours
OFF	Max. 38 hours

Hint

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

Note

- Usage hours may be different from the time described above depending on the settings for the headset functions and usage conditions.
- If you set the following functions, the available operating time of the battery becomes shorter than the ones described above.
  - DSEE Extreme
  - Speak-to-Chat
  - Equalizer
  - Function to launch the voice assistant by your voice
  - Service Link

Related Topic

- Supported codecs
- About the DSEE Extreme function
- What you can do with the “Sony | Headphones Connect” app

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Checking the remaining battery charge

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

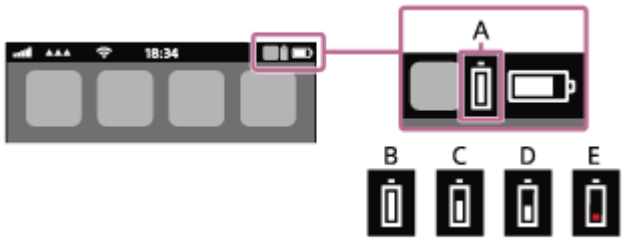
When you press the ⏻ (power) button while the headset is on, a voice guidance indicating the remaining battery charge can be heard.
“Battery about XX %” (The “XX” value indicates the approximate remaining charge.)
“Battery fully charged”
The remaining battery charge indicated by the voice guidance may differ from the actual remaining charge in some cases. Use it as a rough estimate.
The indicator (orange) also flashes for about 15 seconds if the remaining battery charge is 10% or lower when the headset is turned on.

When the remaining charge becomes low

A warning beep sounds and the color of the operating indicator (blue) becomes orange. If you hear the voice guidance say, “Low battery”, charge the headset as soon as possible.
When the battery becomes completely empty, a warning beep sounds, the voice guidance says, “Battery is empty”, and the headset automatically turns off.

When you are using iPhone or iPod touch

When the headset is connected to an iPhone or iPod touch over an HFP（Hands-free Profile） Bluetooth connection, it will show an icon that indicates the remaining battery charge of the headset on the screen of the iPhone or iPod touch.
The display position is an example.



A: Remaining battery charge of the headset
The approximate remaining charge is shown at 10 different levels. B through E are display examples.
B: 100%
C: 70%
D: 50%
E: 10% or lower (requires charging)

The remaining battery charge of the headset is also displayed on the widget of an iPhone or iPod touch running iOS 11 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. 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 via HFP Bluetooth connection, select [Settings] - [Device connection] - [Bluetooth] to display the remaining battery charge of the headset in 10 different levels such as “100%”, “70%”, “50%” or “10%” in the connected Bluetooth device column on the smartphone’s screen. The operation above is an example. For details, refer to the operating instructions of the Android smartphone.

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

Hint

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

Note

- If the headset and smartphone are not connected with HFP, the remaining battery charge will not be correctly displayed.
- If you connect the headset to an iPhone/iPod touch or Android smartphone with “Media audio” (A2DP) only in a multipoint connection, the remaining battery charge will not be displayed correctly.
- 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

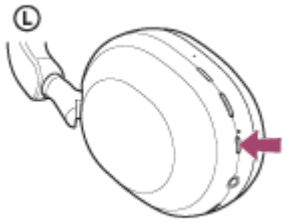
- About the indicator
- What you can do with the “Sony | Headphones Connect” app

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WH-1000XM5 / WH-1000XM5SA

Turning on the headset

1 **Press and hold the ⏻ (power) button for about 2 seconds until the indicator (blue) flashes.**



Related Topic

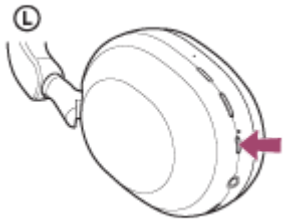
- Turning off the headset

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Turning off the headset

1 **Press and hold the ⏻ (power) button for about 2 seconds until the indicator (blue) turns off.**



Hint

- You can also turn off the headset with the “Sony | Headphones Connect” app.
- The headset will automatically turn off after 15 minutes of not being worn. This setting can be changed using the “Sony | Headphones Connect” app.
- When storing the headset in a bag, etc., turn off the headset. Wearing detection may react incorrectly.

Related Topic

- Turning on the headset
- What you can do with the “Sony | Headphones Connect” app

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

How to make a wireless connection to Bluetooth devices

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

Pairing

To use the Bluetooth function, both of the connecting devices must be registered in advance. The operation to register a device is called “pairing”.
Pair the headset and the device manually.

Connecting to a paired device

Once a device is paired, it is not necessary to pair it again. Connect to devices already paired with the headset using the methods necessary for each device.

Related Topic

- Pairing and connecting with an Android smartphone
- Pairing and connecting with an iPhone
- Pairing and connecting with a computer (Windows® 10)
- Pairing and connecting with a computer (Windows 8.1)
- Pairing and connecting with a computer (Mac)
- Pairing and connecting with a Bluetooth device
- Connecting to a paired Android smartphone
- Connecting to a paired iPhone
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Windows 8.1)
- Connecting to a paired computer (Mac)
- Connecting to a paired Bluetooth device

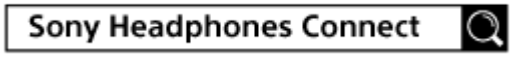
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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

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





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 the “Sony | Headphones Connect” app
- Installing the “Sony | Headphones Connect” app

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

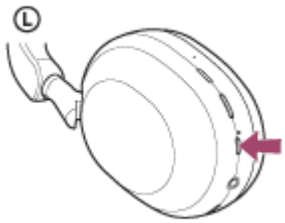
Pairing and connecting with an Android smartphone

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 starting the operation, make sure of the following:

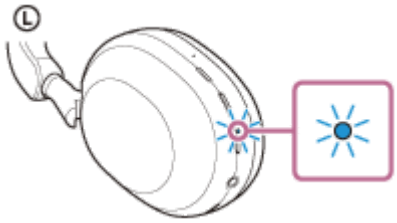
- The Android smartphone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the Android smartphone is in hand.

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. In this case, proceed to step 2 .
When you pair a second or subsequent device (the headset already has pairing information for other devices), press and hold the (power) button for about 5 seconds to enter pairing mode manually.



The indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Pairing”.



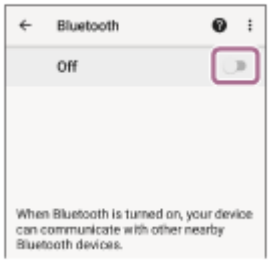
2 Unlock the screen of the Android smartphone if it is locked.

3 Find the headset on the Android smartphone.

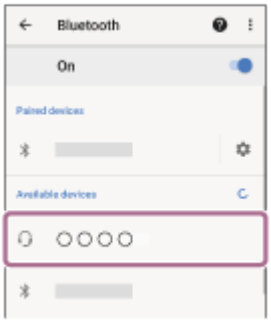
1. Select [Settings] - [Device connection] - [Bluetooth].



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



4 Touch [WH-1000XM5].



If Passkey (*) input is required, input “0000”.
The headset and smartphone are paired and connected with each other.
You will hear a notification sound announcing that the connection is established.
If they are not connected, see “Connecting to a paired Android smartphone”.
If [WH-1000XM5] does not appear on the Android smartphone screen, try again from the beginning of step 3 .

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operation again 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 connected 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

- 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

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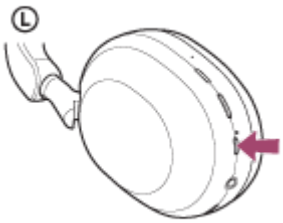
Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Connecting to a paired Android smartphone

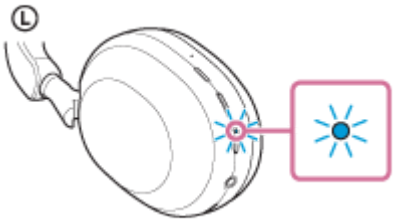
1 Unlock the screen of the Android smartphone if it is locked.

2 Turn on the headset.

Press and hold the (power) button for about 2 seconds.



You will hear a notification sound announcing that the headset is turned on.
The indicator (blue) continues to flash even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound announcing that the connection is established.
Check the connection status on the Android smartphone. If it is not connected, proceed to step 3 .

3 Display the devices paired with the Android smartphone.

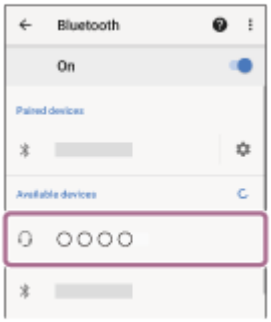
1. Select [Settings] - [Device connection] - [Bluetooth].



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



Touch [WH-1000XM5].



You will hear a notification sound announcing that the connection is established.

Hint

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

Note

- When connecting, [WH-1000XM5], [LE_WH-1000XM5], or both may be displayed on the connecting device. When both or [WH-1000XM5] is displayed, select [WH-1000XM5]; when [LE_WH-1000XM5] is displayed, select [LE_WH-1000XM5].
- 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. If this is the case, deactivate the Bluetooth function on the last-connected 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

- 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)

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

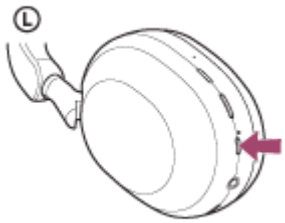
Pairing and connecting with an iPhone

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 starting the operation, make sure of the following:

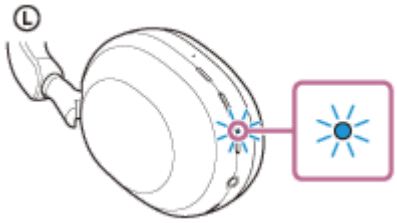
- The iPhone is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the iPhone is in hand.

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. In this case, proceed to step 2 .
When you pair a second or subsequent device (the headset already has pairing information for other devices), press and hold the (power) button for about 5 seconds to enter pairing mode manually.



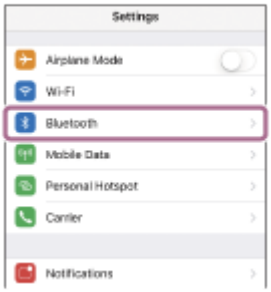
The indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Pairing”.



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

3 Find the headset on the iPhone.

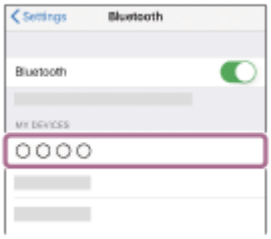
1. Select [Settings].
2. Touch [Bluetooth].



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



4 **Touch [WH-1000XM5].**



If Passkey (*) input is required, input “0000”.
The headset and iPhone are paired and connected with each other.
You will hear a notification sound announcing that the connection is established.
If they are not connected, see “Connecting to a paired iPhone ”.
If [WH-1000XM5] does not appear on the display of the iPhone, try again from the beginning of step **3** .

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with your iPhone.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operation again 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 connected 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

- 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

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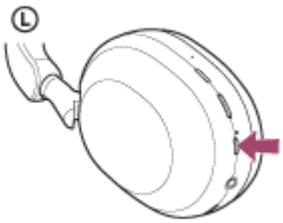
Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Connecting to a paired iPhone

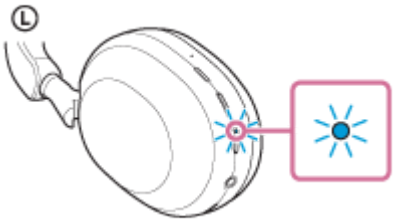
1 Unlock the screen of the iPhone if it is locked.

2 Turn on the headset.

Press and hold the (power) button for about 2 seconds.



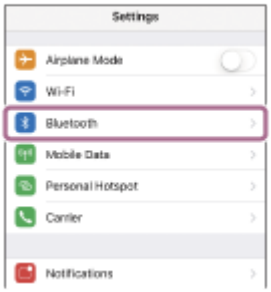
You will hear a notification sound announcing that the headset is turned on.
The indicator (blue) continues to flash even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound announcing that the connection is established.
Check the connection status on the iPhone. If it is not connected, proceed to step 3 .

3 Display the devices paired with the iPhone.

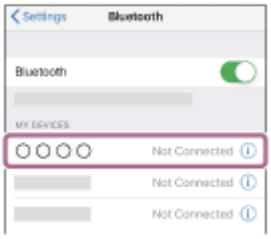
1. Select [Settings].
2. Touch [Bluetooth].



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



4 **Touch [WH-1000XM5].**



You will hear a notification sound announcing that the connection is established.

Hint

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

Note

- When connecting, [WH-1000XM5], [LE_WH-1000XM5], or both may be displayed on the connecting device. When both or [WH-1000XM5] is displayed, select [WH-1000XM5]; when [LE_WH-1000XM5] is displayed, select [LE_WH-1000XM5].
- 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. If this is the case, deactivate the Bluetooth function on the last-connected 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

- 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)

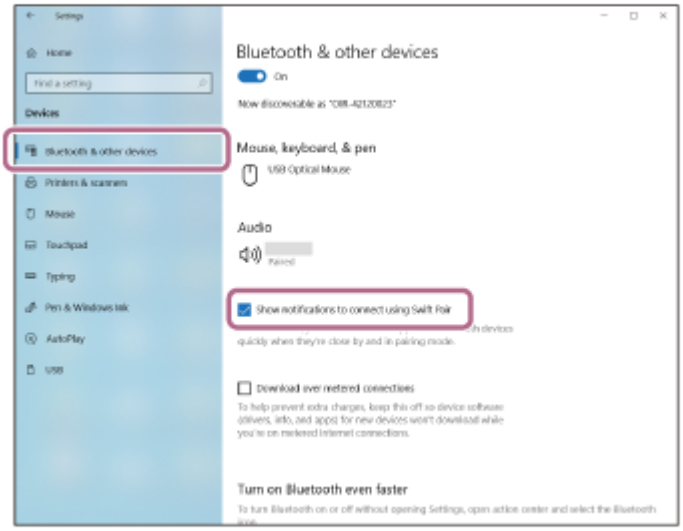
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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Pairing and connecting with a computer (Windows® 10)

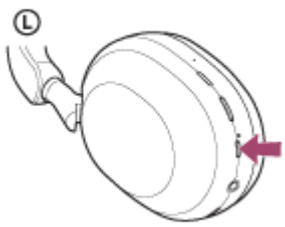
The operation to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.
Before starting the operation, make sure of the following:

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- When you use a video calling application on your computer, your computer has a Bluetooth function that supports calling connections (HFP/HSP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- If your OS version is Windows 10 version 1803 or later, the Swift Pair function will make pairing easier. To use the Swift Pair function, click the [Start] button - [Settings] - [Devices] - [Bluetooth & other devices], and check [Show notifications to connect using Swift Pair].

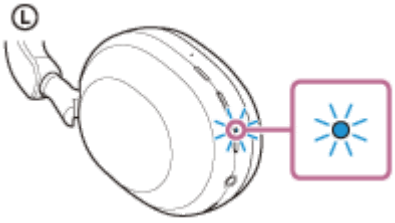


1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. In this case, proceed to step 2 .
When you pair a second or subsequent device (the headset already has pairing information for other devices), press and hold the ⏻ (power) button for about 5 seconds to enter pairing mode manually.



The indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Pairing”.

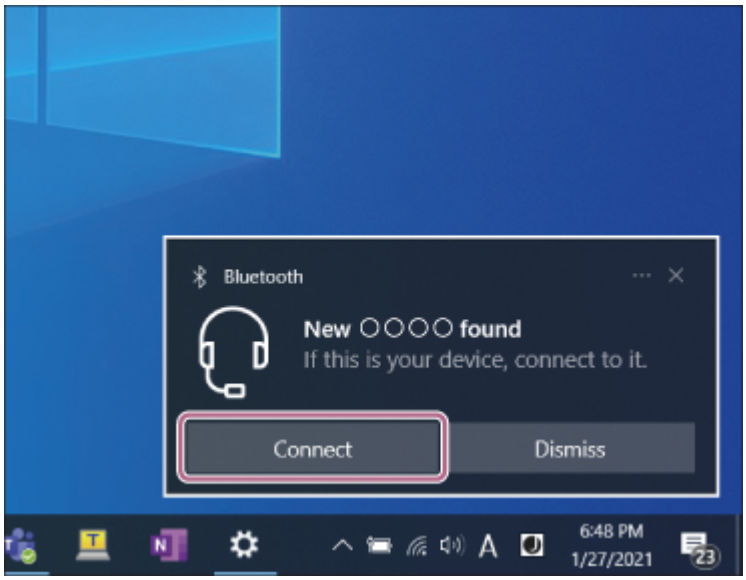


2 **Wake the computer up if the computer is in standby (sleep) or hibernation mode.**

3 **Pair the headset using the computer.**

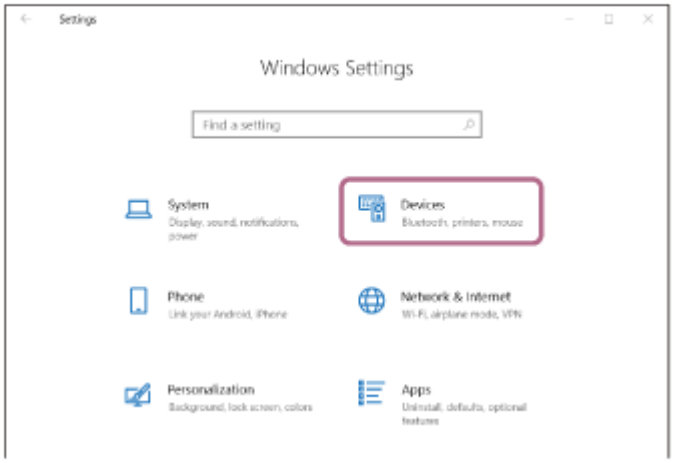
To connect using the Swift Pair function

1. Select [Connect] from the pop up menu displayed on your computer screen.

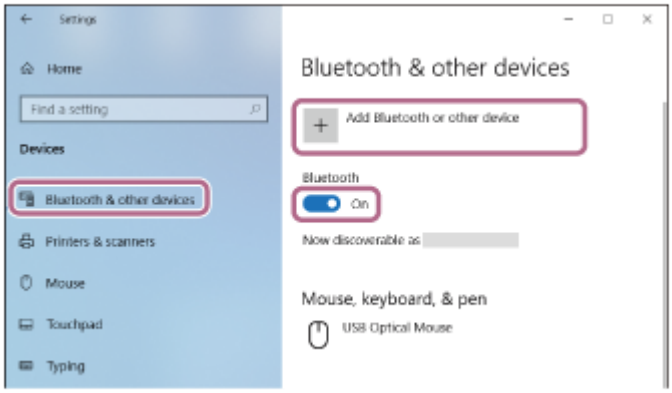


To connect without using the Swift Pair function

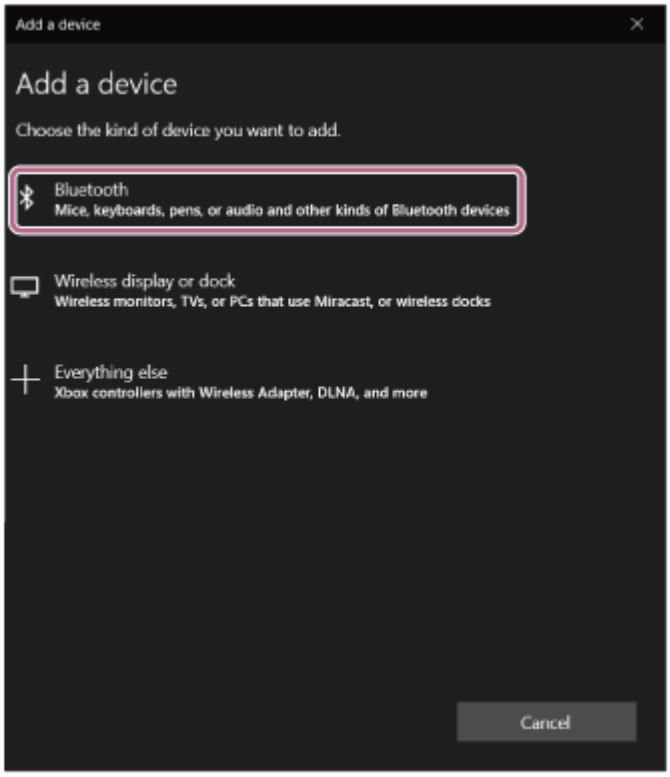
1. Click the [Start] button, then [Settings].
2. Click [Devices].



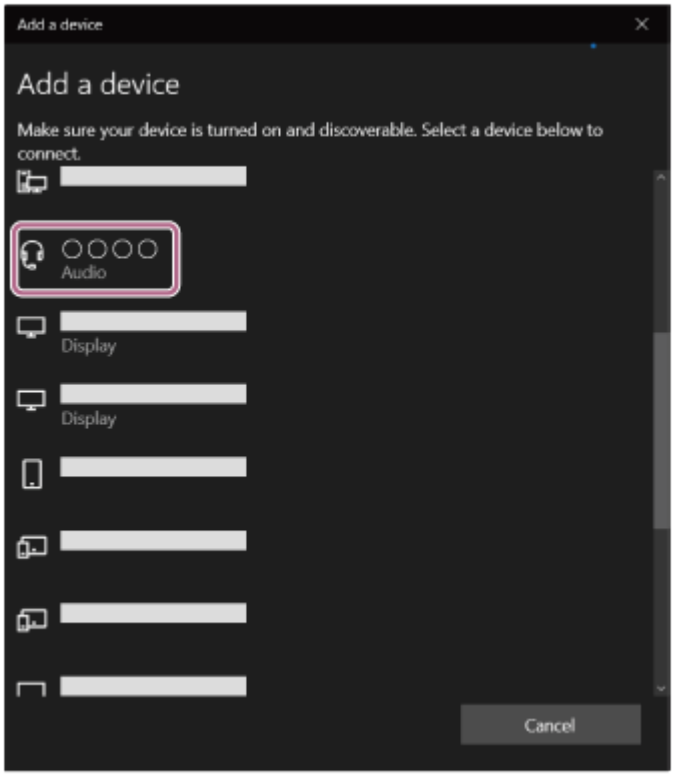
3. Click the [Bluetooth & other devices] tab, click the [Bluetooth] switch to turn on the Bluetooth function, then click [Add Bluetooth or other device].



4. Click [Bluetooth].



5. Click [WH-1000XM5].



If Passkey (*) input is required, input “0000”.
The headset and computer are paired and connected with each other.
You will hear a notification sound announcing that the connection is established.
If they are not connected, see “Connecting to a paired computer (Windows 10)”.
If [WH-1000XM5] does not appear on the computer screen, try again from “To connect without using the Swift Pair function” of step 3 .

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operation again 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 connected 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

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Windows 10)
- Listening to music from a device via Bluetooth connection
- Making a video call on your computer
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

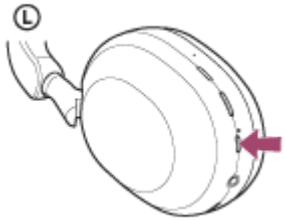
Pairing and connecting with a computer (Windows 8.1)

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 starting the operation, make sure of the following:

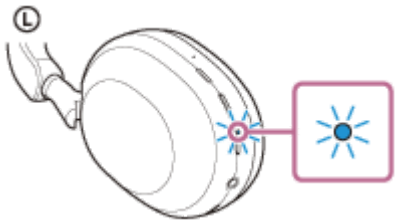
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- When you use a video calling application on your computer, your computer has a Bluetooth function that supports calling connections (HFP/HSP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. In this case, proceed to step 2 .
When you pair a second or subsequent device (the headset already has pairing information for other devices), press and hold the ⏻ (power) button for about 5 seconds to enter pairing mode manually.



The indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Pairing”.



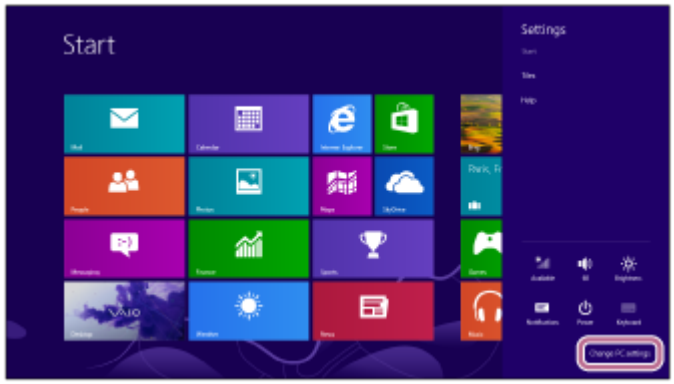
2 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

3 Pair the headset using the computer.

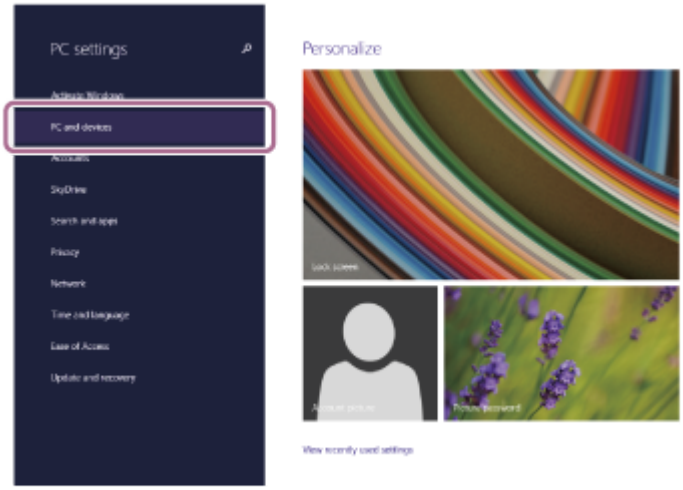
1. Move the mouse pointer to the top-right corner of the screen (when using a touch panel, swipe from the right edge of the screen), then select [Settings] from the Charm Bar.



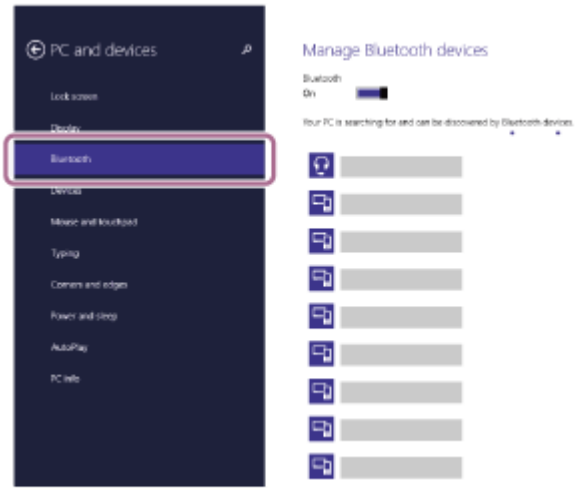
2. Select [Change PC Settings] of the [Settings] charm.



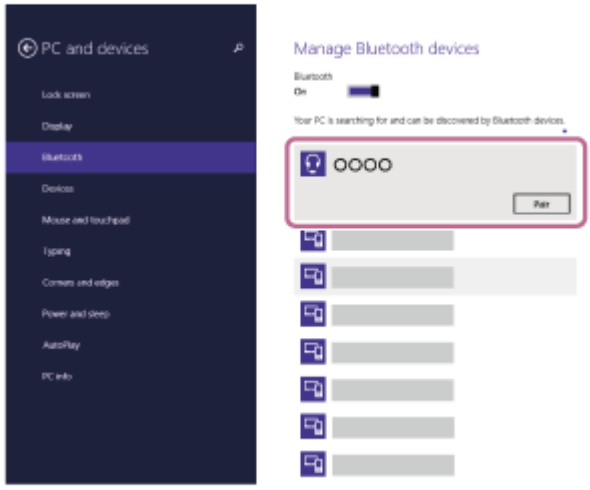
3. Select [PC and devices] of the [PC Settings] screen.



4. Select [Bluetooth].



5. Select [WH-1000XM5], then select [Pair].



If Passkey (*) input is required, input “0000”.
The headset and computer are paired and connected with each other.
You will hear a notification sound announcing that the connection is established.
If they are not connected, see “Connecting to a paired computer (Windows 8.1)”.
If [WH-1000XM5] does not appear on the computer screen, try again from the beginning of step 3 .

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operation again 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 connected 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

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Windows 8.1)
- Listening to music from a device via Bluetooth connection
- Making a video call on your computer
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Pairing and connecting with a computer (Mac)

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.

Compatible OS

macOS (version 10.15 or later)
Before starting the operation, make sure of the following:

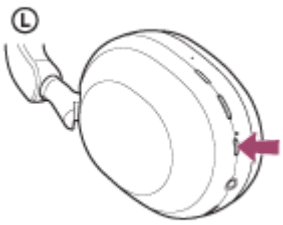
- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- When you use a video calling application on your computer, your computer has a Bluetooth function that supports calling connections (HFP/HSP).
- The computer is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer is in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.
  If the computer speaker is set to the “OFF” mode, no sound is heard from the headset.

  Computer speaker in the ON mode

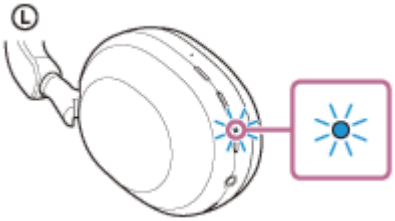


1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. In this case, proceed to step 2 .
When you pair a second or subsequent device (the headset already has pairing information for other devices), press and hold the (power) button for about 5 seconds to enter pairing mode manually.



The indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Pairing”.



2 **Wake the computer up if the computer is in standby (sleep) or hibernation mode.**

3 **Pair the headset using the computer.**

1. Select [(System Preferences)] - [Bluetooth] from the Dock at the bottom of the screen.



2. Select [WH-1000XM5] of the [Bluetooth] screen and click [Connect].



If Passkey (*) input is required, input “0000”.
The headset and computer are paired and connected with each other.
You will hear a notification sound announcing that the connection is established.
If they are not connected, see “Connecting to a paired computer (Mac)”.
If [WH-1000XM5] does not appear on the computer screen, try again from the beginning of step **3** .

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the computer.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operation again 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 connected 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

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired computer (Mac)
- Listening to music from a device via Bluetooth connection
- Making a video call on your computer
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Connecting to a paired computer (Windows 10)

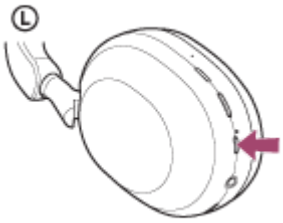
Before starting the operation, make sure of the following:

- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

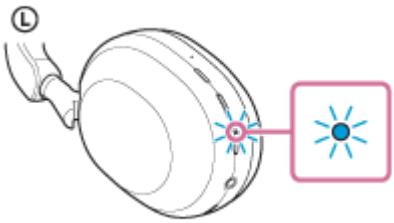
1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Turn on the headset.

Press and hold the (power) button for about 2 seconds.



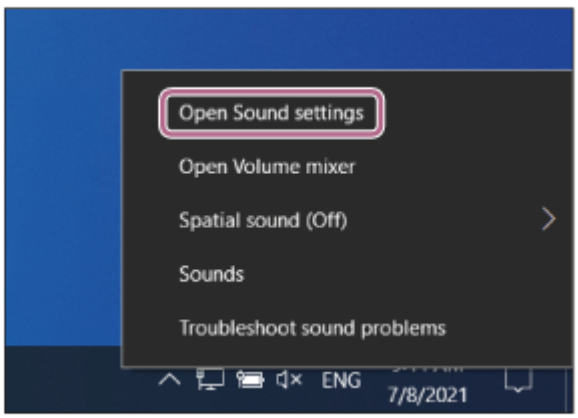
You will hear a notification sound announcing that the headset is turned on.
The indicator (blue) continues to flash even after you release your finger from the button.



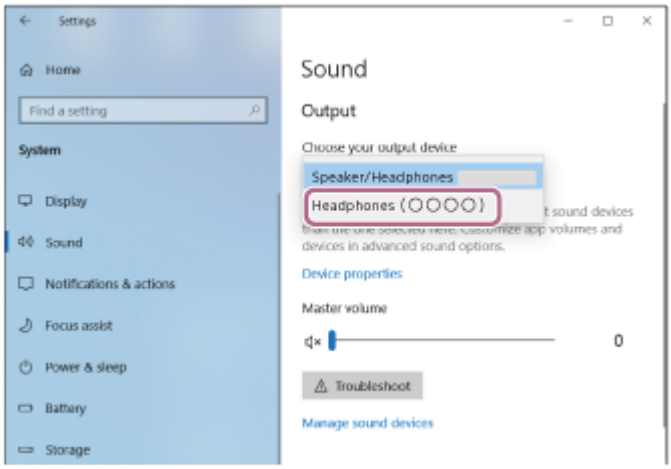
If the headset has automatically connected to the last connected device, you will hear a notification sound announcing that the connection is established.
Check the connection status on the computer. If it is not connected, proceed to step 3 .

3 Select the headset using the computer.

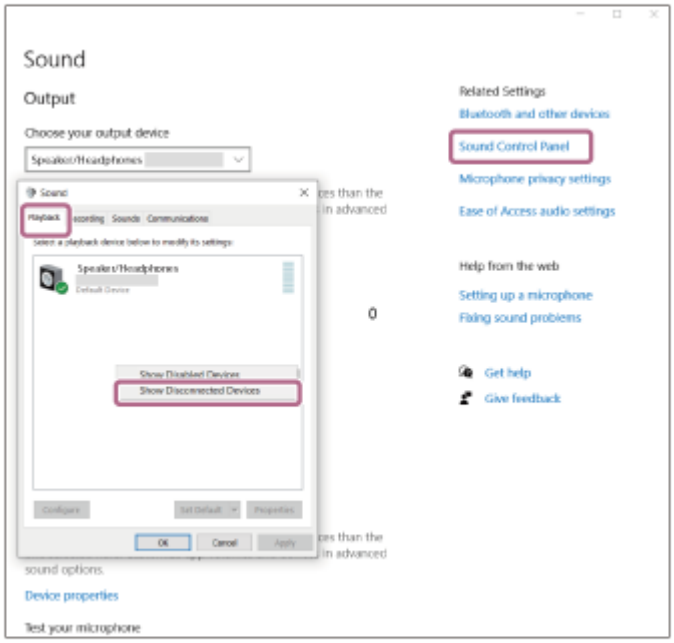
1. Right-click the speaker icon on the toolbar, then select [Open Sound settings].



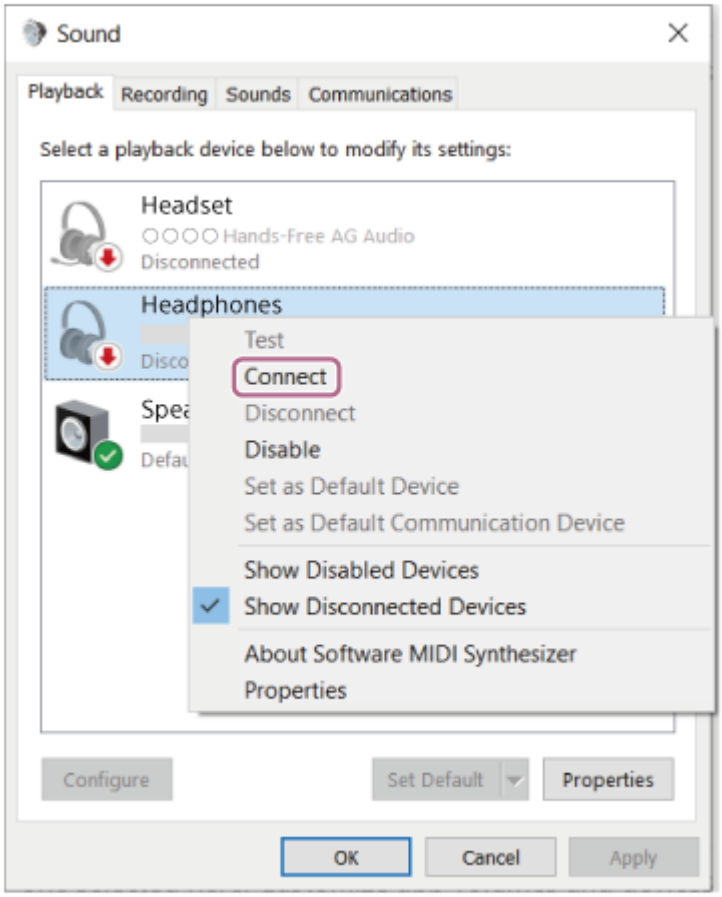
2. From the [Choose your output device] drop-down menu, select [Headphones (WH-1000XM5 Stereo)].



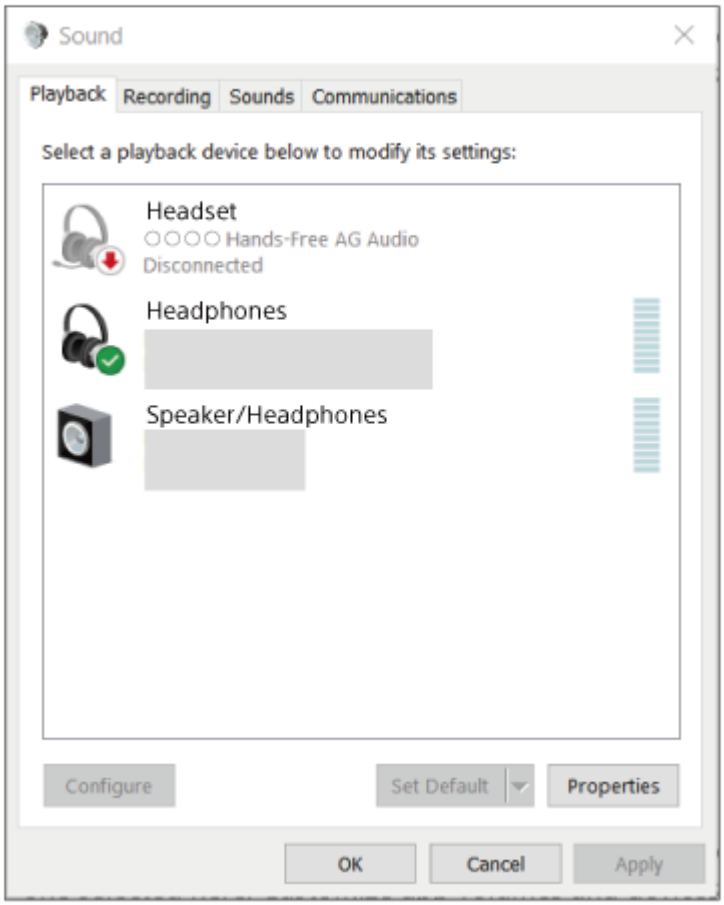
If [Headphones (WH-1000XM5 Stereo)] is not displayed on the drop-down menu, click [Sound Control Panel] and then right-click on the [Playback] tab of the [Sound] screen to check [Show Disconnected Devices].



3. Select [Connect] from the displayed menu.



You will hear a notification sound announcing that the connection is established.



Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- 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. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows® 10)
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Connecting to a paired computer (Windows 8.1)

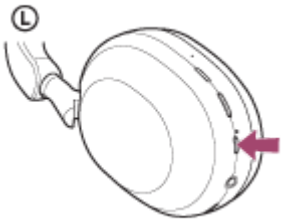
Before starting the operation, make sure of the following:

- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.

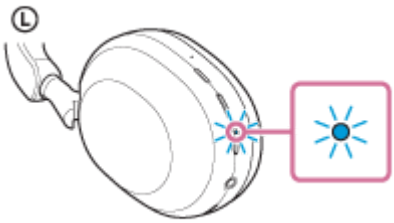
1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Turn on the headset.

Press and hold the (power) button for about 2 seconds.



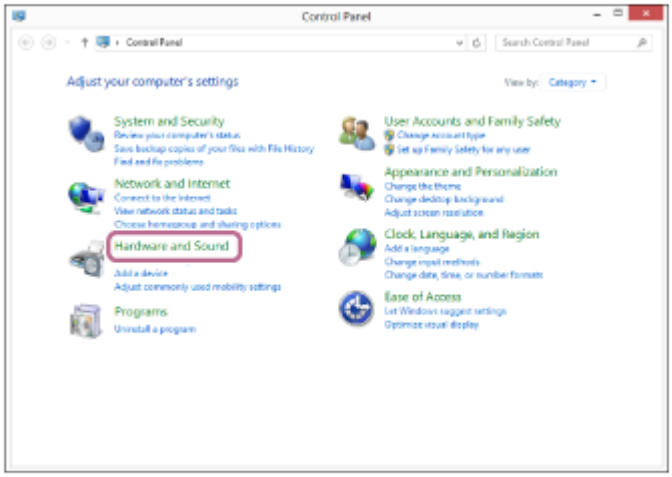
You will hear a notification sound announcing that the headset is turned on.
The indicator (blue) continues to flash even after you release your finger from the button.

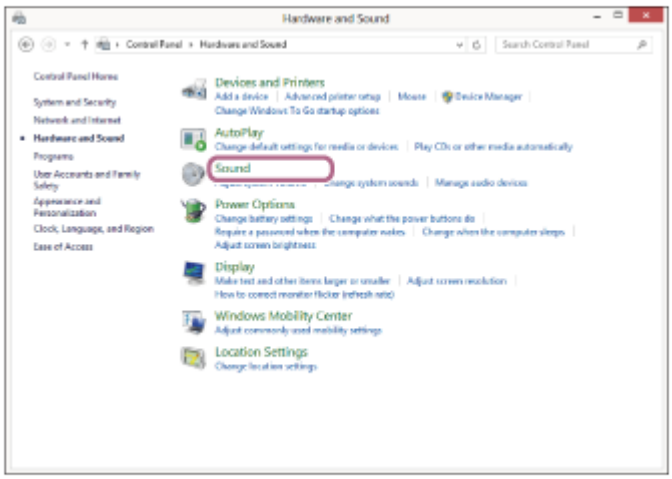


If the headset has automatically connected to the last connected device, you will hear a notification sound announcing that the connection is established.
Check the connection status on the computer. If it is not connected, proceed to step 3 .

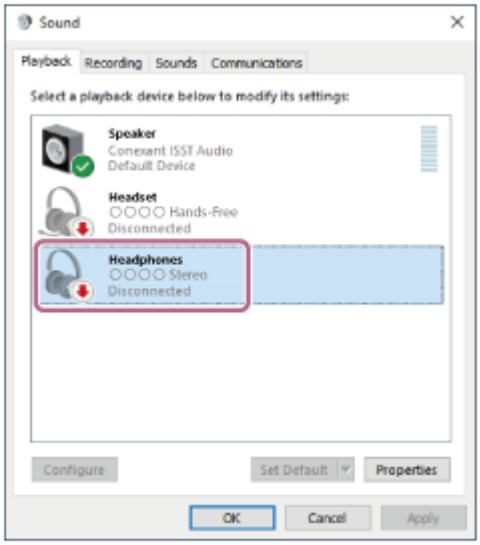
3 Select the headset using the computer.

1. Select [Desktop] on the Start screen.
2. Right-click the [Start] button, then select [Control Panel] from the pop-up menu.
3. Select [Hardware and Sound] - [Sound].

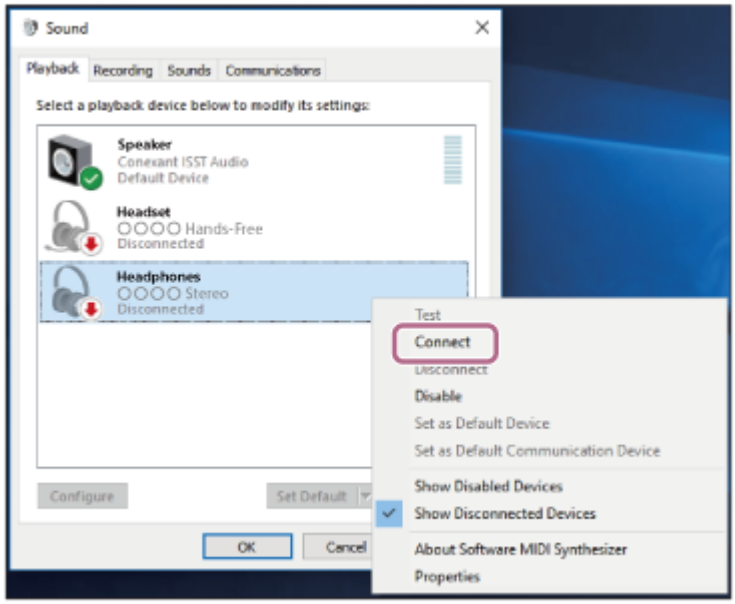




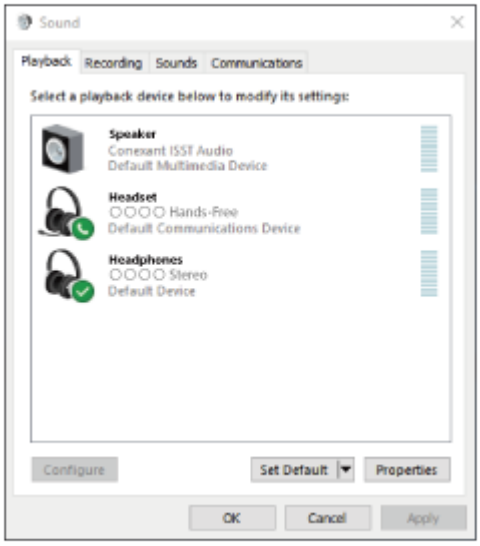
4. Right-click [WH-1000XM5].
   If [WH-1000XM5] is not displayed on the [Sound] screen, right-click on the [Sound] screen, then check [Show Disconnected Devices].



5. Select [Connect] from the displayed menu.



The connection is established.
You will hear a notification sound announcing that the connection is established.



Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- 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. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows 8.1)

- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Connecting to a paired computer (Mac)

Compatible OS

macOS (version 10.15 or later)
Before starting the operation, make sure of the following:

- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. If you do not know how to turn on the Bluetooth adaptor or are unsure if your computer has a built-in Bluetooth adaptor, refer to the operating instructions supplied with the computer.
- Set the computer speaker to the ON mode.
  If the computer speaker is set to the “OFF” mode, no sound is heard from the headset.

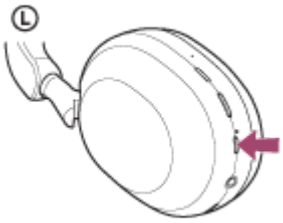
  Computer speaker in the ON mode



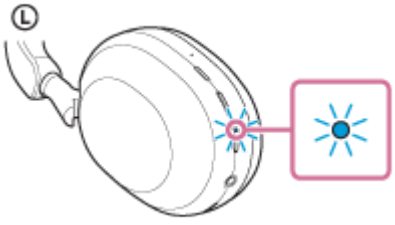
1 Wake the computer up if the computer is in standby (sleep) or hibernation mode.

2 Turn on the headset.

Press and hold the (power) button for about 2 seconds.



You will hear a notification sound announcing that the headset is turned on.
The indicator (blue) continues to flash even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound announcing that the connection is established.
Check the connection status on the computer. If it is not connected, proceed to step 3 .

3 Select the headset using the computer.

1. Select [(System Preferences)] - [Bluetooth] from the Dock at the bottom of the screen.



2. Click [WH-1000XM5] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop up menu.



The connection is established.
You will hear a notification sound announcing that the connection is established.

Hint

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

Note

- If the music playback sound quality is poor, check that the A2DP function which supports music playback connections is enabled in the computer settings. For more details, refer to the operating instructions supplied with the computer.
- 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. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer and perform the pairing again. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Mac)
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

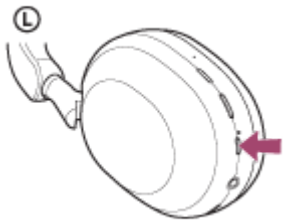
Pairing and connecting with a Bluetooth device

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 starting the operation, make sure of the following:

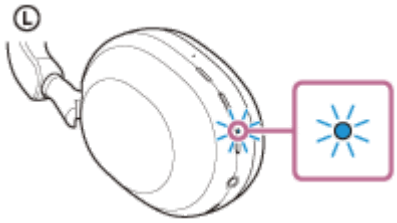
- The Bluetooth device is placed within 1 m (3 feet) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the Bluetooth device is in hand.

1 Enter pairing mode on this headset.

Turn on the headset when you pair the headset with a device for the first time after you bought it or after you initialized the headset (the headset has no pairing information). The headset enters pairing mode automatically. In this case, proceed to step 2 .
When you pair a second or subsequent device (the headset already has pairing information for other devices), press and hold the (power) button for about 5 seconds to enter pairing mode manually.



The indicator (blue) repeatedly flashes twice in a row. You will hear the voice guidance say, “Pairing”.



2 Perform the pairing procedure on the Bluetooth device to search for this headset.

[WH-1000XM5] will be displayed on the list of detected devices on the screen of the Bluetooth device.
If it is not displayed, repeat from step 1 .

3 Select [WH-1000XM5] displayed on the screen of the Bluetooth device for pairing.

If Passkey (*) input is required, input “0000”.

* A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.

4 Make the Bluetooth connection from the Bluetooth device.

Some devices automatically connect with the headset when the pairing is complete. You will hear a notification sound announcing that the connection is established.
If they are not connected, see “Connecting to a paired Bluetooth device”.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Bluetooth device.
- To delete all Bluetooth pairing information, see “Initializing the headset to restore factory settings”.

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, turn off the power and start the operation again 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 connected 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

- How to make a wireless connection to Bluetooth devices
- Connecting to a paired Bluetooth device
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)
- Initializing the headset to restore factory settings

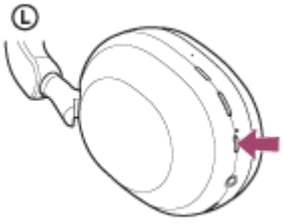
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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

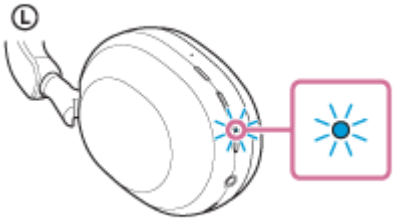
Connecting to a paired Bluetooth device

1 Turn on the headset.

Press and hold the (power) button for about 2 seconds.



You will hear a notification sound announcing that the headset is turned on. The indicator (blue) continues to flash even after you release your finger from the button.



If the headset has automatically connected to the last connected device, you will hear a notification sound announcing that the connection is established.
Check the connection status on the Bluetooth device. If it is not connected, proceed to step 2 .

2 Make the Bluetooth connection from the Bluetooth device.

As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.
When connected, you will hear a notification sound announcing that the connection is established.

Hint

- The operation above is an example. For more details, refer to the operating instructions supplied with the Bluetooth device.

Note

- When connecting, [WH-1000XM5], [LE_WH-1000XM5], or both may be displayed on the connecting device. When both or [WH-1000XM5] is displayed, select [WH-1000XM5]; when [LE_WH-1000XM5] is displayed, select [LE_WH-1000XM5].
- 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. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your Bluetooth device to the headset, delete the headset pairing information on your Bluetooth device and perform the pairing again. As for the operations on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a Bluetooth device
- Listening to music from a device via Bluetooth connection
- Disconnecting Bluetooth connection (after use)

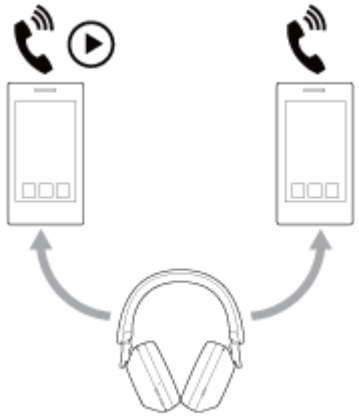
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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

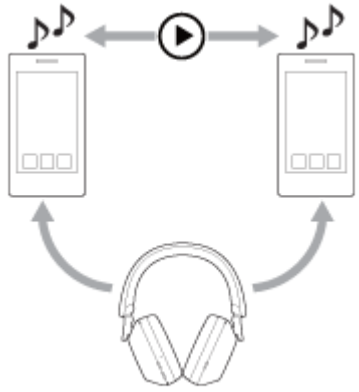
Connecting the headset to 2 devices simultaneously (multipoint connection)

When [Connect to 2 devices simultaneously] is turned on with the “Sony | Headphones Connect” app, the headset can connect to 2 devices via Bluetooth connections simultaneously, allowing you to do the following.

- Waiting for an incoming call for 2 smartphones
  You can listen to music played on one smartphone with the headset, wait for an incoming call for both smartphones, and talk if an incoming call arrives.



- Switching music playback between 2 devices
  You can switch the music playback from one device to the other without performing a Bluetooth reconnection.



Connecting the headset to 2 devices via Bluetooth connections simultaneously

Before connecting, make sure that the “Sony | Headphones Connect” app is installed on one of the 2 devices.

1. **Pair the headset with 2 devices, respectively.**
2. **Operate the device on which the “Sony | Headphones Connect” app is installed to establish a Bluetooth connection with the headset.**
3. **Turn on [Connect to 2 devices simultaneously] with the “Sony | Headphones Connect” app.**
4. **Operate the second device to establish a Bluetooth connection with the headset.**

When Bluetooth connections are established between 2 devices and the headset, another paired device can be connected via Bluetooth connection.
If you try to make a Bluetooth connection with the headset by operating the third device, the Bluetooth connection with the last device that played music will be maintained, and the Bluetooth connection with the other device will be disconnected. Then a Bluetooth connection between the third device and the headset is established.

Music playback when the headset is connected to 2 devices via Bluetooth connections

- When playing music by operating the headset, the music is played from the device that played last.
- If you want to play music from the other device, stop playback on the device that is playing the music, and start playback by operating the other device.
  Even if you start playback by operating the second device while playing music on the first device, the music from the first device will continue to be heard via the headset. In this state, if you stop playback on the first device, you can listen to music from the second device via the headset.

Talking on the phone when the headset is connected to 2 devices via Bluetooth connections

- When the headset is connected to 2 smartphones, etc. via Bluetooth connections simultaneously, both devices will be in standby mode.
- When an incoming call arrives to the first device, a ring tone is heard via the headset.
  When an incoming call arrives to the second device while talking on the headset, a ring tone is heard via the second device. If you finish the call on the first device, the ring tone from the second device will be heard via the headset.

Related Topic

- What you can do with the “Sony | Headphones Connect” app
- How to make a wireless connection to Bluetooth devices

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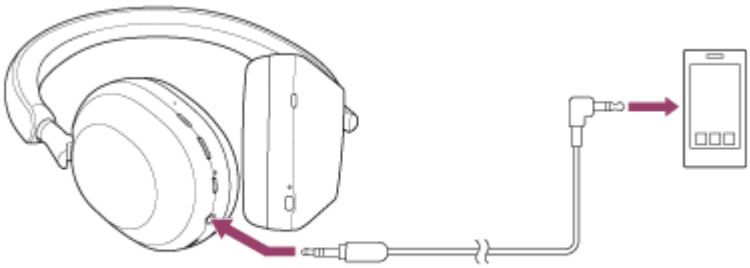
Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Using the supplied headphone cable

If you use the headset at a place where it is restricted to use Bluetooth devices such as on an airplane, you can use the headset as noise canceling headphones while the headset is connected to a device via the supplied headphone cable and the headset is turned on.
The headset supports High-Resolution Audio playback.

1 **Connect a playback device to the headphone cable input jack with the supplied headphone cable.**

Be sure to connect the L-shaped plug into the connecting device.



Hint

- You can listen to music even if the headset is turned off. In this case, the noise canceling function cannot be used.
- To enjoy High-Resolution Audio music or use functions such as noise canceling/Ambient Sound Mode, turn the headset on.
- The headset turns off automatically if you disconnect the supplied headphone cable from the headset while it is turned on.
- When an incoming call arrives, a ring tone is heard via the headset. Answer the call using your smartphone or mobile phone, and talk using the microphone of the phone. You can hear the caller's voice from the headset. If you disconnect the headphone cable from the smartphone or mobile phone, you can talk using the microphone and speaker of the phone.

Note

- Use the supplied headphone cable only.
- Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you may not hear the sound properly.
- When using the headphone cable, the Bluetooth function cannot be used.
- You can use Quick Attention Mode and Speak-to-Chat while the headset is connected to a device via the supplied headphone cable and the headset is turned on. Perform operations, such as adjusting the volume and play/pause, on the playback device. When the headset is turned off, you cannot use Quick Attention Mode and Speak-to-Chat.
- The NC/AMB (noise canceling/Ambient Sound Mode) button cannot be used when the headset is turned off.
- When talking on the phone by connecting the headphone cable with the headset, disable Speak-to-Chat. If Speak-to-Chat is enabled, the caller's voice will not be heard from the headset.

Related Topic

- Using the noise canceling function

- Listening to ambient sound during music playback (Ambient Sound Mode)
- Listening to ambient sound quickly (Quick Attention Mode)
- Speaking with someone while wearing the headset (Speak-to-Chat)

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Listening to music from a device via Bluetooth connection

If your Bluetooth device supports the following profiles, you can enjoy listening to music and control the device from your headset via Bluetooth connection.

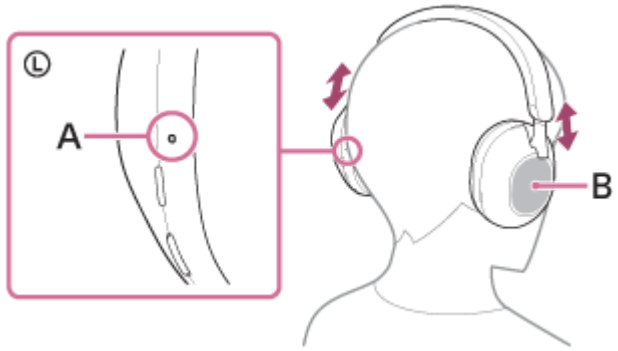
- A2DP (Advanced Audio Distribution Profile)
  You can enjoy high-quality music wirelessly.
- AVRCP (Audio Video Remote Control Profile)
  You can adjust the volume, etc.

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

1 Connect the headset to a Bluetooth device.

2 Wear the headset on your ears.

Extend the slider to adjust the length of the headband.
Put the headset on your head with the Ⓛ (left) mark on your left ear and the Ⓡ (right) mark on your right ear. There is a tactile dot on the Ⓛ (left) mark side.

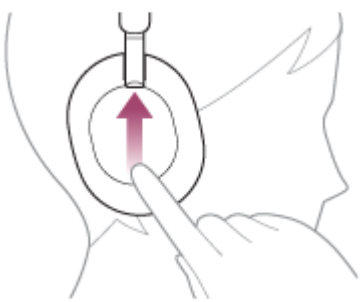


A: Tactile dot
B: Touch sensor control panel

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

4 Adjust the volume using the touch sensor control panel of the headset.

- Increase the volume: Swipe up repeatedly until the volume reaches the desired level.



- Decrease the volume: Swipe down repeatedly until the volume reaches the desired level.



- Change the volume continuously: Swipe up or down and hold. Release at the desired volume level.

When the volume reaches the maximum or minimum, an alarm sounds.

Hint

- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a mobile phone or 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 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.

Note

- If the communication condition is poor, the Bluetooth device may react incorrectly to the operation on the headset.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Controlling the audio device (Bluetooth connection)
- Using the noise canceling function

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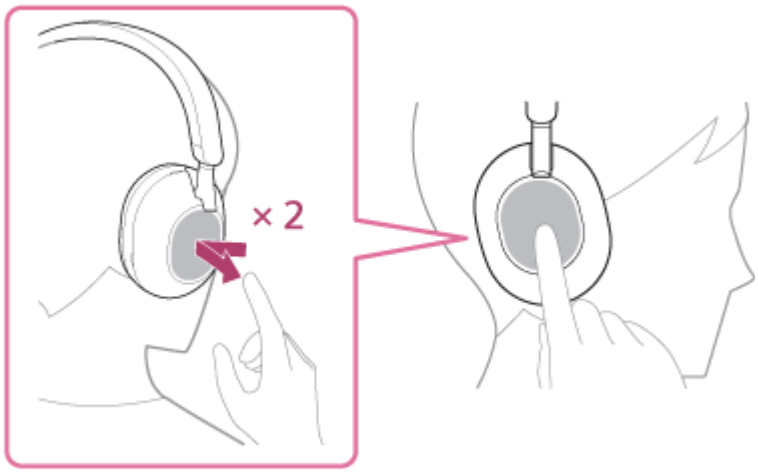
Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Controlling the audio device (Bluetooth connection)

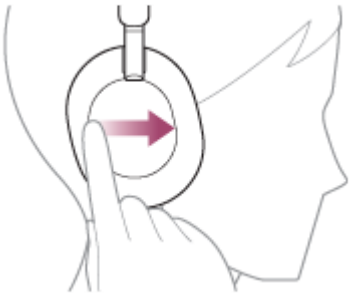
If your Bluetooth device supports the device operating function (compatible protocol: AVRCP), then the following operations are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.

You can use the touch sensor control panel to perform the following operations.

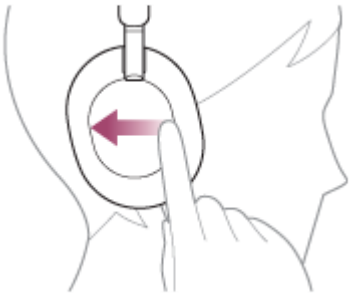
- Play/Pause: Tap the touch sensor control panel twice quickly (with an interval of about 0.4 seconds).



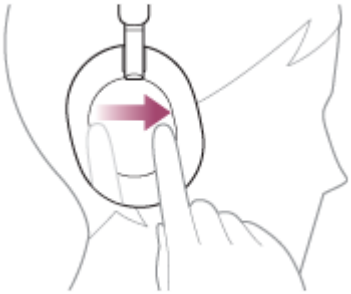
- Skip to the beginning of the next track: Swipe forward and release.



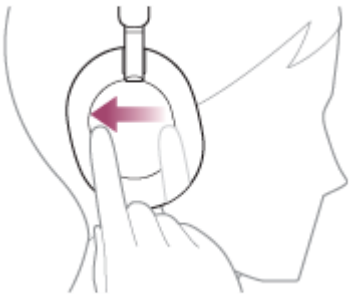
- Skip to the beginning of the previous track (or the current track during playback): Swipe backward and release.



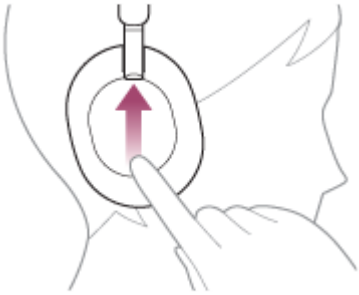
- Fast-forward: Swipe forward and hold. (It takes a while until fast-forwarding starts.) Release at the desired playback point.



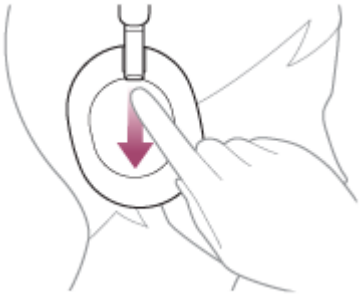
- Fast-reverse: Swipe backward and hold. (It takes a while until fast-reversing starts.) Release at the desired playback point.



- Increase the volume: Swipe up repeatedly until the volume reaches the desired level.



- Decrease the volume: Swipe down repeatedly until the volume reaches the desired level.



- Change the volume continuously: Swipe up or down and hold. Release at the desired volume level.

Note

- 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, the music software, or app used. In some cases, it may operate differently or may not work even when the operations described above are performed.

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Disconnecting Bluetooth connection (after use)

1. **Disconnect the Bluetooth connection by operating the Bluetooth device.**

   You will hear a notification sound.

2. **Turn off the headset.**

   You will hear a notification sound.

Hint

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

Related Topic

- Turning off the headset

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

About 360 Reality Audio

What is 360 Reality Audio?

360 Reality Audio is a new music experience using Sony’s 360 three-dimensional audio technology.
Positional information is attached to each sound source such as vocals, chorus, and musical instruments, and are placed in a spherical space.
Listeners can experience a three-dimensional sound field as if they are immersed in a live performance of the artists.

Conditions of use

Download and use a music streaming service (charged) app that supports 360 Reality Audio on your smartphone or tablet equipped with iOS or Android.
By optimizing the sound field and the acoustic feature of headset with the “Sony | Headphones Connect” app, you can enjoy a more realistic sense of reality.
For details on 360 Reality Audio, refer to the following website:
https://www.sony.net/360RA/

Note

- Service is not available in certain countries and regions.

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Using Quick Access

Quick Access is a feature that allows you to play content in the corresponding app by simply pressing the button of the headset.

1. **Open the “Sony | Headphones Connect” app, and set the NC/AMB button as the Quick Access button.**

   Using the “Sony | Headphones Connect” app, you can change the function assignments to the NC/AMB button. For details on the “Sony | Headphones Connect” app, refer to the following URL.
   https://rd1.sony.net/help/mdr/hpc/h_zz/

2. **Press the NC/AMB button to use Quick Access.**

   - Press the button twice quickly: Quick Access
   - Press the button 3 times quickly: Quick Access

Hint

- To use Quick Access, you need to install the corresponding smartphone app and connect to the Internet. Some apps will require you to sign in.
- For details on the latest specifications of Quick Access, refer to the [Services] tab of the “Sony | Headphones Connect” app.

Note

- The services that can be assigned to Quick Access differ depending on the country or region.

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Enjoying seamless playback with speakers (Auto Switch)

You can enjoy wireless playback while having the audio output source automatically switched between the Auto Switch compatible headset and the speaker without operating the headset or the speaker.
This function is available by updating the software from “Sony | Headphones Connect” to “Sony | Sound Connect”.
For details on the Auto Switch compatible devices, refer to the following URL.
https://www.sony.net/asw_comp_hp

Before using Auto Switch, make sure of the following:

- Install the “Sony | Sound Connect” app on your smartphone.
- Update the software of the speaker and headset to the latest version.

1. **Pair the Auto Switch compatible speaker with your smartphone that has the “Sony | Sound Connect” app installed.**

   If already paired, connect the speaker to your smartphone.

2. **Check that the Bluetooth standby function of the speaker is enabled in the “Sony | Sound Connect” app.**

3. **Turn off the speaker.**

4. **Connect the headset to your smartphone and follow the on-screen instructions from Auto Switch to enable the linkage with the speaker.**

5. **Start playing music on your smartphone.**

   Start playing music on the smartphone on which the “Sony | Sound Connect” app is installed and the Auto Switch settings are specified.
   When you turn off the headset while music playback from the headset is in progress, the audio output source for music playback is automatically switched to the speaker.
   If the audio output source is not switched as expected, try bringing the speaker and the headset closer to each other.
   When you turn on and put on the headset while music playback from the speaker is in progress, the audio output source for music playback is automatically switched to the headset.

To adjust the volume

Adjust the volume on the headset or speaker during playback. Even if you change the volume, the volume setting on your headset or speaker that is not playing music will not be affected.

To disable Auto Switch

Cancel the link for Auto Switch on the “Sony | Sound Connect” app. Initializing the headset or the linked speaker cancels the link as well.

Hint

- If you do not want to automatically switch the audio output source while the speaker linkage is enabled, pause music playback on the smartphone beforehand.

Note

- Auto Switch does not work for the hands-free function of the connected smartphone.

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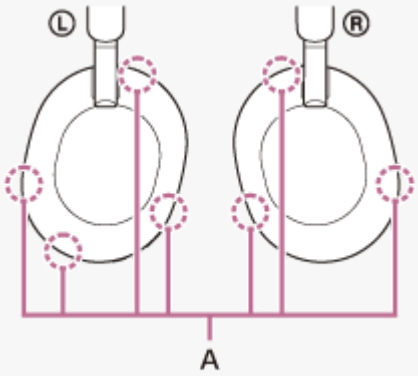
Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

What is noise canceling?

The noise canceling function generates antiphase sound against outside surrounding noises (such as noises in vehicles or noises from air conditioners indoors) to reduce the surrounding noises by canceling them out.

Note

- Because the noise canceling performance is automatically optimized by the Auto NC Optimizer function according to changes in the wearing condition and usage environment, you may notice fluctuations in the noise canceling effect.
- Depending on the type of noise or if it is used in a very quiet environment, you may not feel the effect of noise canceling, or you may feel that some noise is increased.
- When you are wearing the headset, depending on how you wear the headset, the effect of noise canceling may be decreased 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 such as vehicles and air conditioning. While noise is reduced, it is not completely canceled.
- When you use the headset in a car or a bus, 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 microphones on the left and right units of the headset with your hand, etc. If they are covered, the effect of the noise canceling or the Ambient Sound Mode may not perform properly, or a beeping sound (feedback) may occur. If any of this is the case, remove your hands, etc. from the left and right microphones.



A: Microphones (left, right)

Related Topic

- Using the noise canceling function

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Wireless Noise Canceling Stereo Headset
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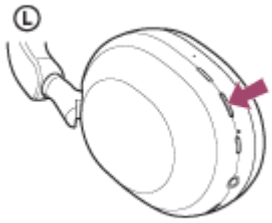
Using the noise canceling function

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

1 Turn on the headset.

You will hear a notification sound announcing that the headset is turned on.
When you use the headset for the first time after purchase or just after initializing the headset, the noise canceling function is turned on automatically when you turn on the headset. Any changes made to the settings are retained from this point on.

2 Press the NC/AMB button to change the settings of the noise canceling function.



Each time the button is pressed, the function switches as follows.
Ambient Sound Mode: ON
You will hear a notification sound.

Noise canceling function: ON
You will hear a notification sound.

About the instruction manual video

Watch the video to find out how to use the noise canceling function.
https://rd1.sony.net/help/mdr/mov0041/h_zz/

Hint

- If you connect the supplied headphone cable while using the noise canceling function with a Bluetooth connection, the Bluetooth function is turned off, but you can continue to use the noise canceling function.
- When you use the headset as ordinary headphones, turn off the headset and use the supplied headphone cable.
- You can also change the settings of the noise canceling function and Ambient Sound Mode with the “Sony | Headphones Connect” app.
- You can select one of the following on the “Sony | Headphones Connect” app to set how you want the functions to change when you press the NC/AMB button.
  - Noise canceling function: ON ➡ Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
  - Noise canceling function: ON ➡ Ambient Sound Mode: ON
  - Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
  - Noise canceling function: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF

Related Topic

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

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Always automatically optimizing the noise canceling performance to suit the wearer and usage environment (Auto NC Optimizer)

When you wear the headset, this function always automatically optimizes the noise canceling performance by analyzing the wearing condition of the headset according to the shape of your face and your hairstyle, or the presence or absence of glasses, and the pressure change in an airplane, etc.
There is no need for the wearer to press a button or use the touch sensor control panel to use this function.
Because the noise canceling performance is automatically optimized by the Auto NC Optimizer function according to changes in the wearing condition and usage environment, you may notice fluctuations in the noise canceling effect.

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

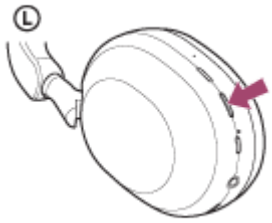
Listening to ambient sound during music playback (Ambient Sound Mode)

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

1 Turn on the headset.

You will hear a notification sound announcing that the headset is turned on.
When you use the headset for the first time after purchase or just after initializing the headset, the noise canceling function is turned on automatically when you turn on the headset. Any changes made to the settings are retained from this point on.

2 Press the NC/AMB button to switch to the Ambient Sound Mode.



Each time the button is pressed, the function switches as follows.
Noise canceling function: ON
You will hear a notification sound.

Ambient Sound Mode: ON
You will hear a notification sound.

About the instruction manual video

Watch the video to find out how to use the Ambient Sound Mode.
https://rd1.sony.net/help/mdr/mov0041/h_zz/

Hint

- 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.
- You can select one of the following on the “Sony | Headphones Connect” app to set how you want the functions to change when you press the NC/AMB button.
  - Noise canceling function: ON ➡ Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
  - Noise canceling function: ON ➡ Ambient Sound Mode: ON
  - Ambient Sound Mode: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF
  - Noise canceling function: ON ➡ Noise canceling function: OFF/Ambient Sound Mode: OFF

Note

- 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.
- If the headset is not worn properly, the Ambient Sound Mode may not work correctly. Wear the headset properly.

Related Topic

- About the voice guidance
- Using the noise canceling function
- What you can do with the “Sony | Headphones Connect” app

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Listening to ambient sound quickly (Quick Attention Mode)

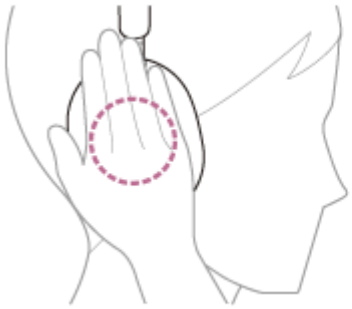
This function turns down music, call sounds, and the ringtone to allow ambient sound to be easily heard. It is useful when you want to listen to train announcements, etc.

To activate the Quick Attention Mode

Touch the entire touch sensor control panel of the headset. The Quick Attention Mode is activated only when you are touching the touch sensor control panel.



A: Touch sensor control panel





To deactivate the Quick Attention Mode

Release your hand from the touch sensor control panel.

About the instruction manual video

Watch the video to find out how to use the Quick Attention Mode.
https://rd1.sony.net/help/mdr/mov0042/h_zz/

Note

- If you touch as follows, the function may not work properly.
  - The whole touch sensor control panel is not covered.



- The touch sensor control panel is not touched.



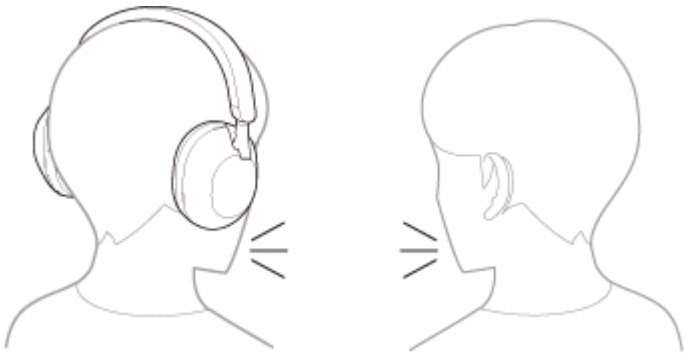
- Depending on the ambient condition and the type/volume of audio playback, the ambient sounds may not be heard even when using the Quick Attention Mode. Do not use the headset in places where it would be dangerous if you are unable to hear ambient sounds such as on a road with car and bicycle traffic.
- If the headset is not worn properly, the Quick Attention Mode may not work correctly. Wear the headset properly.

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Speaking with someone while wearing the headset (Speak-to-Chat)

If Speak-to-Chat is enabled in advance, the Speak-to-Chat mode starts automatically when you talk to someone. The headset pauses or mutes the music being played and captures the voice of the person you are conversing with on the microphones to make it easier to hear.
When the headset does not detect the wearer's voice for a certain period of time, the Speak-to-Chat mode ends automatically.
If you want to end the mode before that, use the headset buttons or touch sensor control panel.



To enable Speak-to-Chat

To activate the Speak-to-Chat mode, Speak-to-Chat must be enabled in advance.
In the factory settings, Speak-to-Chat is disabled. To enable it, hold 2 fingers to the touch sensor control panel until you hear the voice guidance say, "Speak-to-chat activated".



To disable Speak-to-Chat

Hold 2 fingers to the touch sensor control panel once again until you hear the voice guidance say, "Speak-to-chat deactivated".

About the instruction manual video

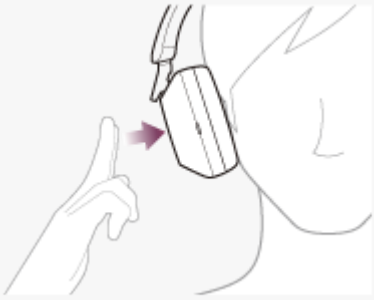
Watch the video to find out how to use Speak-to-Chat.
https://rd1.sony.net/help/mdr/mov0043/h_zz/

Hint

- If Speak-to-Chat does not switch to enable/disable properly, operate as described below.
  - Slightly separate both fingers



– Directly touch the touch sensor control panel



– Touch the touch sensor control panel with the pads of your fingers



- You can also use the “Sony | Headphones Connect” app to switch between enabled/disabled, change the sensitivity of the automatic audio detection, and change the time until the Speak-to-Chat mode ends. In the factory settings, the time until the mode ends is set to about 15 seconds.

Note

- The Speak-to-Chat mode activates when the headset detects the speech of the person wearing the headset, but in rare cases it may activate in response to vibrations caused by devices such as electric toothbrushes, electric massagers, and electric shavers, as well as activities such as brushing your teeth, coughing, or humming, or to sounds such as other people’s voices, ambient environmental sounds, or transportation announcements. In cases where Speak-to-Chat frequently activates by accident, set the Speak-to-Chat mode to “L Sensitivity”.
- Due to ambient noise, the speech of the person wearing the headset may not be detected, and the Speak-to-Chat mode may not activate. In this case, try speaking longer or louder. In some cases, the Speak-to-Chat mode may not activate even when speaking longer and with a louder voice in extremely noisy environments such as in an airplane.
- Music playback is paused while the Speak-to-Chat mode is active only when connected via Bluetooth connection.
- The connected device or playback application you are using may not support the pausing of music playback when the Speak-to-Chat mode is activated or the resuming of music playback when the Speak-to-Chat mode is deactivated.

Related Topic

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

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

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

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

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” is selected.

Related Topic

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

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Supported codecs

A codec is an audio coding algorithm used when transmitting sound wirelessly via Bluetooth connection.
The headset supports the following 3 codecs for music playback via an A2DP connection: SBC, AAC, and LDAC.

- SBC
  This is an abbreviation for Subband Codec.
  SBC is the standard audio coding technology used in Bluetooth devices.
  All Bluetooth devices support SBC.

- AAC
  This is an abbreviation for Advanced Audio Coding.
  AAC is mainly used in Apple products such as iPhone that can provide a higher sound quality than that of SBC.

- LDAC
  LDAC is an audio coding technology developed by Sony that enables the transmission of High-Resolution (Hi-Res) Audio content, even over a Bluetooth connection.
  Unlike other Bluetooth-compatible coding technologies such as SBC, it operates without any down-conversion of the High-Resolution Audio content (*).
  It allows approximately 3 times more data (**) than those other technologies to be transmitted over a Bluetooth wireless network with unprecedented sound quality, employing efficient coding and optimized packetization.

  * excluding DSD format contents.
  ** in comparison with SBC when the bitrate of 990 kbps (96/48 kHz) or 909 kbps (88.2/44.1 kHz) is selected.

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.
If the connected device supports a codec of higher sound quality than SBC, you may need to set the device beforehand to enjoy music with the desired codec from the supported codecs.
Refer to the operating instructions supplied with the device regarding setting the codec.

Related Topic

- About the sound quality mode

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WH-1000XM5 / WH-1000XM5SA

About the DSEE Extreme function

DSEE Extreme uses AI technology to reproduce the frequency responses of the original sound source lost during compression with high accuracy.
You can switch the settings with the “Sony | Headphones Connect” app.
Depending on the specifications of the playback device, the DSEE Extreme function may be disabled when transmitting a compressed sound source using LDAC.

Note

- When DSEE Extreme is set to [Auto], the available operating time is reduced.

Related Topic

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

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

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 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.
- Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

Ring tone

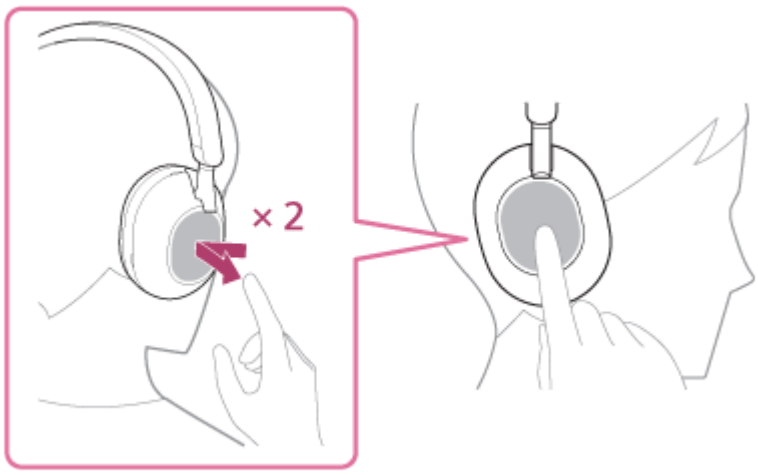
When an incoming call arrives, a ring tone will be heard from the headset, and the indicator (blue) flashes quickly.
You will hear either of following ring tones, depending on your smartphone or mobile phone.

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

1. **Connect the headset to a smartphone or mobile phone via Bluetooth connection beforehand.**

2. **When you hear the ring tone, tap the touch sensor control panel twice quickly (with an interval of about 0.4 seconds) to receive the call.**

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



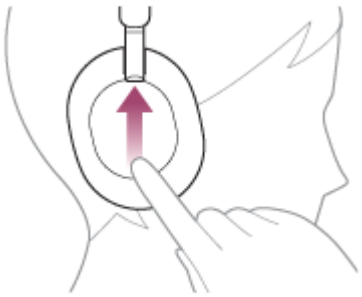
   The headset has omnidirectional microphones. You can talk without worrying about the position of the microphone.

If no ring tone is heard via the headset

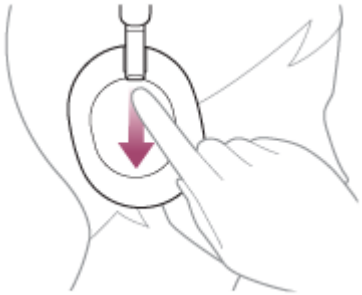
- The headset may not be connected with the smartphone or mobile phone over HFP or HSP. Check the connection status on the smartphone or mobile phone.
- If playback does not pause automatically, operate the headset to pause playback.

3. **Adjust the volume using the touch sensor control panel.**

- Increase the volume: Swipe up repeatedly until the volume reaches the desired level.



- Decrease the volume: Swipe down repeatedly until the volume reaches the desired level.



- Change the volume continuously: Swipe up or down and hold. Release at the desired volume level.

When the volume reaches the maximum or minimum, an alarm sounds.

4 **When you finish your phone call, tap the touch sensor control panel twice quickly (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

- When receiving a call by operating smartphones or mobile phones, some smartphones or mobile phones may receive a call with the phone instead of the headset. With an HFP or HSP connection, switch the call to the headset by holding your finger to the headset's touch sensor control panel until it switches, or by using your smartphone or mobile phone.
- Volume for a call can be adjusted during a telephone conversation only.
- 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.

Note

- Depending on the connected device or playback application you are using, when you receive an incoming call while listening to music, playback may not resume automatically even after 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 is too close to the headset.
- Your voice will be heard from the headset through the headset's left and right microphones (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

- How to make a wireless connection to Bluetooth devices
- Making a call

- Functions for a phone call

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Making a call

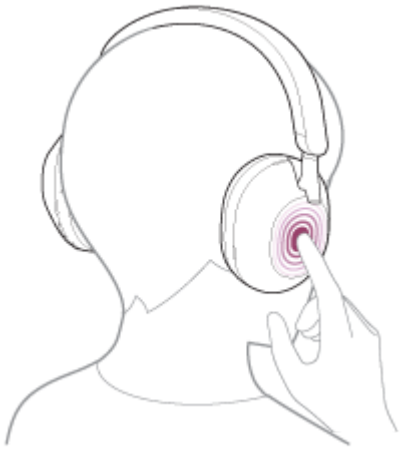
You can enjoy a hands-free call with a smartphone or mobile phone that supports the Bluetooth profile HFP (Hands-free Profile) or HSP (Headset Profile), via Bluetooth connection.

- 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.
- Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

1 Connect the headset to a smartphone/mobile phone via Bluetooth connection.

2 Operate your smartphone or mobile phone to make a call.

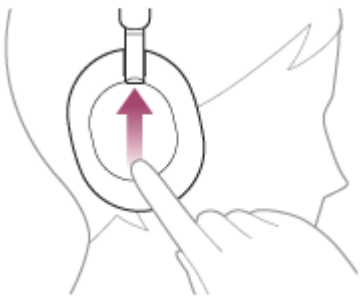
When you make a call, the dial tone is heard from the headset.
If you make a call while listening to music, playback pauses.
If no dial tone is heard via the headset, switch the call device to the headset by using your smartphone or mobile phone or by holding your finger to the touch sensor control panel until the device is switched.



The headset has omnidirectional microphones. You can talk without worrying about the position of the microphone.

3 Adjust the volume using the touch sensor control panel.

- Increase the volume: Swipe up repeatedly until the volume reaches the desired level.



- Decrease the volume: Swipe down repeatedly until the volume reaches the desired level.



- Change the volume continuously: Swipe up or down and hold. Release at the desired volume level.

When the volume reaches the maximum or minimum, an alarm sounds.

4 **When you finish your phone call, tap the touch sensor control panel twice quickly (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

- Volume for a call can be adjusted during a telephone conversation only.
- 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.

Note

- Depending on the connected device or playback application you are using, when you make a call while listening to music, playback may not resume automatically even after 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 is too close to the headset.
- Your voice will be heard from the headset through the headset's left and right microphones (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

- How to make a wireless connection to Bluetooth devices
- Receiving a call
- Functions for a phone call

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WH-1000XM5 / WH-1000XM5SA

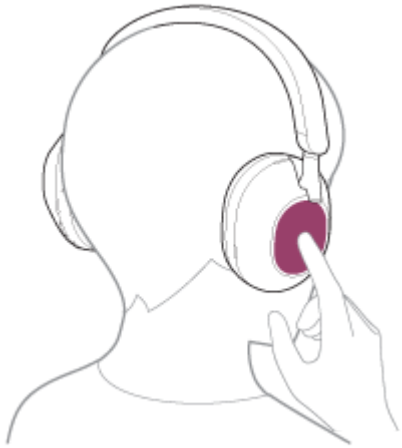
Functions for a phone call

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. Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the touch sensor control panel.
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 control panel for about 1 second to start up the voice dial function of the smartphone/mobile phone, or activate the Google app on the Android smartphone or Siri on the iPhone.



Outgoing call

- Tap the touch sensor control panel twice quickly (with an interval of about 0.4 seconds) to cancel an outgoing call.
- Hold your finger to the touch sensor control panel to change the call device back and forth from the headset to the smartphone/mobile phone.

Incoming call

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

During call

- Tap the touch sensor control panel twice quickly to finish a call.
- Hold your finger to the touch sensor control panel to change the call device back and forth from the headset to the smartphone/mobile phone.

Supported profile: HSP (Headset Profile)

Outgoing call

- Tap the touch sensor control panel twice quickly to cancel an outgoing call.

Incoming call

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

During call

- Tap the touch sensor control panel twice quickly to finish a call.

Related Topic

- Receiving a call
- Making a call

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Making a video call on your computer

When you make a video call on your computer, you can talk wirelessly from your headset.

1. **Connect the headset to your computer via Bluetooth connection.**

2. **Launch the video calling application on your computer.**

3. **Check the settings (*) of the video calling application.**

   - When you make a video call on your computer, select calling connections (HFP/HSP) and not music playback connections (A2DP). If you select music playback connections, a video call may not be available.
   - On the speaker settings, select calling connections [Headset (WH-1000XM5 Hands-Free)] (**). ([Headphones (WH-1000XM5 Stereo)] (**) is for music playback connections.)
   - On the microphone settings, select calling connections [Headset (WH-1000XM5 Hands-Free)] (**).
     When the microphone is not set up, the Speak-to-Chat mode activates when the headset detects the speech of the person wearing the headset, and the sound from the headset is muted.
   - Depending on the video calling application you are using, calling connections [Headset (WH-1000XM5 Hands-Free)] (**) or music playback connections [Headphones (WH-1000XM5 Stereo)] (**) may not be selectable on the speaker or microphone settings, and only [WH-1000XM5] may be displayed. If this is the case, select [WH-1000XM5].
   - As for frequently asked questions and answers, refer to the customer support website.

* Depending on the video calling application you are using, this function may not be available.
** Names may vary according to the computer or the video calling application you are using.

Hint

- When the settings of the video calling application cannot be checked or calling connections [Headset (WH-1000XM5 Hands-Free)] cannot be selected, select [Headset (WH-1000XM5 Hands-Free)] on the settings of your computer to make connections. See “Connecting to a paired computer (Windows 10)”, “Connecting to a paired computer (Windows 8.1)” or “Connecting to a paired computer (Mac)”.

Note

- While Speak-to-Chat is enabled, if the microphone is not set up correctly, the Speak-to-Chat mode is activated when a voice is detected, and the sound from the headset may be muted.
- Depending on the video calling application you are using, microphone settings may not be available. In that case, disable Speak-to-Chat. To disable it, hold 2 fingers to the touch sensor control panel until you hear the voice guidance say, “Speak-to-chat deactivated”.
- Depending on the computer or application you are using, the headset may not work properly during a video call. This may be improved by restarting the computer.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Pairing and connecting with a computer (Windows® 10)

- Pairing and connecting with a computer (Windows 8.1)
- Pairing and connecting with a computer (Mac)
- Connecting to a paired computer (Windows 10)
- Connecting to a paired computer (Windows 8.1)
- Connecting to a paired computer (Mac)
- Disconnecting Bluetooth connection (after use)
- Customer support websites

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Disconnecting Bluetooth connection (after use)

1. **Disconnect the Bluetooth connection by operating the Bluetooth device.**

   You will hear a notification sound.

2. **Turn off the headset.**

   You will hear a notification sound.

Hint

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

Related Topic

- Turning off the headset

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Using the Google Assistant

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

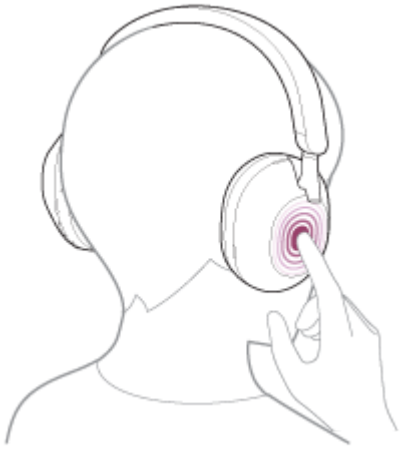
Compatible smartphones

- Smartphones installed with Android 6.0 or later (The latest version of the Google app is required.)

1. **Open the "Sony | Headphones Connect" app, and set the touch sensor control panel as the Google Assistant feature.**

   When using the Google Assistant for the first time, open the Google Assistant app and touch [Finish headphones setup] on the Conversation View, and follow the on-screen instructions to complete initial setup for the Google Assistant.
   For details on the "Sony | Headphones Connect" app, refer to the following URL.
   https://rd1.sony.net/help/mdr/hpc/h_zz/

2. **Say "Ok Google" or operate the touch sensor control panel to use the Google Assistant.**



   - Hold your finger to the touch sensor control panel to input a voice command, and release your finger to finish the voice command.
   - If no voice command is detected while holding your finger to the touch sensor control panel, notifications are read out when the finger is released.

For details on the Google Assistant, refer to the following website:
https://assistant.google.com
https://g.co/headphones/help

Operating the headset with the Google Assistant

By saying specific words on the Google Assistant, you can perform noise canceling settings or other operations of the headset.
For details, refer to the following website (*):
https://support.google.com/assistant/answer/7172842#headphones

* It is not the case that the headset is compatible with all the specifications described in the web site.

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, the voice guidance “The Google Assistant is not connected” is heard.
- If you do not see [Finish headphones setup] on the Conversation View of the Google Assistant app, delete the pairing information for the headset from the Bluetooth settings of your smartphone and redo the pairing process.
- It is possible not to assign the Voice Assistant to the touch sensor control panel.

Note

- If the function of the touch sensor control panel is set as the Google Assistant, the voice assist function (Google app) cannot be used.
- If the function of the touch sensor control panel is set as the Google Assistant, the voice assist function (Siri) cannot be used.
- If the function of the touch sensor control panel is set as the Google Assistant, Amazon Alexa cannot be used from the headset.
- The Google Assistant may not be available in some countries, regions, or languages.
- The function to operate the headset with the Google Assistant depends on the specifications of the Google Assistant.
- The specifications of the Google Assistant are subject to change without notice.

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Using Amazon Alexa

By using the Amazon Alexa app installed on your smartphone, you can speak to the headset's left and right microphones to operate the smartphone or perform a search.

Compatible smartphones

- The OS version which supports the latest version of the Amazon Alexa app on Android or iOS
- 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 Turn on the headset, and connect the headset to the smartphone via Bluetooth connection.

2 Open the Amazon Alexa app.

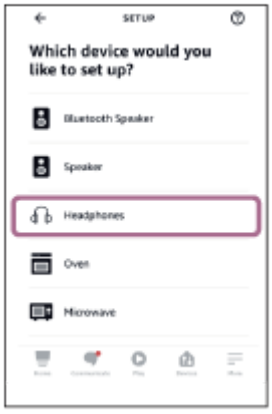
When you use Amazon Alexa for the first time, you will need to login with your Amazon account, and proceed to step 3 to set up your headset to the Amazon Alexa app.

3 Perform the initial setup for Amazon Alexa.

1. Touch the [More] icon in the lower right corner of the Amazon Alexa app screen, and touch [Add a Device].



2. On the [Which device would you like to set up?] screen, select [Headphones].



3. From [AVAILABLE DEVICES] on the [Select your device] screen, select [WH-1000XM5].



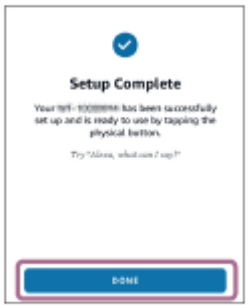
4. On the [Set up Alexa on your WH-1000XM5] screen, touch [CONTINUE].



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 function of the touch sensor control panel is changed to Amazon Alexa.

4 Say the wake word (*) (“Alexa”) or operate the touch sensor control panel to use Amazon Alexa.



- Hold your finger to the touch sensor control panel to input a voice command.
- If there is no voice, it will be automatically canceled.

* To set the wake word, enable [Activate Voice Assistant with your Voice] with the “Sony | Headphones Connect” app.

For details on Amazon Alexa and its capability, refer to the following website:
https://www.amazon.com/b?node=16067214011

Hint

- 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.
- When you set up the headset to Amazon Alexa, the function of the touch sensor control panel is changed to Amazon Alexa. To change the function of the touch sensor control panel, change it with the “Sony | Headphones Connect” app.
  Similarly, you can reconfigure the touch sensor control panel back to Amazon Alexa if you have previously connected to Amazon Alexa, but have changed the function to another one.
- It is possible not to assign the Voice Assistant to the touch sensor control panel.

Note

- If the function of the touch sensor control panel is set as Amazon Alexa, the voice assist function (Google app) cannot be used.
- If the function of the touch sensor control panel is set as Amazon Alexa, the voice assist function (Siri) cannot be used.
- If the function of the touch sensor control panel is set as Amazon Alexa, the Google Assistant cannot be used from the headset.
- Amazon Alexa is not available in all languages and countries/regions. Alexa features and functionality may vary by location.

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Using the voice assist function (Google app)

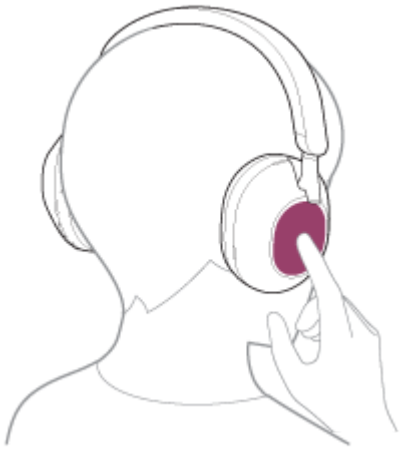
By using the Google app feature that comes with the Android smartphone, you can speak to the headset's left and right microphones to operate the Android smartphone.

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 operation above 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.

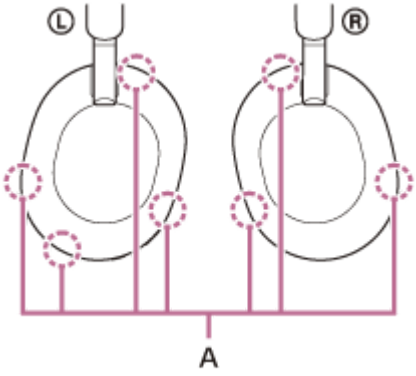
2 Connect the headset to the Android smartphone via Bluetooth connection.

3 When the Android smartphone is in standby or playing music, hold your finger to the headset's touch sensor control panel for more than about 1 second.



The Google app is activated.

4 Make a request to the Google app while wearing the headset on your ears.



A: Microphones (left, right)

> 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 control panel is set as the Google Assistant feature, the voice assist function (Google app) is not available.
- If the touch sensor control panel 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.
- When using the voice assist function, your voice will be heard from the headset through the headset’s left and right microphones (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.
- 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.

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Using the voice assist function (Siri)

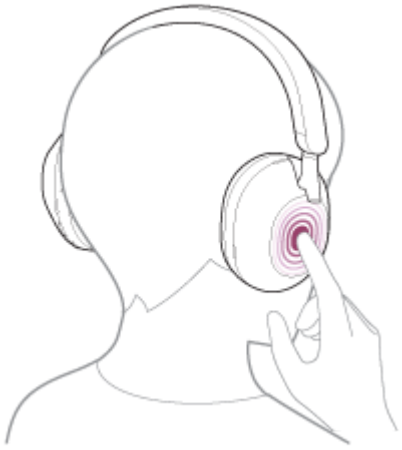
By using the Siri feature that comes with iPhone, you can speak to the headset's left and right microphones to operate the iPhone.

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.

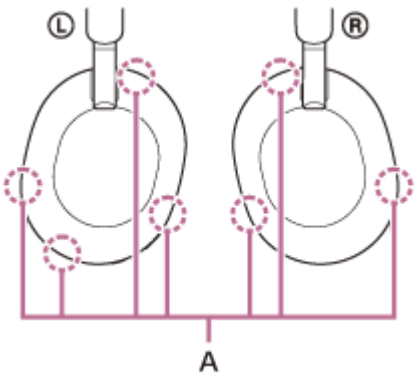
2. **Connect the headset to the iPhone via Bluetooth connection.**

3. **When the iPhone is in standby or playing music, hold your finger to the headset's touch sensor control panel for more than about 1 second.**



   Siri is activated.

4. **Make a request to Siri while wearing the headset on your ears.**



   A: Microphones (left, right)

   For details on the apps which work with Siri, refer to the operating instructions of the iPhone.
   After activating Siri, when a certain time has passed without requests, Siri will be deactivated.

Note

- If the touch sensor control panel is set as the Google Assistant feature, Siri is not available.
- If the touch sensor control panel is set as the Amazon Alexa feature, Siri is not available.
- Siri cannot be activated when you say “Hey Siri” even when the iPhone’s “Hey Siri” setting is on.
- When using the voice assist function, your voice will be heard from the headset through the headset’s left and right microphones (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.
- Siri may not be activated depending on specifications of the smartphone or application version.

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

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

- Update the headset software
- Switch the voice guidance language
- Turn the voice guidance on/off
- Set the voice recognition function
- Turn the wake word of Amazon Alexa on/off
- Set the Quick Access function
- Turn the touch sensor control panel on/off
- Set the Bluetooth connection mode (sound quality mode)
- Turn off the headset
- Set the wearing detection automatic power off function
- Set the wearing detection automatic music playback pause and resume function
- Check the connection status and the settings of the headset
- Switch the multipoint connection (Connect the headset to 2 devices simultaneously) on/off setting
- Change the device connected in a multipoint connection
- Initialize the headset
- Turn Service Link on/off
- Check the headset software version
- Display the Bluetooth connection codec
- Select the Equalizer setting
- Customize the Equalizer setting
- Set the DSEE Extreme (completion for high-range sound) function
- Display the remaining battery charge of the headset
- Adjust the noise canceling function and Ambient Sound Mode (ambient sound control)
- Select the switching pattern when switching the noise canceling function/Ambient Sound Mode on the headset
- Use auto adjustment of the noise canceling function by behavior recognition (Adaptive Sound Control)
- Enable/disable the automatic audio detection for Speak-to-Chat and set it up
- Adjust the volume during music playback/phone call
- Play/pause music or skip to the beginning of the previous track (or the current track during playback)/skip to the beginning of the next track
- Easy pairing
- Turn safe listening on/off
- Set the 360 Reality Audio function
- Specifying the Auto Play settings
- Seamless playback with speakers (Auto Switch)*

* This function is available by updating the software from “Sony | Headphones Connect” to “Sony | Sound Connect”.

For details on the “Sony | Headphones Connect” app, refer to the following URL.
https://rd1.sony.net/help/mdr/hpc/h_zz/

Hint

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

Related Topic

- Installing the “Sony | Headphones Connect” app
- Checking the remaining battery charge
- Using the noise canceling function
- Always automatically optimizing the noise canceling performance to suit the wearer and usage environment (Auto NC Optimizer)
- Listening to ambient sound during music playback (Ambient Sound Mode)
- About the sound quality mode
- Supported codecs
- About the DSEE Extreme function
- Connecting the headset to 2 devices simultaneously (multipoint connection)
- Enjoying seamless playback with speakers (Auto Switch)

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Installing the “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 on the “Sony | Headphones Connect” app, refer to the following URL.
   https://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 the “Sony | Headphones Connect” app

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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.**

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How to keep the software up-to-date (for comfortable use of the headset)

If your headset has the latest software, a notification will appear on the screen of the “Sony | Headphones Connect” app. Update the headset software following the on-screen instructions.
Install the latest headset software 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.

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.
You can also update the headset software in the following way.

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.**

Note

- It is recommended to disable the automatic power off function of the headset before the update.
  In the factory settings, when the headset is not connected via Bluetooth connection for about 15 minutes, the headset turns off automatically. This setting can be changed using the “Sony | Headphones Connect” app.
- When the mobile device used for the update has any other Bluetooth devices connected to it, turn off all the Bluetooth devices until the update is complete.
  Software may not be updated when the mobile device is connected with other devices compatible with Bluetooth Low Energy (such as wearable devices, smart watches, etc.).
- Note the following if the update cannot be completed.
  - Close all the apps installed on the mobile device except the “Sony | Headphones Connect” app.
  - Fully charge the headset and the mobile device.
  - Put the headset and the mobile device being used for the update as close to each other as possible before starting the update.
  - Do not start the update if there are wireless LAN devices or other Bluetooth devices nearby.
  - Turn off the power saving mode (*) of your smartphone before updating the software.
    Depending on the OS version of your smartphone, the update may not be completed under the power saving mode.

* Names may vary according to the smartphone you are using.

Related Topic

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

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What you can do with partner services

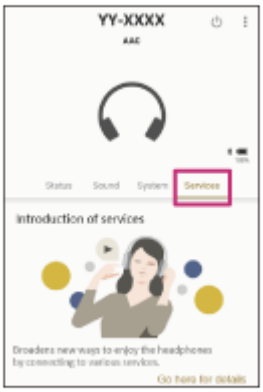
After setting up on the “Sony | Headphones Connect” app, you can use the following apps (*) linked with the headset.

* Services that can be linked as of June 27, 2023 are listed.

For details on the latest services and experiences you can have by linking, check the [Services] tab of the “Sony | Headphones Connect” app.

1. **Open the “Sony | Headphones Connect” app.**

2. **Set up each service on the [Services] tab.**



Note

- The services that can be linked differ depending on the country or region.
- The specifications of the service that can be linked are subject to change without notice.
- The corresponding app needs to be installed.
- For details on Endel, refer to the following URL.
  https://endel.io/
- For details on Service Link, refer to the following URL.
  https://www.sony.co.uk/electronics/partner-services

Related Topic

- Installing the “Sony | Headphones Connect” app

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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 the headset 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 the headset 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 headset 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.
- Bluetooth connections with all Bluetooth devices cannot be guaranteed.
  - Bluetooth devices connected with the headset 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 headset 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.

Note on static electricity

- If you use the headset when the air is dry, you may experience discomfort due to static electricity accumulated on your body. This is not a malfunction of the headset. You can reduce the effect by wearing clothes made of natural materials that do not easily generate static electricity.

Notes on wearing the headset

- Because the headset achieves a tight seal over the ears, forcibly pressing it against your ears or quickly pulling it off can result in eardrum damage. When wearing the headset, the speaker diaphragm may produce a click sound. This is not a malfunction.

Other notes

- Do not subject the headset to excessive shock as it is a precision device.
- The touch sensor may not operate properly if you apply stickers or other adhesive items to the touch sensor control panel.
- When you use the headset as wired headphones, use the supplied headphone cable only. Make sure that the headphone cable is firmly inserted.

- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- Do not apply weight or pressure to the headset for long periods, including when it is stored, as it may cause deformation.
- If you experience discomfort while using the headset, stop using it immediately.
- The earpads may be damaged or deteriorate with long-term use and storage.
- The headset is not waterproof. If water or foreign matter enters the headset, it may result in fire or electric shock. If water or foreign matter enters the headset, stop use immediately and consult your nearest Sony dealer.

Cleaning the headset

- When the headset exterior is dirty, wipe it clean with a soft dry cloth. If the headset is particularly dirty, soak a cloth in diluted neutral detergent, and wring it well before using it to clean the headset. Do not use solvents such as thinner, benzene, or alcohol, as they may damage the finish on the surface of the headset or cause other damages.

Do not use the headset (including accessories) near medical devices

- Radio waves can affect cardiac pacemakers and medical devices. Do not use the headset in crowded places such as crowded trains or inside a medical institution.
- The headset (including accessories) has magnet(s) which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place the headset close to persons who use such medical devices. Consult your doctor before using the headset if you use any such medical device.

Keep the headset (including accessories) away from the magnetic card

- The headset (including accessories) has magnets. If you bring a magnetic card close to the headset, the card magnet may be affected and become unusable.

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To prevent burning or malfunction due to getting wet

On waterproof performance of the headset

The headset is not waterproof. If water or foreign matter enters the headset, this can result in burnout or malfunction.

Avoid situations such as the following and be careful not to get moisture or dirt on the headset.

- Using the headset in the rain or snow







- Touching the headset without drying wet hands after doing housework in the kitchen or washing hands in the washroom



- Touching the headset with sweaty hands, or using the headset in situations where the headset may get soaked in sweat





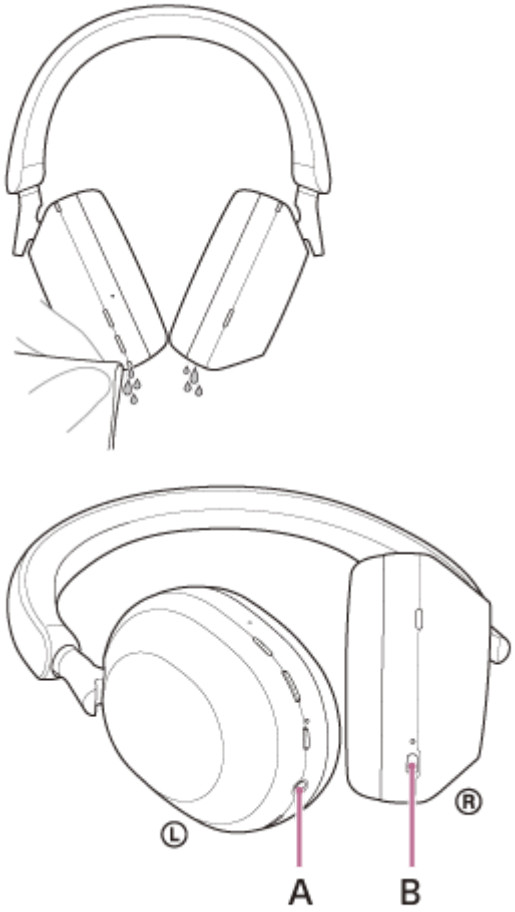


- Putting the headset in a bag with a cold PET bottle



If the headset gets wet, or water enters the headset

If a wet headset is charged or turned on, this can result in burnout or malfunction. While subjecting the headset to as little vibration as possible, turn the earpads downward slowly, and let water drain from the earpads. Then, position the headset upright and put a dry cloth under the headphone cable input jack and USB Type-C port until no more water comes out from the inside. After that, leave the headset in a shaded, well-ventilated place until it is completely dry.



A: Headphone cable input jack
B: USB Type-C port

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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

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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.
- Charge the headset.
  You may be able to resolve some issues by charging the headset battery.
- Restart the device that is being connected to the headset.
  You may be able to resolve some issues by restarting the device being connected such as your computer or smartphone.
- Reset the headset.
- Initialize the headset.
  This operation resets volume settings, etc. 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

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Unable to turn on the headset.

- Make sure the battery is fully charged.
- The headset cannot be turned on while charging the battery. Remove the USB Type-C cable and turn on the headset.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- Charging the headset
- Checking the remaining battery charge
- Turning on the headset
- Resetting the headset
- Initializing the headset to restore factory settings

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The headset is turned off automatically.

- When you wear the headset over a cap, cloth, a scarf, hair, etc., wearing detection may not work properly. The automatic power off function may trigger and the headset may be turned off automatically. Wear the headset so that your ears are inside the earpads.
- When the automatic power off function is set to [Do not turn off] on the [System] tab of the “Sony | Headphones Connect” app, wearing detection will continue to work and the symptom may be improved.
- Make sure the battery is fully charged.

Related Topic

- Wearing the headset
- Turning off the headset
- Charging the headset
- Checking the remaining battery charge

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Charging cannot be done.

Common

- Try charging with the supplied USB Type-C cable.
- 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.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

When charging with a USB AC adaptor

- Make sure that the USB AC adaptor is firmly connected to the AC outlet.
- When using a commercially available USB AC adaptor, use one capable of supplying an output current of 1.5 A or more.

When charging with a computer

- Check that the supplied USB Type-C cable is properly connected to the USB port of the computer.
- Check that the computer is turned on. Wake the computer up if the computer is in standby (sleep) or hibernation mode.
- Check that the headset and the computer are directly connected, and 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.
- Update the OS of the computer.
- Restart the computer and try the USB connection procedure again in cases other than those stated above.

Related Topic

- Charging the headset
- Resetting the headset
- Initializing the headset to restore factory settings

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Charging time is too long.

- When charging with a computer, check that the headset and the computer are directly connected, and not via a USB hub.
- Check that you are using a commercially available USB AC adaptor capable of supplying an output current of 1.5 A or more.
- Check that you are using the supplied USB Type-C cable.
- 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.
- Restart the computer and try the USB connection procedure again in cases other than those stated above.

Related Topic

- Charging the headset

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The available operating time is short (the duration of the battery is short).

- If you set the following functions, the available operating time of the battery becomes short.
  - DSEE Extreme
  - Speak-to-Chat
  - Equalizer
  - Function to launch the voice assistant by your voice
  - Sound quality mode during Bluetooth playback: Priority on sound quality
  - Service Link
  - Noise canceling function
  - Ambient Sound Mode

  If you run the above settings at the same time, the available operating time of the battery becomes even shorter.

- 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 charging and discharging several times. If you store the headset for a long time, charge the battery once every 6 months to avoid over-discharge.
- 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 problem persists, consult your nearest Sony dealer.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.

Related Topic

- Available operating time

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No sound

- Check that both the headset and the connected device are turned on.
- When playing music, check that the headset and the transmitting Bluetooth device are connected via an A2DP Bluetooth connection.
- When using a video calling application on a computer, check that the headset and the computer are connected via an HFP or HSP Bluetooth connection.
  Depending on the video calling application you are using, microphone settings may not be available.
- When you connect with 2 devices simultaneously with multipoint connection, depending on the connected device, the device may keep sending the silent signal even if the playback of the music or video is stopped. In this case, the headset remains connected with the device, and the connection may not be changed to another device. If the sound from the second device cannot be heard after the playback is stopped on the first device, operate in the following order and check whether the situation has improved.
  - Check with the “Sony | Headphones Connect” app that the setting of [Connect to 2 devices simultaneously] is on.
  - Stop the playback of the application on the first device.
  - Shut down the application on the first device.
- Turn up the volume if it is too low.
- Check that the connected device is playing back.
- If you are connecting a computer to the headset, make sure the audio output setting of the computer is set for a Bluetooth device.
- Pair the headset and the Bluetooth device again.
- Check that the headphone cable is connected firmly.
- When Speak-to-Chat is enabled, the Speak-to-Chat mode may launch and respond to the audio (in particular, recordings of conversations in foreign language study materials) that is playing even when the headset is not being worn. In this case, use the headset buttons or touch sensor control panel to exit the Speak-to-Chat mode.
- Restart the smartphone or the computer you use.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Using the supplied headphone cable
- Listening to music from a device via Bluetooth connection
- Making a video call on your computer
- Speaking with someone while wearing the headset (Speak-to-Chat)
- Resetting the headset
- Initializing the headset to restore factory settings

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Low sound level

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

Note

- Depending on the connected device, the volume of the device and the headset may or may not be synced. If the volume on a device is not synced to the volume on the headset, it will not be possible to use the device to turn up the volume on the headset once the volume is turned down on the headset.
  In that case, turn up the volume of both the headset and the connected device.

Related Topic

- Resetting the headset
- Initializing the headset to restore factory settings

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Low sound quality, or noise or unusual sound can be heard.

- Turn down the volume of the playback device if it is too loud.
- When playing music, if the headset and the transmitting Bluetooth device are connected via an HFP or HSP Bluetooth connection, switch the Bluetooth connection to A2DP with the connected device.
- Some devices that emit ultrasonic sound waves designed to repel rodents may occasionally be installed at the entrances of commercial facilities or subway stations. Near such devices, the ultrasonic sound waves may cause noise or unusual sound to be heard from the headset. Leave the place where the noise or unusual sound is heard. Or turn off the noise canceling function/Ambient Sound Mode from the “Sony | Headphones Connect” app.
- When using a video calling application on a computer, switch the Bluetooth connection to HFP or HSP by operating the computer.
  During a video call, sound quality may become low due to the conditions of the communication line.
- 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 connected device to connect via an A2DP Bluetooth connection.
- When listening to music from a computer on the headset, the sound quality may be poor (difficult to hear the singer’s voice, etc.) for the first few seconds. This is due to the computer specifications (priority on stable connection at the start of transmission and then switches to priority on sound quality several seconds later) and is not a headset malfunction.
  If the sound quality does not improve after a few seconds, use the computer to establish an A2DP connection. As for the operations on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- Listening to music from a device via Bluetooth connection
- Making a video call on your computer
- What you can do with the “Sony | Headphones Connect” app

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Sound skips frequently.

- Set the headset to “Priority on stable connection”. For details, see “About the sound quality mode”.
- The situation may be improved by changing the wireless playback quality settings on the transmitting device. For details, refer to the operating instructions supplied with the transmitting device.
- 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.
  - When 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.
  - Where there are other wireless communication audio devices or other people nearby, such as in train station premises or on a crowded train
- If you are enjoying music with your smartphone, the situation may be improved by closing unnecessary apps or restarting your smartphone. If you are enjoying music with your computer, close unnecessary applications or windows and restart the computer.
- Connect the headset and the Bluetooth device once again.
- When the Adaptive Sound Control is turned on, the headset detects the wearer's actions and adjusts the noise canceling function automatically. When this setting is changed, music may pause momentarily. This is not a malfunction.
- Turning off [Service Link] on the “Sony | Headphones Connect” app may reduce the amount of audio dropout.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- About the sound quality mode
- Resetting the headset
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

The effect of noise canceling is not sufficient.

- Make sure the noise canceling function is turned on.
- Adjust the headset into a comfortable position.
- The noise canceling function is effective in low frequency ranges such as airplanes, trains, offices, near air-conditioning, and is not as effective for higher frequencies, such as human voices.
- When the Adaptive Sound Control on the “Sony | Headphones Connect” app is turned on, the wearer's actions, like walking or running, are detected. The noise canceling function is automatically adjusted and the Ambient Sound Mode may be activated according to these actions.
  To make the most of the noise canceling function, turn off the Adaptive Sound Control, and try to turn on the noise canceling function manually when you need it.
- With the “Sony | Headphones Connect” app, check the setting of [Ambient Sound Control]. If it is set to [Ambient Sound], the effect of noise canceling is reduced. Set it to the noise canceling mode.
- Check with the “Sony | Headphones Connect” app whether the function of the NC/AMB button is set to [Ambient Sound Control].
- Because the noise canceling performance is automatically optimized by the Auto NC Optimizer function according to changes in the wearing condition and usage environment, you may notice fluctuations in the noise canceling effect.

Related Topic

- What is noise canceling?
- Using the noise canceling function
- Wearing the headset
- What you can do with the “Sony | Headphones Connect” app

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Pairing cannot be done.

- Bring the headset and the Bluetooth device within 1 m (3 feet) from each other.
- When pairing a device for the first time after purchase or after initializing or repairing the headset, turn on the headset and the headset automatically enters pairing mode. To pair a second or subsequent device, press and hold the (power) button on the headset for about 5 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.
- Restart the connected device such as a smartphone or a computer you use, and pair the headset and the device again.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Resetting the headset
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

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. If this is the 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.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

- How to make a wireless connection to Bluetooth devices
- Resetting the headset
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

The headset does not operate properly.

- You cannot operate the touch sensor control panel when not wearing the headset. Wear the headset and operate the touch sensor control panel.
- When you wear the headset over a cap, cloth, a scarf, hair, etc., wearing detection may not work properly, and the touch sensor control panel may not be available for operation. Wear the headset so that your ears are inside the earpads.
- When the automatic power off function is set to [Do not turn off] on the [System] tab of the “Sony | Headphones Connect” app, wearing detection will continue to work and the symptom may be improved.
- 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.
- While the headset is connected to a device via the supplied headphone cable and the headset is turned on, you can use Quick Attention Mode, but you cannot perform operations such as volume adjustment or play/pause.
- The headset will not operate correctly when you operate the headset with your fingernail or a gloved hand. Remove your glove, and operate the headset with the ball of your finger.
- Check that the touch sensor control panel setting is enabled with the “Sony | Headphones Connect” app.
- When connected with the computer, depending on the computer application you are using, you may not be able to operate with the touch sensor control panel, but this is not a malfunction. Operate with the computer application.

Related Topic

- Wearing the headset
- Resetting the headset
- Initializing the headset to restore factory settings

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Cannot hear a person during a call/low voice from callers, your voice does not reach the person during a call/your voice is low on the caller’s side.

- Check that both the headset and the connected device are turned on.
- Turn up the volume of the connected device and the volume of the headset if they are too low.
- When you use the video calling application, open the settings (*) of the video calling application, and check that the speaker or microphone setting is specified as [Headset (WH-1000XM5 Hands-Free)](**). When the settings of the video calling application cannot be checked or calling connections [Headset (WH-1000XM5 Hands-Free)] cannot be selected, select [Headset (WH-1000XM5 Hands-Free)] on the settings of your computer to make connections.
  * Depending on the video calling application you are using, this function may not be available.
  ** Names may vary according to the computer or the video calling application you are using.
- Use the Bluetooth device to re-establish the connection. Select HFP or HSP for the profile.
- If you are listening to music with the headset, stop playback and tap the touch sensor control panel twice quickly (with an interval of about 0.4 seconds) to respond to an incoming call.
- Reset the headset.
- Initialize the headset, and pair the headset and the device again.

Related Topic

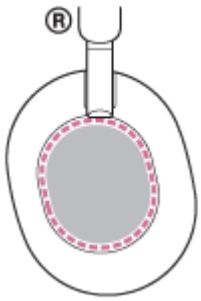
- How to make a wireless connection to Bluetooth devices
- Receiving a call
- Making a call
- Resetting the headset
- Initializing the headset to restore factory settings

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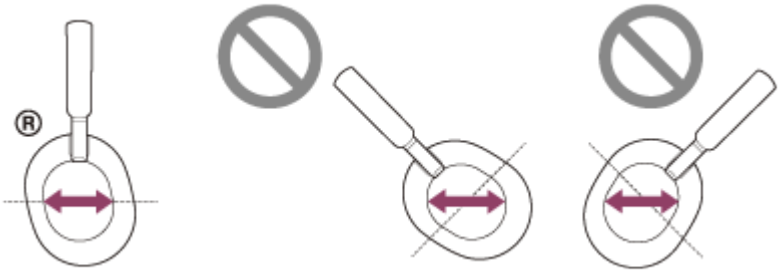
Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

The headset reacts incorrectly.

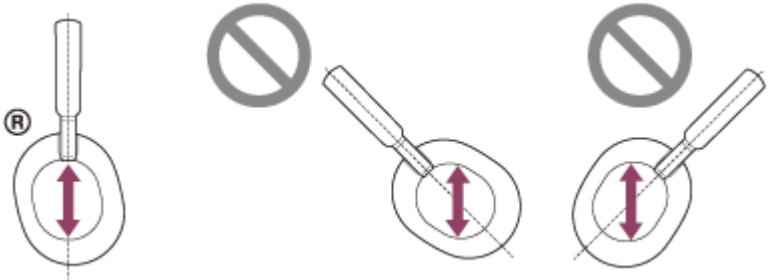
- When connected with the computer, depending on the computer application you are using, music playback may not stop even if you remove the headset, but this is not a malfunction. Operate with the computer application to stop the music playback.
- If the operation of the headset changes unintentionally, for example, ambient sound is heard suddenly, check the setting of [Ambient Sound Control] with the “Sony | Headphones Connect” app. If it is set to [Ambient Sound], the effect of noise canceling is reduced. Set it to the noise canceling mode.
- The sensor of the touch sensor control panel is built into the flat surface of the right unit. Operate within the range of the sensor.



- When you swipe your finger forward/backward or up/down on the touch sensor control panel, the touch sensor control panel may not work correctly depending on the angle at which the headset is worn or the direction your head is facing.
  - When you swipe your finger forward/backward, make the movements perpendicular to the headband.



  - When you swipe your finger up/down, make the movements parallel to the headband.



Note

- While the headset is connected to a device via the supplied headphone cable and the headset is turned on, you can use Quick Attention Mode, but you cannot perform operations such as volume adjustment or play/pause.
- The headset will not operate correctly when you operate the headset with your fingernail or a gloved hand. Remove your glove, and operate the headset with the ball of your finger.

- Check that the touch sensor control panel setting is enabled with the “Sony | Headphones Connect” app.
- When connected with the computer, depending on the computer application you are using, you may not be able to operate with the touch sensor control panel, but this is not a malfunction. Operate with the computer application.

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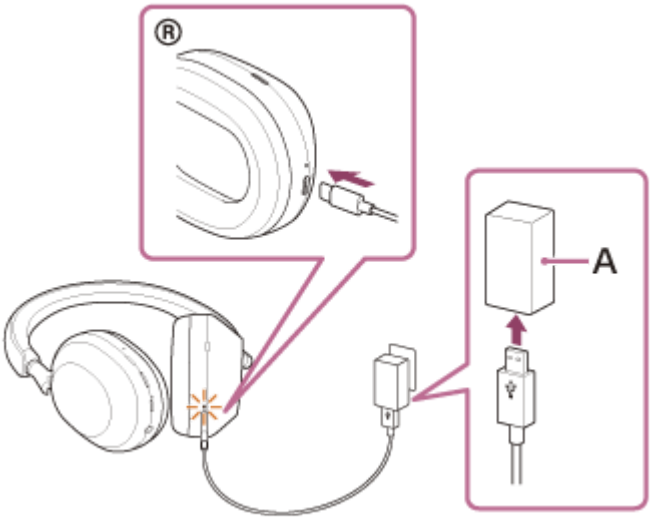
Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Resetting the headset

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

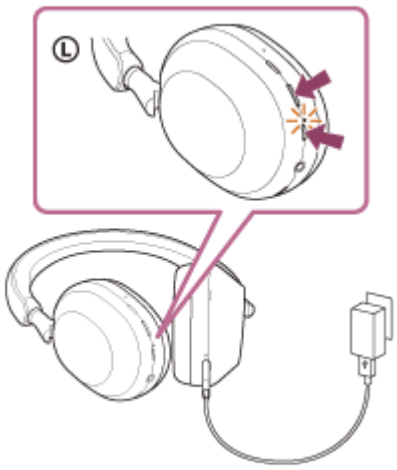
1. **Connect the headset to an AC outlet.**

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



   A: USB AC adaptor

2. **Press the ⏻ (power) button and the NC/AMB button simultaneously.**



   The headset will be reset.

The pairing information and other settings are 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

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

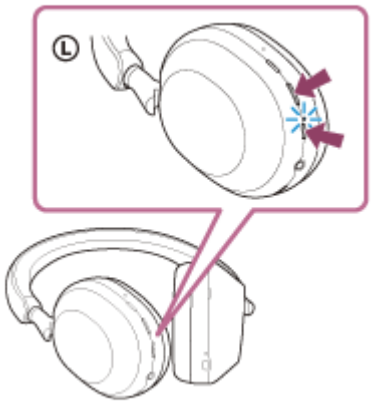
Initializing the headset to restore factory settings

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

1. **Turn off the headset.**

   Remove the USB Type-C cable.

2. **Press and hold the (power) button and the NC/AMB button for about 7 seconds.**



When the initializing is complete, the indicator (blue) flashes 4 times (● ● ● ●).

This operation resets volume settings, etc. to the factory settings, and deletes all pairing information. In this case, delete the pairing information for the headset from the connected device and then pair them again.
If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

Related Topic

- Resetting the headset

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Wireless Noise Canceling Stereo Headset
WH-1000XM5 / WH-1000XM5SA

Specifications

Headset

Power source:

DC 5 V / 1.6 A (Using a commercially available USB Normal AC Adaptor)
DC 5 V / 1.6 A, 9 V / 2.3 A (Using a commercially available USB Power Delivery AC adaptor)
or use built-in lithium-ion batteries (Product Operation Power: DC 3.8 V)

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Charging time:

Approx. 3.5 hours

Note

- Charging and usage hours may be different depending on the conditions of use.

Charging temperature:

5 °C to 35 °C (41 °F to 95 °F)

Mass:

Approx. 250 g (8.82 oz)

Impedance:

48 Ω (1 kHz) (when connecting via the headphone cable with the headset turned on)
16 Ω (1 kHz) (when connecting via the headphone cable with the headset turned off)

Sensitivity:

102 dB/mW (when connecting via the headphone cable with the headset turned on)
100 dB/mW (when connecting via the headphone cable with the headset turned off)

Frequency response:

4 Hz - 40 000 Hz (JEITA)
(when connecting via the headphone cable with the headset turned on)

Communication specification

Communication system:

Bluetooth Specification version 5.2

Output:

Bluetooth Specification Power Class 1

Maximum communication range:

Line of sight approx. 10 m (30 ft) (*1)

Frequency band:

2.4 GHz band (2.4000 GHz - 2.4835 GHz)

Compatible Bluetooth profiles (*2):

A2DP
AVRCP
HFP
HSP

Supported Codec (*3):

SBC
AAC
LDAC

Transmission range (A2DP):

20 Hz - 20 000 Hz (Sampling frequency 44.1 kHz)
20 Hz - 40 000 Hz (Sampling frequency LDAC 96 kHz, 990 kbps)

*1 The actual range will vary depending on factors such as obstacles between devices, magnetic fields around a microwave oven, static electricity, reception sensitivity, antenna's performance, operating system, software application, etc.
*2 Bluetooth standard profiles indicate the purpose of Bluetooth communications between devices.
*3 Codec: Audio signal compression and conversion format

Design and specifications are subject to change without notice.

Compatible iPhone/iPod models

iPhone 12 Pro Max
iPhone 12 Pro
iPhone 12
iPhone 12 mini
iPhone SE (2nd generation)
iPhone 11 Pro Max
iPhone 11 Pro
iPhone 11
iPhone XS Max
iPhone XS
iPhone XR
iPhone X
iPhone 8 Plus
iPhone 8
iPhone 7 Plus
iPhone 7
iPhone SE
iPhone 6s Plus
iPhone 6s
iPhone 6 Plus
iPhone 6
iPhone 5s
iPod touch (7th generation)
iPod touch (6th generation)
(As of February 2022)

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