

Wireless Noise Canceling Stereo Headset
WF-1000XM6



Model: YY2985

Quick Start Guide

 To prevent burning or malfunction due to getting wet

Download the app, and set up the headset

Many useful features are out there in your device. Download the “Sound Connect” app and get the most out of what you have.

For the main features available with the “Sound Connect” app, see [“Using the “Sound Connect” app”](#).



Sound Connect

Let's start to use

1

Wearing the headset



Twist the headset unit to slide the earbud tip deep into your ear canal.

2

Establishing a BLUETOOTH® connection





The headset turns on when it is removed from the charging case.
Follow the downloaded “Sound Connect” app instructions.

3

Operating the headset



Tap the touch sensor.

Left-side headset unit

- Tap once: You can switch between the noise canceling function and Ambient Sound Mode.
- Tap twice: You can use Quick Access (settings on the “Sound Connect” app are required).
- Tap 3 times: You can use Quick Access (settings on the “Sound Connect” app are required).
- ...Tap 4 or more times: You can decrease the volume.
- Hold your finger: You can use the Quick Attention mode.

Right-side headset unit

- Tap once: You can play or pause music.
- Tap twice: You can skip to the beginning of the next track.
- Tap 3 times: You can skip to the beginning of the previous track or the current track during playback.
- ...Tap 4 or more times: You can increase the volume.
- Hold your finger: You can use or cancel the voice assist function (Google™ app or Siri).



Related information

[Establishing a Bluetooth connection manually](#)

[Charging the headset](#)

What you can do with the headset

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Using the headset

Bluetooth connection

You can connect to devices such as a smartphone or computer via Bluetooth.

Playing music from a device via a Bluetooth connection

You can enjoy music wirelessly from Bluetooth-connected devices such as a smartphone or computer.



Making calls via a Bluetooth-connected device

You can make wireless calls using Bluetooth-connected devices such as a smartphone or computer.



Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting the headset to 2 devices simultaneously \(multipoint connection\)](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Controlling the audio device \(Bluetooth connection\)](#)

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Using the “Sound Connect” app

Install the “Sound Connect” app on your smartphone from the Google Play store or App Store.



Service information linked with the features of the “Sound Connect” app

<https://www.sony.net/supported-servicelink>
[sony.net/servicelink](https://www.sony.net/servicelink)

- The services that can be linked differ depending on the countries and regions.
- The specifications of the services that can be linked are subject to change, suspension or termination without notice.

The following functions can be operated and set using the “Sound Connect” app.

For functions with detailed operating procedures described in the Help Guide, refer to the Related Topic at the bottom of the page.

The following can be accessed from the [My Device] tab.

Headset controls and status display

- Display the remaining battery life (headset and charging case)

Adaptive Sound Control

The headset adjusts the noise canceling function automatically based on detected actions.

Ambient Sound Control

The modes of the noise canceling function and ambient sound function can be adjusted.

Speak-to-Chat

Automatic audio detection for Speak-to-Chat can be enabled or disabled, and its settings can be configured.

Listening mode

Sound settings can be switched based on the content or usage scenario.

Equalizer

Set sound quality from presets. You can also set sound quality customized to your preferences.

DSEE Extreme

Using AI (Artificial Intelligence) technology, the headset improves high-range sound reproduction. It upscales CD and compressed audio files to high-resolution quality, reproducing dynamic and clear sound.

Note

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

360 Reality Audio Setup

Set up the 360 Reality Audio.

Spatial Sound and Head Tracking

The app optimizes the spatial sound by measuring the angle at which your headset is worn. When using Android Head Tracking and spatial sound compatible services, you can enjoy an accurate audio experience.

Spatial Sound Optimization

The app optimizes the spatial sound by measuring the headset wearing angle, enabling you to experience the precise spatial sound.

Bluetooth Connection Quality

You can set whether to prioritize sound quality or connection stability when using Classic Audio via Bluetooth.

- [Prioritize Sound Quality]: Prioritizes the sound quality.
- [Prioritize Stable Connection]: Select this option when the connection is unstable, such as when frequent sound interruptions occur.

When using Bluetooth connection with LE Audio, select [Low latency]. If [Low latency] is not displayed, set [LE Audio connection setting for headphones].

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 [Prioritize Stable Connection] is selected.

LE Audio connection setting for headphones

Set this option when using Bluetooth connection with LE Audio. If [LE Audio connection setting for headphones] is not displayed, set [Bluetooth Connection Quality].

Auto Switch (*)

You can enjoy wireless playback while having the audio output source automatically switched between the headset and the speaker.

Voice Control/Voice Assistant

You can set voice control, allowing you to operate the headset with voice commands after saying the wake word. You can also check the available languages and voice commands in the app.

Change the touch sensor function

Change the function of the touch sensor on the headset.

Ambient Sound Control Operation

The modes of the noise canceling function and ambient sound function can be adjusted.

Change Quick Access services (*)

Set the service to be assigned to Quick Access.

Head Gesture

Enable or disable headset controls using nodding and shaking gestures.

Pause when headphones are removed

Set the function to automatically pause and resume music playback based on wearing-detection.

Auto Power Save

When the battery level falls below a certain threshold, you can reduce power consumption to extend the usage time of the headset.

Battery Care

When enabled, it helps extend the battery lifespan to improve durability.

Automatic Power Off

Set the function to automatically power off based on wearing-detection.

Capture Voice During a Phone Call

The microphone activates to capture external sound, allowing you to hear your own voice more clearly during calls (Sidetone function).

Notification & Voice Guide

Switch the notification sounds and voice guidance on or off. Set the language and volume for the voice guidance as well.

Update Software

Set how to update the headset software.

Software version

Display the headset software version.

The following can be accessed from the [Scene] tab.

Scene-based Listening (*)

It detects transitions in actions, such as when making calls or walking, and automatically plays music from a linked music service.

The following can be accessed from the [Discover] tab.

Listening History

It records and displays usage history, such as headset activity and the songs you have listened to, allowing you to review your listening experience.

The following can be accessed from the [Menu] tab.

Help

Display support information for the headset.

(*) Cannot be used during LE Audio connection.

Note

- The operating instructions and screen displays of the “Sound Connect” app are subject to change without prior notice due to future updates.

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About the voice guidance

You will hear the following voice guidances depending on the operating procedure performed and the headset status. In the factory settings, when you put the headset units into your ears, you will hear the voice guidance in English, Chinese, or Japanese.

You can use the “Sound Connect” app to change the following voice guidance settings.

- Language setting
- Volume setting

“Pairing”

- When you put the headset units into your ears and the headset enters pairing mode automatically:
The headset enters pairing mode automatically in the following cases.
 - When you pair the headset with a device for the first time after purchasing the headset
 - When there is no pairing information, such as after initialization, and you put the headset units in your ears
- When you manually set the headset to pairing mode and put the headset units in your ears

“Low battery”

- When the remaining battery charge of the headset is low

“Battery is empty”

- When automatically turning off due to low battery of the headset

“Battery about XX %” / “Battery fully charged”

- When informing the remaining battery charge:
The “XX” value indicates the approximate remaining charge. This is a rough estimate.

“Voice guidance test”

- When setting the voice guidance volume

“The Digital assistant is not connected” (*)

- When Digital assistant is not available on the smartphone connected to the headset even when operating the headset unit to which Digital assistant is assigned

“The Xiaowei is not connected” (*)

- When Tencent Xiaowei is not available on the smartphone connected to the headset even when operating the headset unit to which Tencent Xiaowei is assigned

“The Voice Assistant is not available. Please open the Sound Connect and check the Voice Assistant settings.”

- When operating Voice Assistant while connected in LE Audio

“Launch the Sound Connect to activate the Service Link.”

- When Service Link is inactive and you try to use Quick Access

“App assigned to the Quick Access is not launched on the mobile device”

- When you use Quick Access while the app is not launched

“The Quick Access is not available. Please open the Sound Connect and check the Quick Access settings.”

- When operating Quick Access while connected in LE Audio

“The Quick Access is not available. Please open the Sound Connect and check the Service settings.”

- When the usage conditions are not met during Quick Access use.

“The [Safe volume control] limits the volume.”

- When Safe Volume Control starts

“Power Save Mode”

- When Power Save Mode is activated

“Apologies, the command could not be recognized”

- When Voice Control does not recognize the command after recognizing the wake word

“The voice assistant on your mobile device is not responding. Please check your settings.”

- When Voice Control recognizes "Assistant" but the voice assist function does not activate

“Mic Off”

- When the headset was operated to turn off the microphone during a call

“Mic On”

- When the headset was operated to turn on the microphone during a call

(*) May not be supported in some countries and regions.

Note

- Changing the language of the voice guidance takes up to 10 minutes.
- The voice guidance language will not change even if you initialize the headset.
- If the voice guidance is not heard, set the headset units into the charging case. Close the charging case lid to turn off the headset units. Then, remove the headset units from the charging case to turn them on again.

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Included items

After opening the package, check that all of the items in the list are included. If any items are missing, consult the Sony support contact or your nearest Sony dealer.

Numbers in parentheses indicate the number of items.

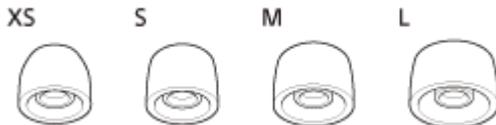
Wireless Noise Canceling Stereo Headset (1)

USB Type-C® cable (USB-A to USB-C®) (1)



Noise isolation earbud tips (XS (2), S (2), M (2), L (2))

- M-sized earbud tips come attached to the left and right headset units at the time of purchase. The size of the earbud tips can be determined based on the color of the inside of the earbud tips.
(*) XS was previously listed as the SS size.



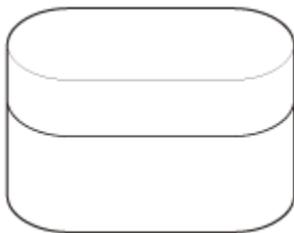
XS size: red

S size: orange

M size: green

L size: light blue

Charging case (1)



Documents (1 set)

Note

- The earbud tips are consumables. If they deteriorate or become damaged due to long-term use or storage, consult the Sony support contact or your nearest Sony dealer.
- You can purchase the separately sold EP-NI1010 series. (*)
(*) The earbud tips may not be available in some countries and regions.
- There is a risk of small parts being swallowed. After use, keep out of reach of children.

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Replacing the earbud tips

M-sized earbud tips come attached to the left and right headset units at the time of purchase.

If the earbud tips do not fit your ear canals or the headset is not worn properly, tap controls or Speak-to-Chat speech detection may not work correctly. You may also not obtain the correct sound qualities, volume, noise canceling effects, or call performance.

If any of this is the case, try the following.

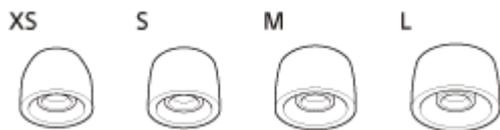
- Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
- The “Sound Connect” app helps you determine which earbud tips best suit you for optimal noise canceling and sound quality.
- Check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip fits best.

Hint

- The function for determining the optimal earbud tips measures the seal and checks whether the headset is properly worn in your ears. Select the earbud tips that fit comfortably.

Noise isolation earbud tips

The size of the earbud tips can be determined based on the color of the inside of the earbud tips.



XS size: red

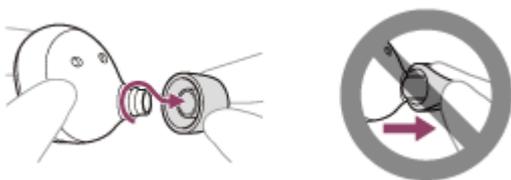
S size: orange

M size: green

L size: light blue

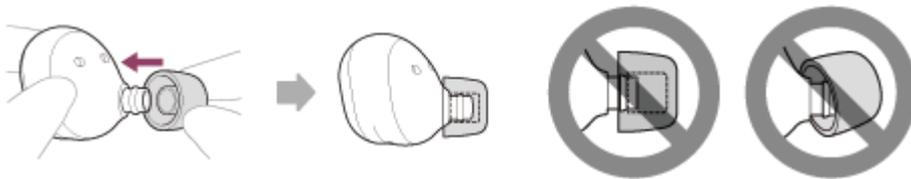
1 Remove the earbud tip.

Hold the headset unit and twist the earbud tip while rotating it to pull it out. Do not pinch the end of the earbud tip when removing it.



2 Attach the earbud tip.

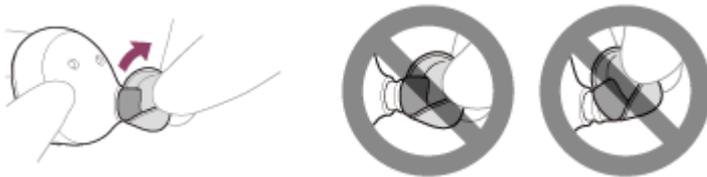
Push the earbud tip firmly onto the headset's sound conduit (sound output tube) until it is properly seated. Do not attach the earbud tip in a loose or skewed manner.



If the earbud tip is not firmly attached, it may fall off, and the sound quality, noise canceling, and wearability may become impaired.

3 Check that the earbud tip is securely attached.

Twist the earbud tip to one side and check that the stem of the earbud tip is completely covering the sound conduit on the headset unit.



Note

- As the earbud tips fit more snugly in your ears, you may feel a strain to your ears. If you experience discomfort, discontinue use.
- Earbud tips are consumables. The earbud tips may deteriorate or become damaged due to long-term use or storage. If the earbud tips deteriorate or break, sound quality, noise canceling, and other performance will not be achieved, so replace them regularly.
In addition, if the earbud tips are damaged, the earbud tips themselves or parts of them may remain in your ear and cause injury or illness. Be sure to replace the earbud tips if they show any damage such as cracks, peeling, chips, or torn mesh.
- Avoid washing with water, using wet tissues, or using organic solvents such as alcohol, as these can cause premature deterioration.



- Do not pull on the polyurethane foam portion of the earbud tip. If it is separated from the earbud tip, it will not function.
- Do not subject the polyurethane foam portion of the earbud tip to pressure for over long periods of time. It may cause deformation and it may be difficult to return the earbud tip to the original shape.
- When the earbud tips become dirty, do not wash them in water, and wipe off the dirt using a dry cloth. Do not use alcohol, etc. Doing so may quicken the deterioration.
- When the earbud tips get soaked, drain the liquid well, and make sure that the earbud tips are dried before use or storage.
- The varying sizes of the holes on the polyurethane foam portion of the earbud tip have no effect on the sound quality.
- You may hear a cracking noise in your ears when wearing the headset. However, this is not a malfunction.
- The foam materials may become firm at a low temperature. Warm the earbud tips a little with your hands before use.
- When the environmental temperature or usage temperature is high, the polyurethane foam may take time to return to its original shape.
- If you feel that the bass has become insufficient or the original sound quality has deteriorated, replace the earbud tips with new ones.

Related Topic

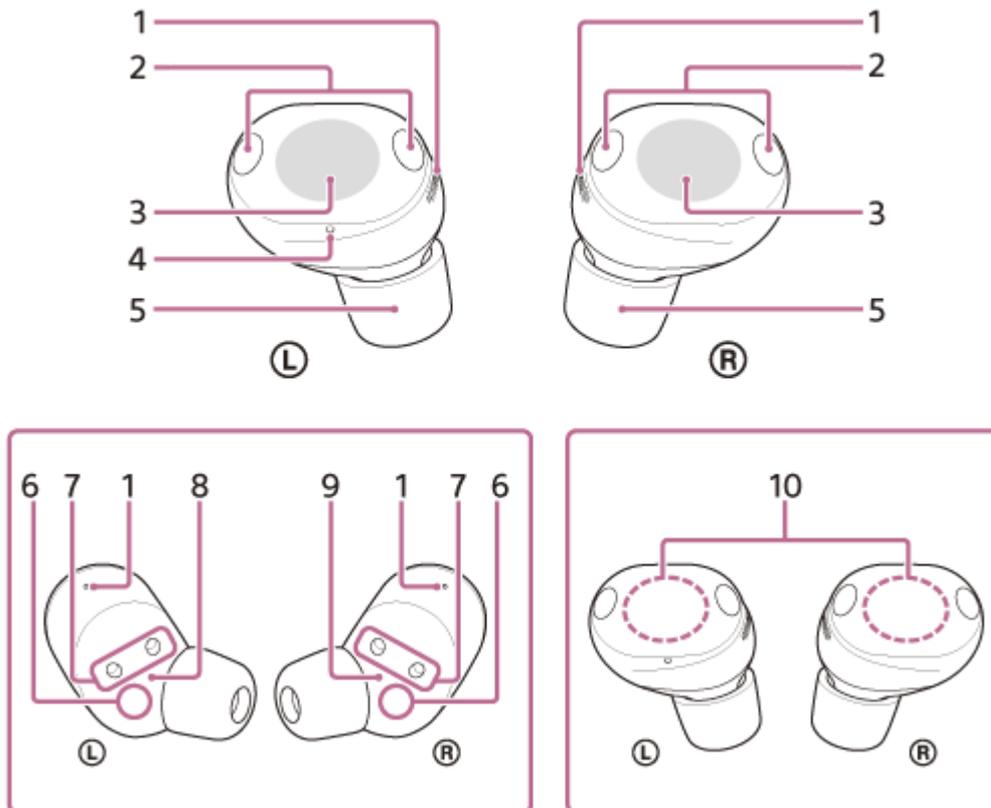
- [Using the “Sound Connect” app](#)
- [Wearing the headset](#)

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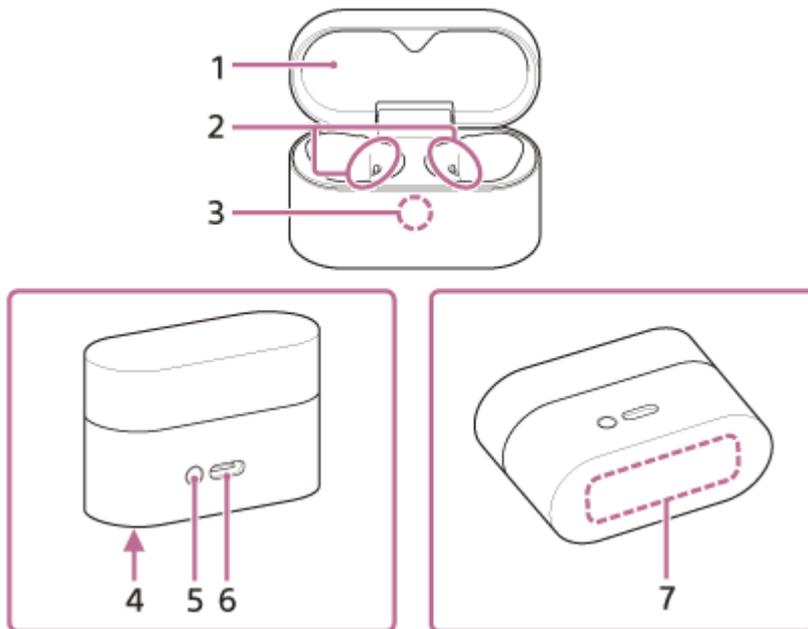
Location and function of parts

Headset



1. Air holes (left, right)
2. Microphones (left, right)
Captures the sound of your voice during phone calls or in the Speak-to-Chat mode and picks up noise when using the noise canceling function or the Ambient Sound Mode.
3. Touch sensors (left, right)
4. Tactile dot
There is a tactile dot on the left-side headset unit.
5. Earbud tips (left, right)
6. IR sensors (left, right)
7. Charging ports (left, right)
8. Ⓛ (left) mark
9. Ⓜ (right) mark
10. Built-in antennas (left, right)
A Bluetooth antenna is built into both left and right units of the headset.

Charging case



1. Charging case lid
2. Charging ports (left, right)
3. Indicator (blue/orange/green)
Indicates the remaining battery charge of the headset units and charging case, the charging status, or the status of the pairing mode.
4. Serial number
Located on the bottom of the charging case.
5. Pairing/reset/initialize button
Used when entering pairing mode, resetting or initializing the headset.
6. USB Type-C port
Charge both the headset and the charging case using one of the following methods with the supplied USB Type-C cable.
 - Connect the charging case to a computer
 - Connect the charging case to an AC outlet using a commercially available USB AC adaptor
7. Contact surface for the Qi charging

Related Topic

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

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About the indicator

You can check various statuses of the headset/charging case by the indicator on the charging case.

- : Turns on in green
- : Turns on in orange
- : Turns on in blue
- : Turns off

Indication of the remaining battery charge

When both headset units are stored in the charging case, the indicator displays the battery level of the headset unit that has the lower remaining battery charge between the left and right units.

When either the left or right headset unit is stored in the charging case, the indicator displays the remaining battery charge of the headset unit stored in the charging case.

When both headset units are removed from the charging case, the indicator displays the remaining battery charge of the charging case.

The remaining battery charge is displayed during the following actions. The remaining battery charge can be checked through the displayed information.

- When the charging case lid is opened
- When the charging case lid is closed
- When charging is complete and USB Type-C cable is disconnected
- When you remove the headset from the charging case
- When you set the headset units into the charging case

The indicator lights up in green for about 6 seconds.



- When the headset is stored in the charging case and the remaining battery charge of the headset is as follows
 - Battery care is inactive: 95% or higher
 - Battery care is active: 75% or higher
- When the headset is not stored in the charging case and the remaining battery charge of the charging case is 31% or higher

The indicator lights up in orange for about 6 seconds.



- When the headset is stored in the charging case and the remaining battery charge of the headset is as follows
 - Battery care is inactive: Between 94% and 1%
 - Battery care is active: Between 74% and 1%

The indicator repeatedly flashes slowly in orange 3 times.



- When the headset is not stored in the charging case and the remaining battery charge of the charging case is between 30% and 1%

The indicator turns off.

- When the headset is stored in the charging case and the remaining battery charge of the headset is less than 1%
- When the headset is not stored in the charging case and the remaining battery charge of the charging case is less than 1%

Charging status

The indicator lights up in orange.



- When charging the headset
- When charging the charging case

The indicator lights up in orange for about 1 minute, and then turns off.



- When the battery is fully charged when charging starts on the headset units/charging case
- When battery care is enabled and the remaining battery charge of the headset units is above 80% at the start of charging

The indicator turns off.



- When the battery becomes fully charged and charging is complete
- When battery care is enabled, and the remaining battery charge of the headset units is above 80%

The indicator lights up in orange while charging. The indicator turns off for about 0.5 seconds, and then lights up in orange again.



- During charging, when the charging case lid is opened or closed
- When the headset is set to or removed from the charging case

The indicator repeatedly flashes twice in orange at an interval of about 1 second.



- When the charging temperature is abnormal

The indicator repeatedly flashes slowly in orange at an interval of about 0.5 seconds.



- When an error occurs while charging and charging cannot be performed

The indicator repeatedly flashes 3 times in orange at an interval of about 1.3 seconds.



- When the left and right headset units are paired incorrectly

Bluetooth connection status

The indicator repeatedly flashes twice in blue.



- When in pairing mode

The indicator flashes 10 times in blue.



- When the connection process is completed:
It indicates when one or both headset units are stored in the charging case.

Other

The indicator repeatedly flashes in orange and blue at an interval of about 0.6 seconds.



- When the charging case lid is opened while the software is updating automatically
- When the charging case lid is closed while the software is updating automatically and one or both headset units are not stored in the charging case

The indicator repeatedly flashes in orange for up to about 5 seconds at an interval of about 0.7 seconds.



- When the headset is ready to begin the reset process
- When the headset is ready to begin the initialization process

For details, see “[Resetting the headset](#)” or “[Initializing the headset to restore factory settings](#)”.

The indicator flashes 4 times in green at an interval of about 0.3 seconds.



- When the initialization process is completed

For details, see “[Initializing the headset to restore factory settings](#)”.

Hint

- When the headset is worn, you can check various statuses of the headset by the notification sound or voice guidance.

Related Topic

- [Charging](#)
- [Checking the remaining battery charge](#)
- [How to keep the software up-to-date \(for comfortable use of the headset\)](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

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Wearing the headset

1 Remove the headset units from the charging case.

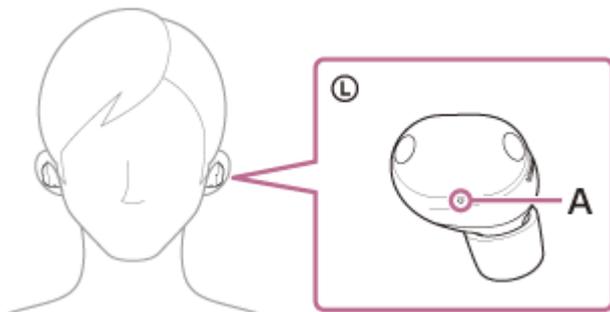


The headset turns on automatically.

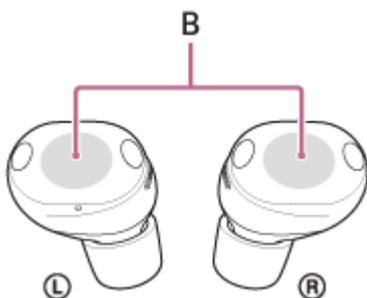
2 Put the headset units into your ears.

Put the headset unit with the L-mark into your left ear and the headset unit with the R-mark into your right ear. The left headset unit has a tactile dot (A).

If you feel it is difficult to put the earbud tips into your ears, squeeze the earbud tips lightly before wearing the headset.

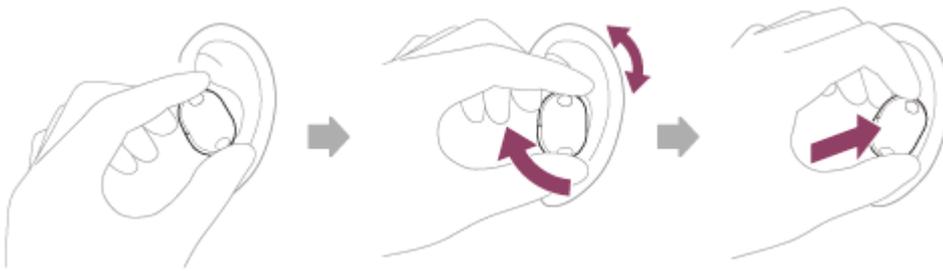


Be careful not to touch the touch sensor (B) when you put the headset units into your ears.



3 Adjust the fit of the headset units to your ears.

Hold and rotate the headset unit with your thumb, index, and middle finger to adjust the headset to fit your ear.

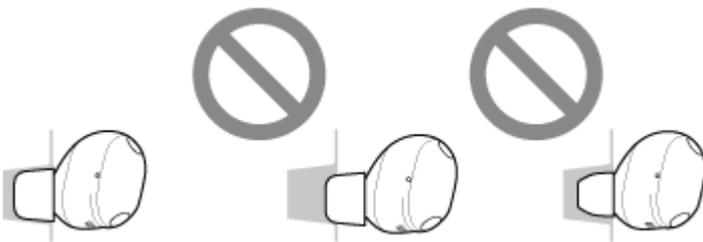


After putting the headset unit into your ear, hold the side of the headset unit with your fingers and slowly push the earbud tip into your ear canal.

Note

- If you touch the touch sensor, the headset may operate.

Check if there is a gap between the earbud tip and your ear canal. This may happen if the earbud tip is not inserted deeply enough or if the earbud tip is the wrong size.



4 Wait for about 10 seconds for the earbud tip shape to stabilize.

If your ears are not sealed properly, noise canceling is insufficient, or bass sounds weak, try larger earbud tips. If the headset units come off while you are wearing them, try smaller size earbud tips.

5 Check the wearing condition.

The noise canceling effects may not be achieved depending on how the headset units are worn. You can check whether the headset units are properly worn in the following way.

- Record how the headset units are worn in your ears using the video function of your smartphone or other devices.
- Check the wearing condition with the “Sound Connect” app.



Hint

- If you feel earbud tips are difficult to put into your ears, change the size of earbud tips or squeeze earbud tips lightly before wearing the headset.
- When you put the headset unit into your ear or adjust the positioning of the headset unit, see the illustration in step 3 for how to hold the headset unit.

For the proper sound quality, volume, noise canceling function, and call sound quality to be effective

If the earbud tips do not fit your ear canals or the headset is not worn properly, tap controls or Speak-to-Chat speech detection may not work correctly. You may also not obtain the correct sound qualities, volume, noise canceling effects, or call performance.

If any of this is the case, try the following.

- Change the earbud tips to ones that fit more snugly in your ears. When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips for left and right ears may be different.
- The “Sound Connect” app helps you determine which earbud tips best suit you for optimal noise canceling and sound quality.
- Referring to step 3, check that you are wearing the headset properly in your ears. Wear the headset so that the earbud tip fits best.

Hint

- The function for determining the optimal earbud tips measures the seal and checks whether the headset is properly worn in your ears. Select the earbud tips that fit comfortably.

When attaching and removing the headset

In the factory settings, the headset's built-in IR sensor is enabled to detect when you put on or remove the headset units. As a result, music may unintentionally play, pause, or resume, and the touch sensor actions and voice guidance may be controlled.

When the headset is worn

- You can use the touch sensors to perform actions such as playing music and making or receiving calls.
- You will hear a notification or voice guidance that corresponds to the operating procedure and status.

When the headset is removed

- When you listen to music while wearing both headset units in your ears, the headset will pause music playback if one or both headset units are removed. When the headset is worn again, the headset resumes music playback.
- When the headset units are not worn for about 15 minutes after being removed from the charging case, the headset turns off automatically to save battery. Turn on the headset by tapping the touch sensor or by putting the headset units into your ears.
- To prevent unintended actions, the touch sensors of the headset units do not respond to taps when they are removed from your ears.

Hint

- You can play music as well as make and receive calls even when you are wearing only one headset unit in your ear.
- You can use the “Sound Connect” app to change the settings that automatically pause and resume the music playback, or automatically turn off the headset.

Related Topic

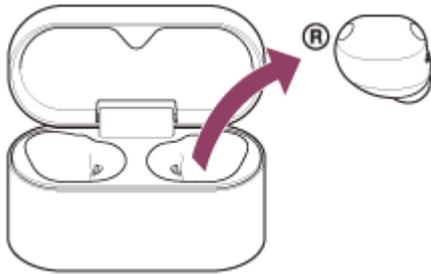
- [Using the “Sound Connect” app](#)
- [Replacing the earbud tips](#)
- [Using only one headset unit](#)

TP1002086716

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Using only one headset unit

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



When you put on the other headset unit

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

Assigning functions to the touch sensors

Depending on the headset unit you are wearing, some functions may not be available in the factory settings. In this case, you can change the function assignments to the touch sensors using the “Sound Connect” app.

Hint

- In the factory settings, the music playback function is assigned to the right-side headset unit.
If only the right-side headset unit is worn in your ear, use the touch sensor on the right-side headset unit to play music.
If only the left-side headset unit is worn in your ear, operate the connected device to play music.
- When you are wearing only one headset unit, you will hear a monaural sound with the left and right channels mixed (only during Classic Audio connection).
- You can also talk hands-free even when you are wearing only one headset unit. When you receive an incoming call, answer the call using the headset unit you are wearing. If you put the other headset unit into the other ear while you are talking with only one headset unit, you can talk with both headset units.
- Digital assistant can be assigned to either the left or right headset unit. When Digital assistant is assigned to the headset and you are using only one headset unit, use the headset unit with Digital assistant assigned.
- Tencent Xiaowei/QQ Music can be assigned to either the left or right headset unit. When you are using only one headset unit, use the headset unit with Tencent Xiaowei/QQ Music assigned.

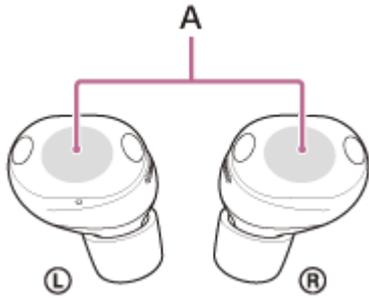
Related Topic

- [Using the “Sound Connect” app](#)
- [Controlling the audio device \(Bluetooth connection\)](#)
- [Functions for a phone call](#)

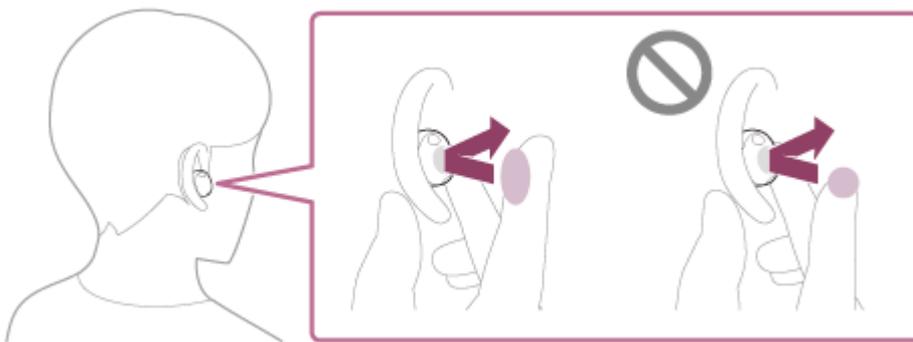
TP1002090555

About the touch sensor

Tap the touch sensor (A) to perform actions such as music playback, phone calls, or changing the setting of the noise canceling function.



To operate the touch sensor, tap the center of the touch sensor with the pad of your index finger.



Main actions

| | Left | Right |
|--------------------------------------|--|---|
| Tap | To switch between the noise canceling function and Ambient Sound Mode | To play or pause music |
| Tap twice | To use Quick Access (settings on the "Sound Connect" app are required) To receive or end a call | To skip to the beginning of the next track To receive or end a call |
| Tap 3 times | To use Quick Access (settings on the "Sound Connect" app are required) | To skip to the beginning of the previous track or the current track during playback |
| Tap 4 or more times | To lower the volume | To increase the volume |
| Hold your finger to the touch sensor | To use the Quick Attention Mode | To use or cancel the voice assist function (Google app/Siri) |

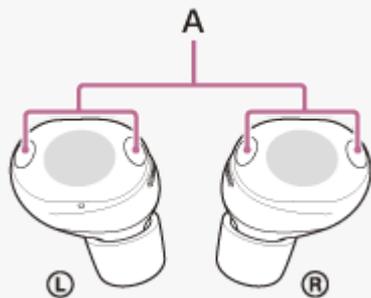
Hint

- When you tap the touch sensor multiple times, tap it quickly with an interval of about 0.3 seconds between taps.

- You can change the function assignments to the touch sensors of the left and right headset units using the “Sound Connect” app. For example, you can change the factory-set music playback function of the right-side touch sensor to the left-side touch sensor. You can also change the settings that do not assign the music playback function, noise canceling function, Ambient Sound Mode and playback volume adjustment function, etc.

Note

- You cannot operate the touch sensors when not wearing the headset. If you disable the automatic power off function based on wearing-detection using the “Sound Connect” app, you can use the touch sensors even when the headset is not worn.
- When you make initial settings for Google Gemini on your smartphone, the function assignments to the touch sensors may change automatically. Check the function assignments to the touch sensors with the “Sound Connect” app.
- When you tap the headset units, do not tap the microphone part (A). Noise or an unusual sound may be emitted from the headset if the microphone part is tapped.



Related Topic

- [Using the “Sound Connect” app](#)
- [Controlling the audio device \(Bluetooth connection\)](#)
- [Functions for a phone call](#)

TP1002089886

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Charging

The headset and the charging case contain built-in lithium-ion rechargeable batteries. Use the supplied USB Type-C cable to charge the headset before use.

1 Set the headset units into the charging case.

Put the left-side headset unit back into the left hole of the charging case. Put the right-side headset unit back into the right hole of the charging case. There is a tactile dot on the left-side headset unit. Each headset unit will be set to the correct position in the charging case by the built-in magnet.



When the rechargeable battery of the charging case still has power, the indicator on the charging case lights up in orange or green for about 6 seconds.

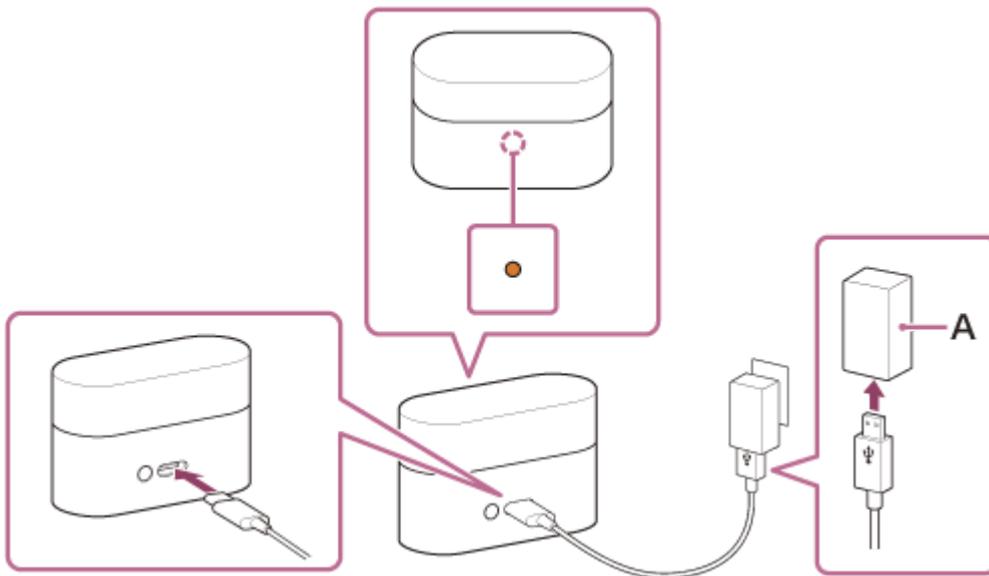
The charging starts on the headset. Close the charging case lid.



If the headset units are not properly connected to the charging case, they may not charge. Make sure the headset is stored securely in the charging case.

2 Connect the charging case to an AC outlet.

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



Charging starts on the headset and charging case. The indicator on the charging case lights up in orange. After charging is complete, the indicator on the charging case turns off. Remove the USB Type-C cable.

About the charging time

The required time for fully charging the headset and the charging case is about 2 hours (*).

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

Charging the headset when you are outside

A rechargeable battery is built into the charging case. If you charge the charging case in advance, you can use it to charge the headset when you go out without a power supply.

The required time for fully charging the left and right headset units is about 1.5 hours.

System requirements for battery charge using USB

- **USB AC adaptor**

A commercially available USB AC adaptor capable of supplying an output current of 0.5 A (500 mA) or more

- **Computer**

The computer should be equipped with a USB port as standard.

- We do not guarantee that the operating procedures will work on all computers.
- The operating procedures on a self-made computer are not guaranteed.

Wireless charging

This headset is compatible with the wireless chargers that meet the Qi standard. Use a wireless charger that conforms to the Qi standard.

Close the charging case lid and place it on the wireless charger with the SONY logo of the charging case facing upward to charge.

See “[Location and function of parts](#)” for the location of the charging contact surface.

When charging, refer to the operating instructions supplied with the wireless charger.

Hint

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

Note

- If a USB Type-C cable is supplied, be sure to use it.

- When charging is complete, remove the USB Type-C cable.
- Charging may not be successful depending on the type of USB AC adaptor.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, start charging once again after changing the computer settings.
- When the left and right headset units are removed from the charging case, check the status of the indicator on the charging case. If the indicator on the charging case flashes slowly in orange 3 times, the remaining battery charge of the charging case is low. Charge the charging case.
- If the indicator on the charging case does not turn on even when the left and right headset units are removed from the charging case, the battery charge of the charging case is empty. Charge the charging case.
- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery hours will improve after several charge and discharge cycles. 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.
- While charging, be sure to keep the charging case lid closed to prevent the battery of the charging case from being wasted.
- If there is a problem with the rechargeable battery of the headset or the charging case during charging, the indicator on the charging case flashes in orange. When charging wirelessly, charging may slow down or stop at high or low temperatures depending on the wireless charger you are using.
It is recommended to charge in a place with an ambient temperature between 15 °C to 30 °C (59 °F to 86 °F). Efficient charging may not be possible beyond this range.
If the problem persists, consult the Sony support contact or your nearest Sony dealer.
- If the headset is not used for a long time, the indicator on the charging case may not immediately light up in orange when charging. Wait a moment until the indicator lights up in orange.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult the Sony support contact or 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 charging case to a computer, use only the supplied USB Type-C cable, and be sure to directly connect them. Charging will not be properly completed when the charging case is connected through a USB hub.
- If you shake the charging case forcefully, you will hear a rattling sound. This sound is caused by the headset units moving inside the charging case and is not a malfunction.
- Observe the following precautions when performing wireless charging. Failure to do so may cause fire, burns, injury, or electric shock.
 - Do not attach metallic objects such as stickers made of materials containing metal to the wireless charger or the charging case.
 - Do not place metallic objects such as straps or clips made of material containing metal on the wireless charging pad.
 - If something unusual occurs during wireless charging such as unusual odor, unusual sound, smoke, overheating, discoloration, or deformation, carefully and safely remove the charging case from the wireless charger.
- When you have medical electric devices such as pacemakers or defibrillators implanted, consult your doctor before using the wireless charger. Radio waves may affect the performance of the medical electric devices.
- Do not bring IC cards, magnetic cards, or magnetized objects close to the wireless charger. Doing so may cause IC cards to malfunction. Magnetic data may be erased from cash cards, credit cards, telephone cards, or floppy disks. When strong magnetism is brought close by, it may cause the wireless charger to malfunction.
- When charging wirelessly, charging may slow down or stop if the charging case becomes misaligned with the wireless charger.
- Depending on the wireless charger you are using, the headset and the charging case may become warm during charging or for a while after charging. However, this is not a malfunction.
- Do not charge the headset wirelessly in the following locations.
 - Places with high humidity, dust, vibration, or near telephones, TVs, or radios
- Do not use the wireless charger when it is covered by a blanket, etc.
- When noise is heard from the TV or radio while the headset is under wireless charging, charge the headset at a location away from the TV or radio.

- When charging wirelessly, if there are other devices compatible with wireless charging nearby, move the devices 30 cm (11.81 in.) or more away from the wireless charger. The charging case may not be detected correctly, and charging may not be performed.
- If the case cover is attached, it may affect the function and performance of wireless charging. In that case, remove the case cover before charging.

Related Topic

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

TP1002090573

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Available operating time

The available operating times of the fully charged headset are as follows.

Bluetooth connection

| Codec | Noise canceling function/Ambient Sound Mode | Available operating time |
|-------|---|--------------------------|
| LDAC™ | Noise canceling function: Active | Maximum 5 hours |
| LDAC | Ambient Sound Mode: Active | Maximum 5 hours |
| LDAC | Inactive | Maximum 8 hours |
| AAC | Noise canceling function: Active | Maximum 8 hours |
| AAC | Ambient Sound Mode: Active | Maximum 8 hours |
| AAC | Inactive | Maximum 12 hours |
| SBC | Noise canceling function: Active | Maximum 8 hours |
| SBC | Ambient Sound Mode: Active | Maximum 8 hours |
| SBC | Inactive | Maximum 12 hours |
| LC3 | Noise canceling function: Active | Maximum 7 hours |
| LC3 | Ambient Sound Mode: Active | Maximum 7 hours |
| LC3 | Inactive | Maximum 11 hours |

- About 1 hour of music playback is possible after 5 minutes of charging.
- If you make the following settings on the “Sound Connect” app, the available operating time of the battery becomes shorter than the ones described above.
 - Equalizer
 - DSEE Extreme™
 - Speak-to-Chat
 - Service Link
 - Auto Ambient Sound

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

Communication time

| Noise canceling function/Ambient Sound Mode | Available operating time |
|---|--------------------------|
| Noise canceling function: Active | Maximum 5 hours |
| Ambient Sound Mode: Active | Maximum 5 hours |
| Inactive | Maximum 5.5 hours |

Hint

- By using the “Sound Connect” app, you can check which codec is used for a connection.

Note

- Usage hours may be different from the time described above depending on the settings for the headset functions and usage conditions.
- While charging, be sure to keep the charging case lid closed to prevent the battery of the charging case from being wasted.

Related Topic

- [Using the “Sound Connect” app](#)
- [Supported codecs](#)
- [Speaking with someone while wearing the headset \(Speak-to-Chat\)](#)

TP1002090572

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable batteries in the headset and charging case.

Checking the remaining battery charge of the headset

Check using the voice guidance notification

When the rechargeable battery becomes low, the voice guidance will play in the following cases.

- When you put on the headset
- When using the headset

When the battery becomes completely empty, an alarm sounds. The voice guidance plays, then the headset automatically turns off.

Check on your smartphone

- When you are using an iPhone (iOS 13 or later)
When the headset is connected to an iPhone via an HFP (Hands-free Profile) Bluetooth connection, you can check the remaining battery charge of the headset on an iPhone. For details, refer to the operating instructions supplied with the iPhone.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. This is 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 an HFP Bluetooth connection, you can check the remaining battery charge of the headset on the smartphone. For more details, refer to the operating instructions supplied with the Android smartphone.
The remaining charge which is displayed may differ from the actual remaining charge in some cases. This is a rough estimate.

Checking the remaining battery charge of the charging case

When both headset units are removed from the charging case, or when the charging case lid is opened or closed with no headset units stored, you can check the remaining battery charge of the charging case.

- The indicator on the charging case repeatedly flashes slowly in orange 3 times.
The remaining battery charge of the charging case is about 30% to 1%. The headset cannot be charged sufficiently with the charging case in this case.
- The indicator on the charging case does not light up.
The remaining battery charge of the charging case is less than 1%. The headset cannot be charged with the charging case in this case.

Hint

- The remaining battery charge of the headset may be different on the left and right sides depending on how you use them. The remaining battery charge displayed on the smartphone is as follows.
 - When using both headset units, the remaining battery charge of the unit with less battery charge is displayed.
 - When using only one headset unit, the remaining battery charge of the unit in use is displayed.
- You can also check the remaining battery charge of the headset unit and the charging case with the “Sound Connect” app. Android smartphones and iPhone 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 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

- [Using the “Sound Connect” app](#)
- [About the indicator](#)

TP1002090571

Turning on the headset

When the headset is stored in the charging case

- 1 Remove the headset units from the charging case.



The headset turns on automatically. The connection between the left and right units is established. When you remove only one headset unit from the charging case, only the removed unit turns on.

When the headset is not stored in the charging case

When the headset is not being worn in your ears for about 15 minutes after being removed from the charging case, the headset turns off automatically. In this case, turn on the headset by tapping the touch sensor of the headset or by putting the headset into your ears. The headset units will also turn on when they are set in the charging case and then removed from the charging case.

You can use the “Sound Connect” app to change the setting of the headset so that it will not be turned off automatically.

When the headset is turned on

When turning on the headset for the first time after purchase or just after initializing the headset, the headset goes into Bluetooth pairing mode.

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 put the headset units into your ears.

If the noise canceling settings were changed previously, the settings are retained.

If you tap the touch sensor when the headset is not connected via a Bluetooth connection, you will hear a notification sound indicating that the headset is turned on.

Related Topic

- [Using the “Sound Connect” app](#)
- [Using only one headset unit](#)
- [Turning off the headset](#)

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Turning off the headset

1 Set the headset units into the charging case.

Put the left-side headset unit back into the left hole of the charging case. Put the right-side headset unit back into the right hole of the charging case. There is a tactile dot on the left-side headset unit. Each headset unit will be set to the correct position in the charging case by the built-in magnet.



When the rechargeable battery of the charging case still has power, the indicator on the charging case lights up in orange or green for about 6 seconds.

The charging starts on the headset. Close the charging case lid.



The headset turns off.

When the headset is left removed

When the headset is not being worn in your ears for about 15 minutes after being removed from the charging case, the headset turns off automatically.

To turn off the power before the headset turns off automatically, set the headset units into the charging case, and close the charging case lid.

Be sure to close the charging case lid to prevent the battery of the charging case from being consumed.

You can use the “Sound Connect” app to change the setting of the headset so that it will not be turned off automatically.

Hint

- You can also turn off the headset with the “Sound Connect” app.

Note

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

Related Topic

- [Using the “Sound Connect” app](#)
- [Charging](#)
- [Turning on the headset](#)

TP1002088585

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How to make a wireless connection to Bluetooth devices

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

Pairing

To use the Bluetooth function, you must register both devices that will connect with each other in advance. This process of registration 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.

Hint

- When using the LE Audio function, you need to change the settings of the headset and pair the paired Android smartphone again. For details, see "[Connecting with an Android smartphone using LE Audio](#)".

Related Topic

- [Pairing and connecting with an Android smartphone](#)
- [Connecting with an Android smartphone using LE Audio](#)
- [Pairing and connecting with an iPhone](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [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 \(Windows 11\)](#)
- [Connecting to a paired computer \(Mac\)](#)
- [Connecting to a paired Bluetooth device](#)

TP1002088640

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Connecting with the “Sound Connect” app

Launch the “Sound Connect” app on your Android smartphone/iPhone to connect the headset to a smartphone or iPhone.



Sony Sound Connect 

Hint

- To pair a second or subsequent device, the headset can be entered into pairing mode on the “Sound Connect” app.

Note

- The connection between the headset and some smartphones or iPhones may become unstable when using the “Sound 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

- [Using the “Sound Connect” app](#)
- [Pairing and connecting with an Android smartphone](#)
- [Pairing and connecting with an iPhone](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Connecting to a paired Android smartphone](#)
- [Connecting to a paired iPhone](#)

TP1002088581

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Pairing and connecting with an Android smartphone

The operating procedure 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 operating procedure, check the following.

- The Android smartphone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the Android smartphone are in hand.

1 Check the status of the headset.

The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

2 Remove both headset units from the charging case.



The headset turns on automatically.

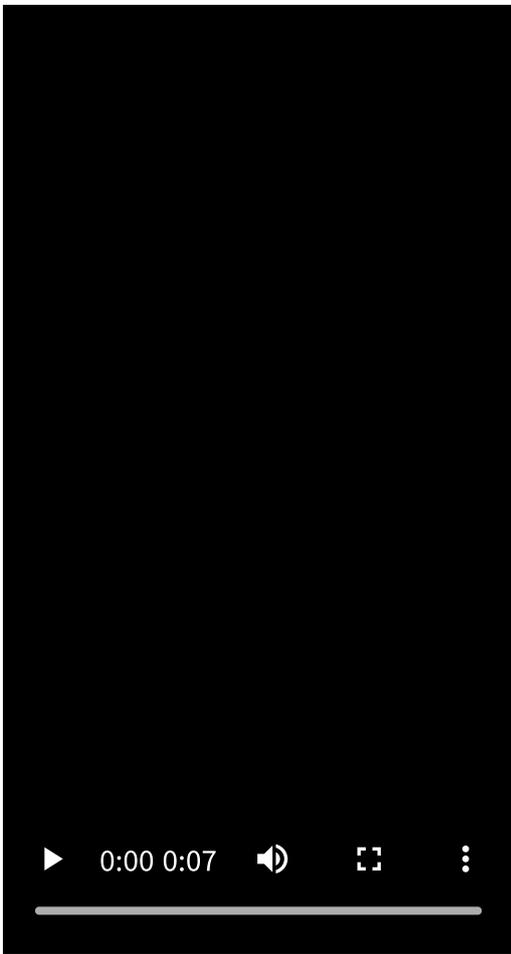
The headset enters pairing mode automatically.

When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

Proceed to step 4.

3 Set the headset units into the charging case. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.





Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.

You can remove the headset from the charging case after entering pairing mode.

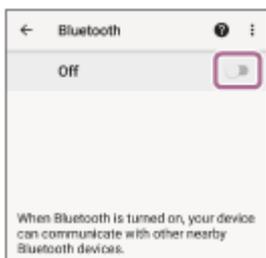
When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

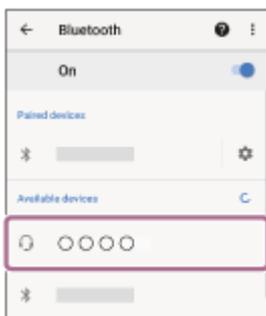
5 On your Android smartphone screen, select the following items.
[Settings] - [Device connection] - [Bluetooth]



6 Touch the switch to turn on the Bluetooth function.



7 Touch [WF-1000XM6].



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

The headset and smartphone are paired and connected with each other.

When the headset is placed in the charging case, the indicator on the charging case flashes in blue 10 times.

When you are wearing the headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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

If [WF-1000XM6] does not appear on your Android smartphone screen, try again from step 5.

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

About the instruction manual video

Watch the video for how to perform pairing for the first time. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0101/h_zz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0101/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0101/ja/>

Hint

- The above operating procedure 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, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired

The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected Bluetooth device

– When the headset is initialized

All of the pairing information will be 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

- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired Android smartphone](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

TP1002088980

Connecting to a paired Android smartphone

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

2 Remove the headset units from the charging case.



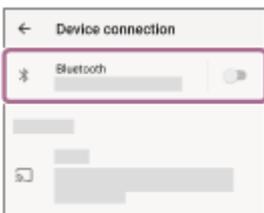
The headset turns on automatically.

3 Put the headset units into your ears.

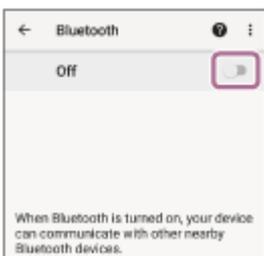
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from the headset units.

Check the connection status on the Android smartphone. If it is not connected, proceed to step 4.

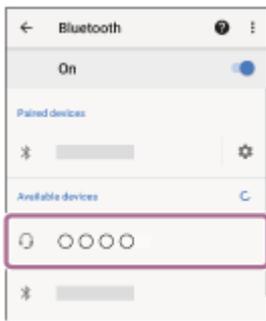
4 On your Android smartphone screen, select the following items.
[Settings] - [Device connection] - [Bluetooth]



5 Touch the switch to turn on the Bluetooth function.



6 Touch [WF-1000XM6].



You will hear a notification sound indicating that the connection is established from the headset.

Hint

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

Note

- When connecting, [WF-1000XM6], [LE_WF-1000XM6], or both may be displayed on the connecting device. If both are displayed, select [WF-1000XM6].
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.
If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your Android smartphone to the headset, delete the headset pairing information on your Android smartphone. Then, pair them again. For the operating procedures on your Android smartphone, refer to the operating instructions supplied with the Android smartphone.

Related Topic

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

TP1002088575

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Connecting with an Android smartphone using LE Audio

When connection is established using LE Audio, you can enjoy music from an Android smartphone with less sound delay. Set up with the “Sound Connect” app.

Devices supporting LE Audio

The Android smartphone must support LE Audio.
For the latest information on the compatible devices, refer to the support website.

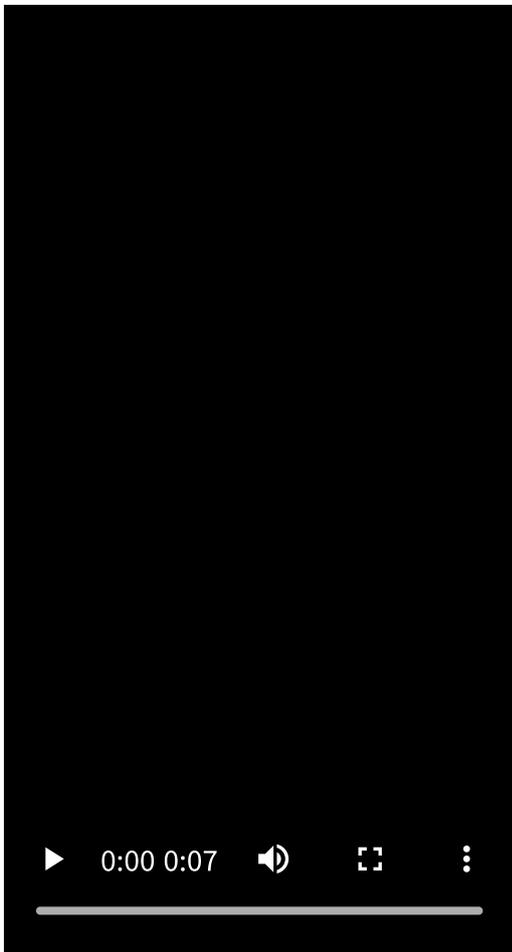
About LE Audio

- It supports the “LC3” codec.
- When connected via LE Audio, certain headset features may not work. For details, see [“Using the “Sound Connect” app”](#).

- 1 **Connect the headset to the Android smartphone via Bluetooth connection.**
- 2 **Launch the “Sound Connect” app and select the following items to switch the Bluetooth connection method from Classic Audio to LE Audio.**
[BLUETOOTH CONNECTION QUALITY] - [Low latency]
If [BLUETOOTH CONNECTION QUALITY] is not displayed, select the following items.
[LE Audio connection setting for headphones] - [LE Audio Priority]
- 3 **Delete the pairing information for the headset on your Android smartphone.**
- 4 **Set the headset units into the charging case.**



- 5 **With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.**



Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.

You can remove the headset from the charging case after entering pairing mode.

When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

6 On your Android smartphone screen, select the following items to open the Bluetooth settings screen. [Settings] - [Device connection]

7 Select [Pair new device].

8 Select [Available devices] - [WF-1000XM6].

The headset and smartphone are paired and connected with each other.

When the headset is placed in the charging case, the indicator on the charging case flashes in blue 10 times.

When you are wearing the headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

9 Touch the setting icon displayed next to the connected [WF-1000XM6].

10 Check that [LE Audio] is turned on.

If it is turned off, touch the switch to turn on [LE Audio].

- 11 On the “Sound Connect” app screen, check that [LE Audio] is displayed under the headset name.

To finish LE Audio

Launch the “Sound Connect” app and select the following items.

- For Xperia 1 IV/5 IV
[LE Audio connection setting for headphones] - [Classic Audio only (conventional connection method)]
- For devices other than Xperia 1 IV/5 IV
[BLUETOOTH CONNECTION QUALITY] - [Prioritize Sound Quality] / [Prioritize Stable Connection]

Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- If the sound stutters or the connection is unstable, select [Prioritize Stable Connection] from [BLUETOOTH CONNECTION QUALITY].

Related Topic

- [Using the “Sound Connect” app](#)
- [Connecting with the “Sound Connect” app](#)
- [Pairing and connecting with an Android smartphone](#)
- [Initializing the headset to restore factory settings](#)

TP1002095744

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Pairing and connecting with an iPhone

The operating procedure 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 operating procedure, check the following.

- The iPhone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the iPhone are in hand.

1 Check the status of the headset.

The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

2 Remove both headset units from the charging case.



The headset turns on automatically.

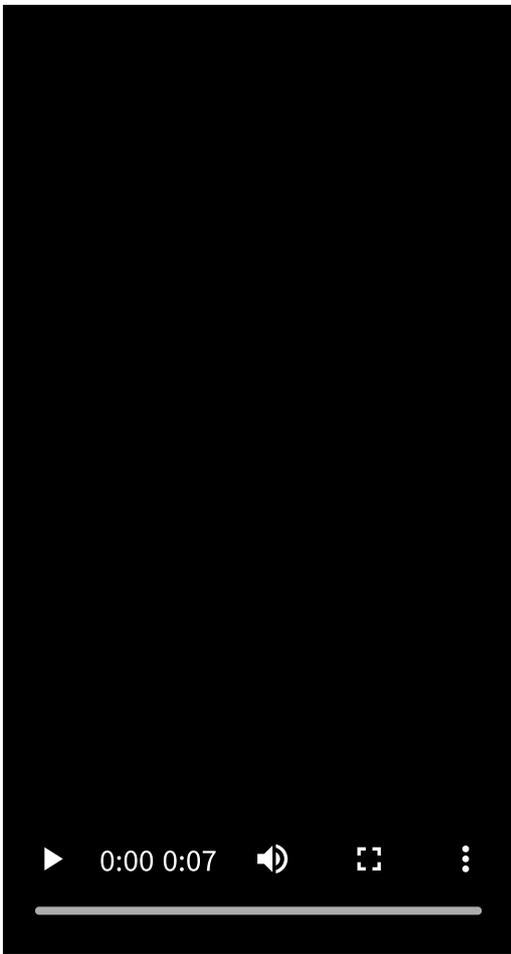
The headset enters pairing mode automatically.

When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

Proceed to step 4.

3 Set the headset units into the charging case. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.





Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.

You can remove the headset from the charging case after entering pairing mode.

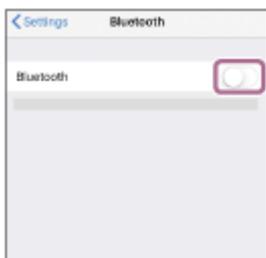
When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

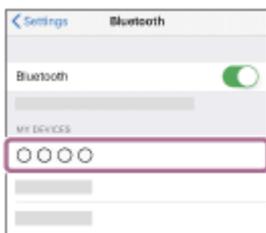
5 On your iPhone screen, go to [Settings] and touch [Bluetooth].



6 Touch the switch to turn on the Bluetooth function.



7 Touch [WF-1000XM6].



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

The headset and iPhone are paired and connected with each other.

When the headset is placed in the charging case, the indicator on the charging case flashes in blue 10 times.

When you are wearing the headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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

If [WF-1000XM6] does not appear on the display of the iPhone, try again from step 5.

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

About the instruction manual video

Watch the video for how to perform pairing for the first time. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0101/h_zz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0101/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0101/ja/>

Hint

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

Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected Bluetooth device
 - When the headset is initialized
All of the pairing information will be 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

- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired iPhone](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

TP1002088421

5-069-561-11(1) Copyright 2026 Sony Corporation

Connecting to a paired iPhone

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

2 Remove the headset units from the charging case.



The headset turns on automatically.

3 Put the headset units into your ears.

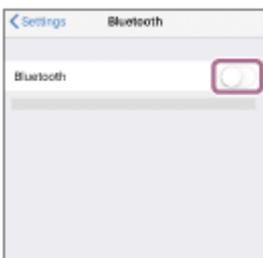
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from the headset units.

Check the connection status on the iPhone. If it is not connected, proceed to step 4.

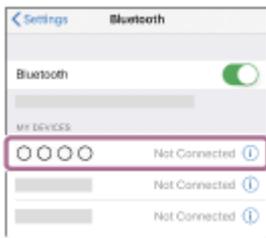
4 On your iPhone screen, go to [Settings] and touch [Bluetooth].



5 Touch the switch to turn on the Bluetooth function.



6 Touch [WF-1000XM6].



You will hear a notification sound indicating that the connection is established from the headset.

Hint

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

Note

- When connecting, [WF-1000XM6], [LE_WF-1000XM6], or both may be displayed on the connecting device. If both are displayed, select [WF-1000XM6].
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.
If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone. Then, pair them again.
For the operating procedures on your iPhone, refer to the operating instructions supplied with the iPhone.

Related Topic

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

TP1002088418

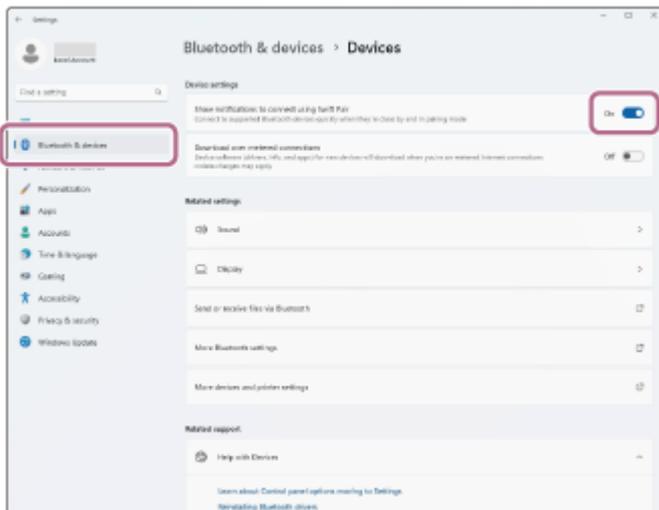
Wireless Noise Canceling Stereo Headset
WF-1000XM6

Pairing and connecting with a computer (Windows® 11)

The operating procedure 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 operating procedure, check the following.

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer are in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. In the following cases, refer to the operating instructions supplied with your computer.
 - You do not know how to turn on the Bluetooth adaptor.
 - You want to know if your computer has a built-in Bluetooth adaptor.
- To use the Swift Pair function, click the following button, items, and switch in order to turn on the Swift Pair function.
[Start] button - [Settings] - [Bluetooth & devices] - [Devices] - [Show notifications to connect using Swift Pair]



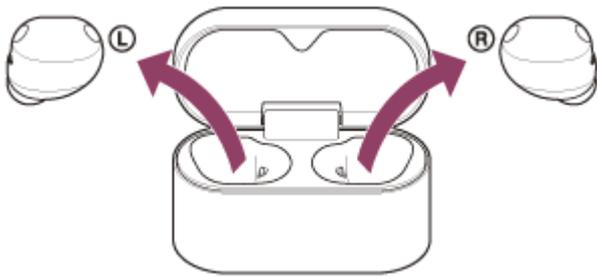
1 Check the status of the headset.

The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

2 Remove both headset units from the charging case.



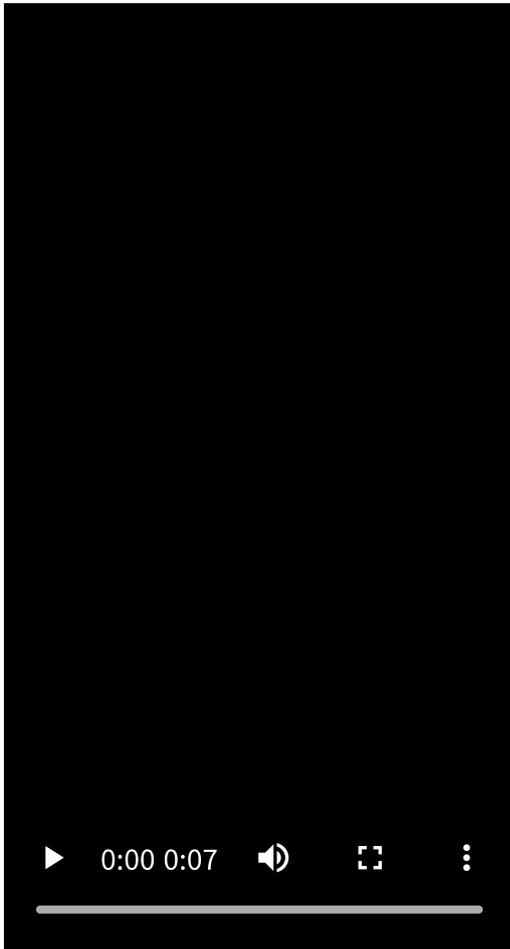
The headset turns on automatically.

The headset enters pairing mode automatically.

When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

Proceed to step 4.

- 3 Set the headset units into the charging case. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.**



Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.

You can remove the headset from the charging case after entering pairing mode.

When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

To use the Swift Pair function, proceed to step 5.

To connect without using the Swift Pair function, proceed to step 6.

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

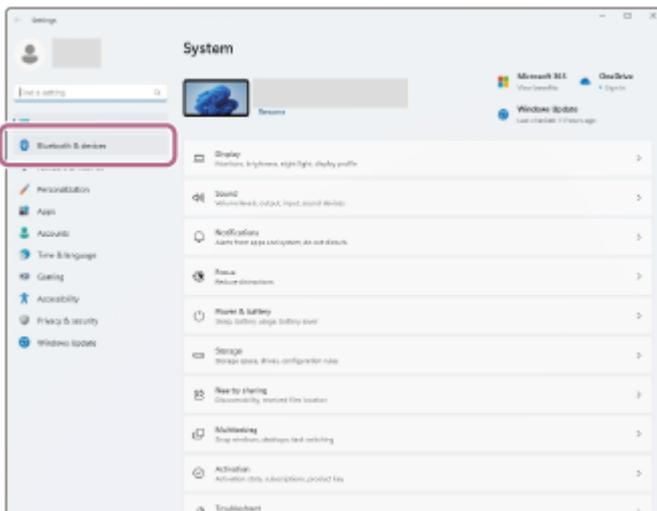


The headset and computer are paired and connected with each other.

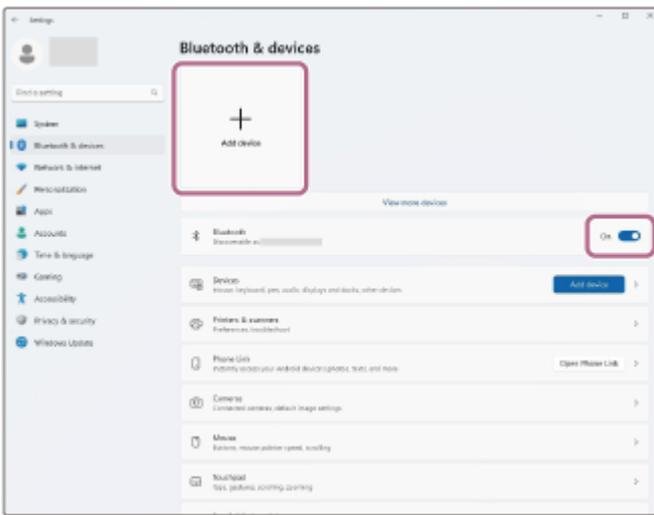
When you are wearing the headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

6 On your computer screen, click the [Start] button, then [Settings].

7 Click [Bluetooth & devices].



8 Click the [Bluetooth] switch to turn on the Bluetooth function. Click [Add device].



9 Click [Bluetooth].



10 Click [WF-1000XM6].



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

The headset and computer are paired and connected with each other.

When the headset is placed in the charging case, the indicator on the charging case flashes in blue 10 times.

When you are wearing the headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear

the notification sound from the headset unit you are wearing.

If they are not connected, see [“Connecting to a paired computer \(Windows 11\)”](#).

If [WF-1000XM6] does not appear on your computer screen, try again from step 6.

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

Hint

- The above operating procedure 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, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected Bluetooth device
 - When the headset is initialized
All of the pairing information will be 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.
- When pairing with LE Audio, turn on the LE Audio setting on your computer.

Related Topic

- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Windows 11\)](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

TP1002095494

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Pairing and connecting with a computer (Mac)

The operating procedure 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 12 or later)

Before starting the operating procedure, check the following.

- Your computer has a Bluetooth function that supports music playback connections (A2DP).
- The computer is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the computer are in hand.
- Depending on the computer you are using, the built-in Bluetooth adaptor may need to be turned on. In the following cases, refer to the operating instructions supplied with your computer.
 - You do not know how to turn on the Bluetooth adaptor.
 - You want to know if your computer has a built-in Bluetooth adaptor.

- Set the computer speaker to on.

If the computer speaker is turned off, no sound can be heard from the headset.

🔊 : the icon showing the speaker is off

The icon below shows the computer speaker is turned on.



1 Check the status of the headset.

The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

2 Remove both headset units from the charging case.



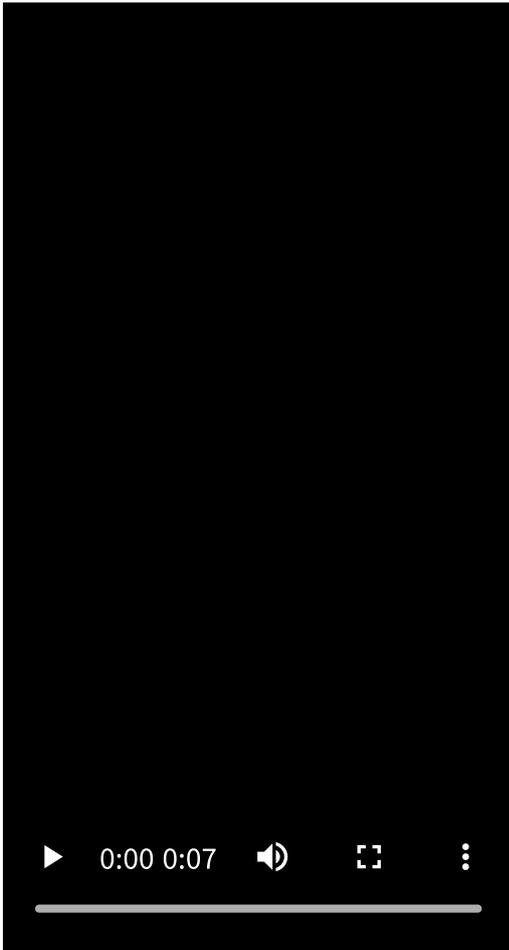
The headset turns on automatically.

The headset enters pairing mode automatically.

When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

Proceed to step 4.

- 3 **Set the headset units into the charging case. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.**



Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.

You can remove the headset from the charging case after entering pairing mode.

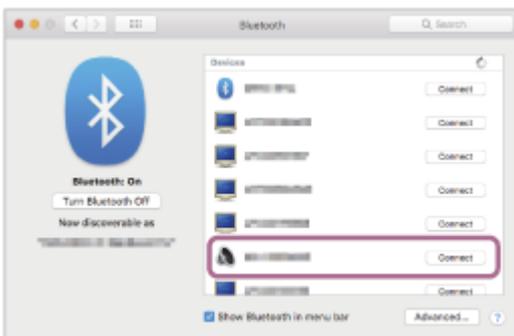
When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

- 4 **Wake the computer up if the computer is in standby (sleep) or hibernation mode.**
- 5 **Select the following items from the Dock at the bottom of your computer screen. [System Preferences] - [Bluetooth]**

 : the system preferences icon



6 On the [Bluetooth] screen, select [WF-1000XM6], then click [Connect].



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

The headset and computer are paired and connected with each other.

When the headset is placed in the charging case, the indicator on the charging case flashes in blue 10 times.

When you are wearing the headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

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

If [WF-1000XM6] does not appear on your computer screen, try again from step 5.

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

Hint

- The above operating procedure 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, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is pairedThe headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected Bluetooth device

– When the headset is initialized

All of the pairing information will be 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

- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired computer \(Mac\)](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

TP1002089983

Connecting to a paired computer (Windows 11)

Before starting the operating procedure, check the following.

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

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

2 Remove the headset units from the charging case.



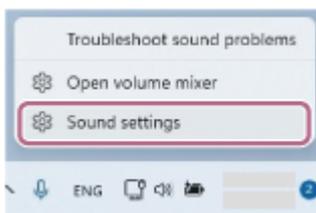
The headset turns on automatically.

3 Put the headset units into your ears.

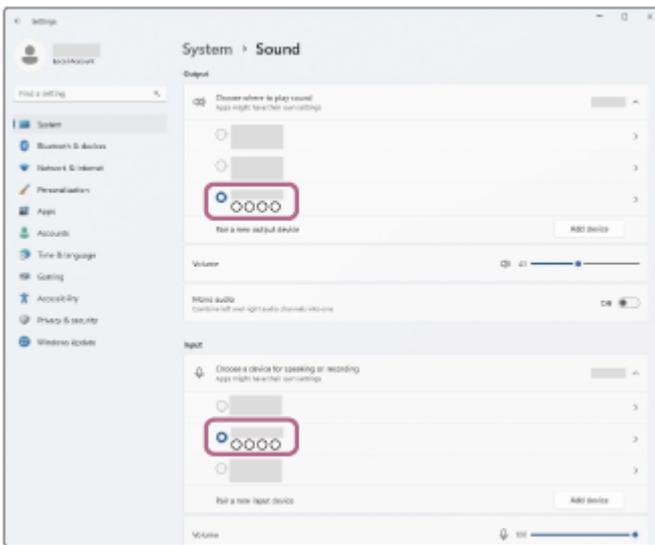
When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from the headset units.

Check the connection status on the computer. If it is not connected, proceed to step 4.

4 On your computer screen, right-click the speaker icon on the toolbar, then select [Sound settings].

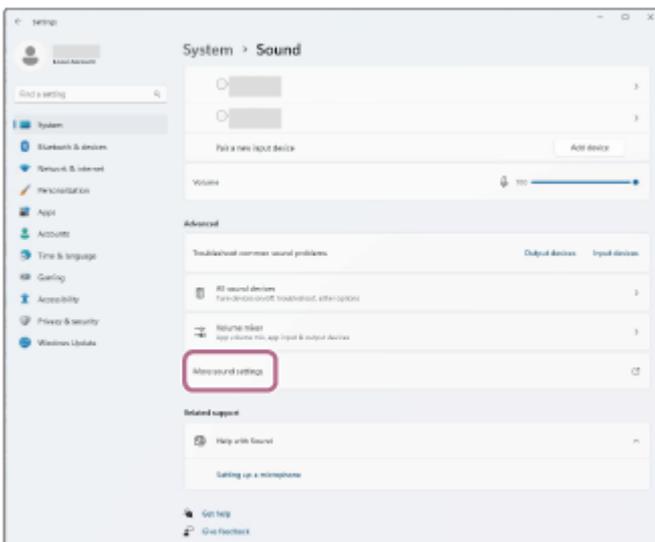


5 On the [Sound] screen, select [WF-1000XM6] for [Output] and [Input].

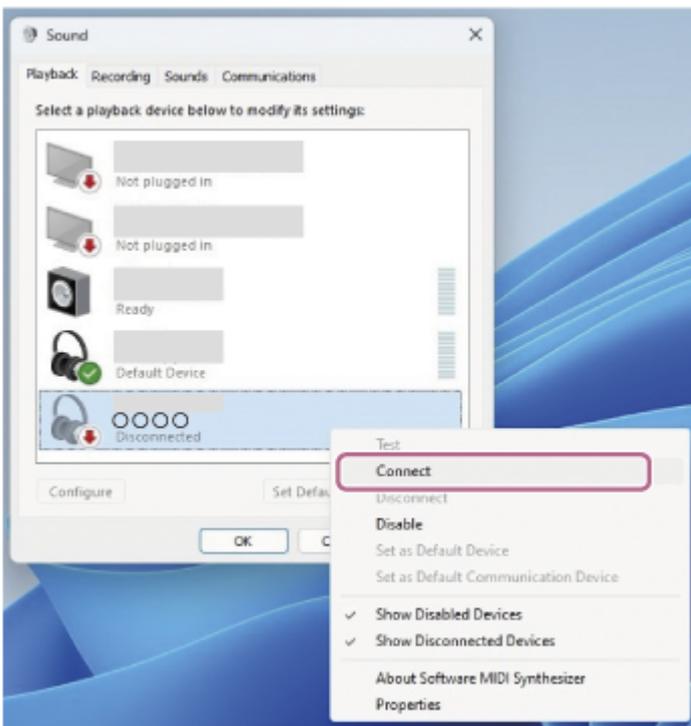


If [WF-1000XM6] is not displayed for [Output] and [Input], proceed to step 6.

6 Click [More sound settings].

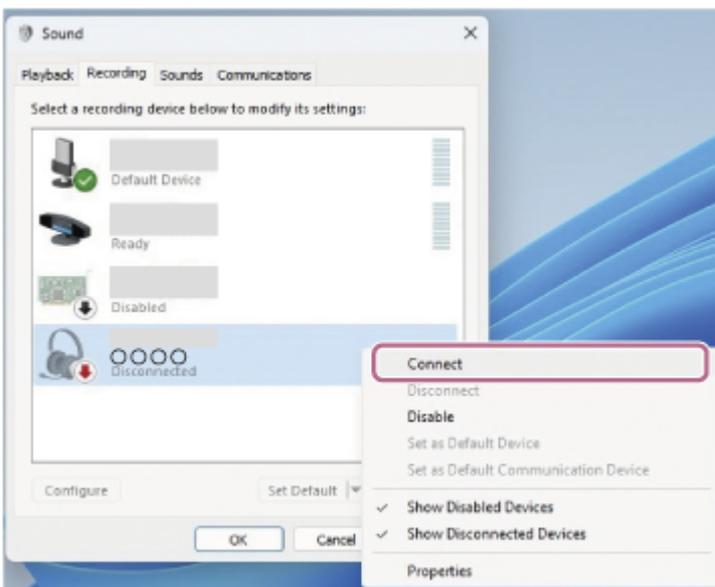


7 On the [Playback] tab on the [Sound] screen, select [WF-1000XM6] and right-click it. Select [Connect] from the displayed menu.



You will hear a notification sound indicating that the connection is established from the headset.

8 On the [Recording] tab, select [WF-1000XM6], right-click it, and select [Connect] from the displayed menu.



Hint

- The above operating procedure 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 automatically connect to the device when you turn on the headset and may not connect to another device. If this occurs, cancel the Bluetooth connection on the last connected device.

- If you cannot connect your computer to the headset, delete the headset pairing information on your computer. Then, pair them again. For the operating procedures on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Windows® 11\)](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Making a video call on your computer](#)

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Connecting to a paired computer (Mac)

Compatible OS

macOS (version 12 or later)

Before starting the operating procedure, check the following.

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

- Set the computer speaker to on.

If the computer speaker is turned off, no sound can be heard from the headset.

🔊 : the icon showing the speaker is off

The icon below shows the computer speaker is turned on.



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

- 2 Remove the headset units from the charging case.



The headset turns on automatically.

- 3 Put the headset units into your ears.

When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from the headset units.

Check the connection status on the computer. If it is not connected, proceed to step 4.

- 4 Select the following items from the Dock at the bottom of your computer screen.
[System Preferences] - [Bluetooth]

⚙️ : the system preferences icon



- 5 Click [WF-1000XM6] on the [Bluetooth] screen while pressing the computer Control button and select [Connect] from the pop-up menu.



You will hear a notification sound indicating that the connection is established from the headset.

Hint

- The above operating procedure 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 automatically connect to the device when you turn on the headset and may not connect to another device.
If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your computer to the headset, delete the headset pairing information on your computer. Then, pair them again. For the operating procedures on your computer, refer to the operating instructions supplied with the computer.

Related Topic

- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a computer \(Mac\)](#)
- [Listening to music from a device via a Bluetooth connection](#)

- [Disconnecting Bluetooth connection \(after use\)](#)
- [Making a video call on your computer](#)

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Pairing and connecting with a Bluetooth device

The operating procedure 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 operating procedure, check the following.

- The Bluetooth device is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the Bluetooth device are in hand.

1 Check the status of the headset.

The headset enters pairing mode automatically in the following cases. Proceed to step 2.

- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

2 Remove both headset units from the charging case.



The headset turns on automatically.

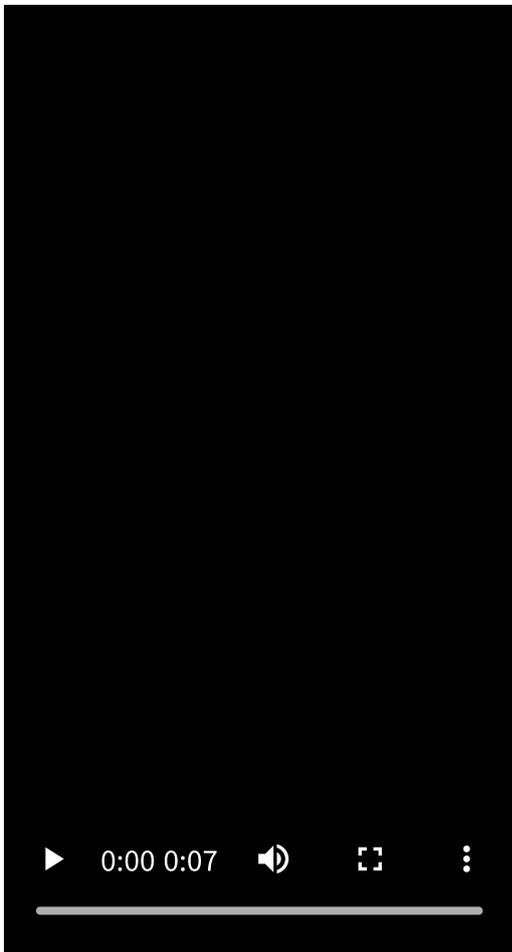
The headset enters pairing mode automatically.

When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, “Pairing”. When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

Proceed to step 4.

3 Set the headset units into the charging case. With the charging case lid open, press and hold the pairing button on the back of the charging case for about 5 seconds or more.





Hint

- Leave the charging case lid open. The headset does not enter pairing mode with the charging case lid closed.

The indicator on the charging case repeatedly flashes in blue twice in a row and the headset goes into pairing mode.

You can remove the headset from the charging case after entering pairing mode.

When you are wearing the headset units, you will hear a notification sound from both headset units at the same time. You will hear the voice guidance say, "Pairing". When you are wearing only one headset unit, you will hear the notification sound and voice guidance from the headset unit you are wearing.

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

[WF-1000XM6] will be displayed on the list of detected devices on the screen of the Bluetooth device. If [WF-1000XM6] is not displayed, try again from step 2 or step 3.

5 Select [WF-1000XM6] 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".

6 Make the Bluetooth connection from the Bluetooth device.

The headset and Bluetooth device are connected to each other.

Some devices automatically connect with the headset when pairing is complete.

When the headset is placed in the charging case, the indicator on the charging case flashes in blue 10 times.

When you are wearing the headset units, you will hear a notification sound indicating that the connection is established from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

If they are not connected, see [“Connecting to a paired Bluetooth device”](#).

Hint

- The above operating procedure 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, start the operating procedure again from step 2 or step 3.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
 - If pairing information is deleted, such as after a repair
 - When a 9th device is paired
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
 - When the pairing information for the headset has been deleted from the connected Bluetooth device
 - When the headset is initialized
All of the pairing information will be 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.

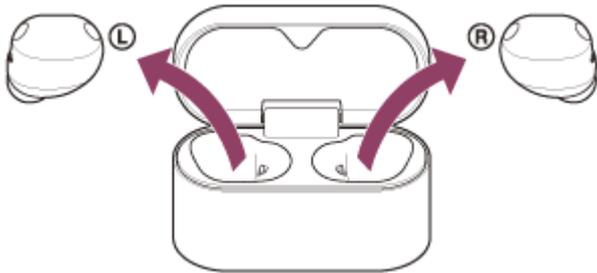
Related Topic

- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired Bluetooth device](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

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Connecting to a paired Bluetooth device

1 Remove the headset units from the charging case.



The headset turns on automatically.

2 Put the headset units into your ears.

When the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established from the headset units.

Check the connection status on the Bluetooth device. If it is not connected, proceed to step 3.

3 Make the Bluetooth connection from the Bluetooth device.

For the operating procedures on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

You will hear a notification sound indicating that the connection is established from the headset.

Note

- When connecting, [WF-1000XM6], [LE_WF-1000XM6], or both may be displayed on the connecting device. If both are displayed, select [WF-1000XM6].
- If the last connected Bluetooth device is placed near the headset, the headset may automatically connect to the device when you turn on the headset and may not connect to another device.
If this occurs, cancel the Bluetooth connection on the last connected device.
- If you cannot connect your Bluetooth device to the headset, delete the headset pairing information on your Bluetooth device. Then, pair them again. For the operating procedures on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

Related Topic

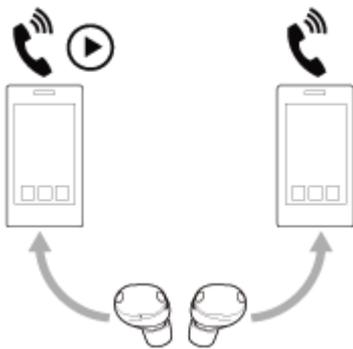
- [Wearing the headset](#)
- [Using only one headset unit](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a Bluetooth device](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

Wireless Noise Canceling Stereo Headset
WF-1000XM6

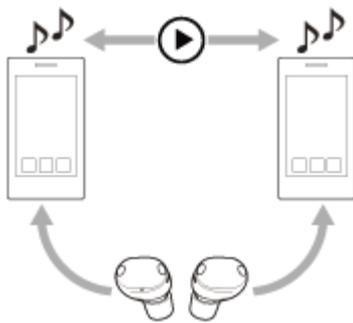
Connecting the headset to 2 devices simultaneously (multipoint connection)

The headset can be simultaneously connected to 2 devices via Bluetooth connections, allowing you to perform 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 simultaneously via Bluetooth connections

- 1 Pair the headset with 2 devices, respectively.
- 2 Operate the first device to establish a Bluetooth connection with the headset.
- 3 Operate the second device to establish a Bluetooth connection with the headset.

The following occurs when attempting to connect a paired third device to a headset via a Bluetooth connection while 2 devices are already connected via Bluetooth connections.

The Bluetooth connection with the device that was last playing music will be maintained.

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 start playback by operating the second device while playing music on the first device, the music of the second device will be heard 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 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 overlapping the call on the first device. In this case, you can use the headset to answer or reject the second call, but you cannot end the first call.
If you want to end the first call, you will need to operate the connected device.
If the second call is received without finishing the first call, the first call will continue silently. When the second call is finished, the call will return to the first call.

Note

- If the connected device switches at an unintended time, you may be able to prevent the device from switching by turning off the notification and operation sound on your smartphone or lowering the volume.
- By using the “Sound Connect” app, you can set the device to continue playing music from the previously used audio source.

Related Topic

- [Using the “Sound Connect” app](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Controlling the audio device \(Bluetooth connection\)](#)
- [Receiving a call](#)
- [Functions for a phone call](#)

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Switching audio between multiple devices with “audio switch”

The “audio switch” function is a Google feature that switches audio between Android devices. Headsets that support “audio switch” can connect to multiple devices. When you use your headset on devices with “audio switch” turned on, the audio heard from your headset seamlessly switches between devices. Your device notifies you when the audio has switched devices.

Compatible smartphones

Android 8.0 or later

For details on “audio switch”, refer to the following URL.

https://support.google.com/android/?p=switch_audio

To use this function, you need to connect your headset and device via Google Fast Pair.

For details on Google Fast Pair, refer to the following URL.

<https://support.google.com/android/answer/9417604>

Note

- The specifications of “audio switch” are subject to change without notice.

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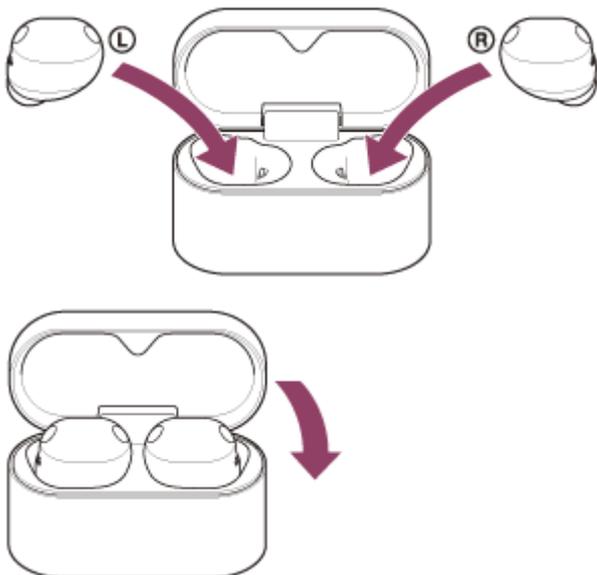
Disconnecting Bluetooth connection (after use)

1 Disconnect the Bluetooth connection by operating the Bluetooth device.

When you are wearing both headset units, you will hear a notification sound from both headset units at the same time. When you are wearing only one headset unit, you will hear the notification sound from the headset unit you are wearing.

2 Set the headset units into the charging case, and close the charging case lid.

Put the left-side headset unit back into the left hole of the charging case. Put the right-side headset unit back into the right hole of the charging case. There is a tactile dot on the left-side headset unit. Each headset unit will be set to the correct position in the charging case by the built-in magnet.



The headset turns off.

Hint

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

Related Topic

- [Turning off the headset](#)

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Listening to music from a device via a Bluetooth connection

You can enjoy listening to music and control the device from your headset via a Bluetooth connection. Check if your Bluetooth device supports the following profiles.

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

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

1 Put the headset units on your ears.

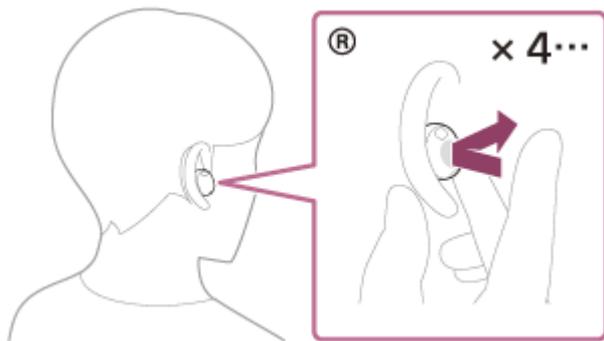
See "[Wearing the headset](#)" for how to put the headset units on your ears.

2 Connect the headset to a Bluetooth device.

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

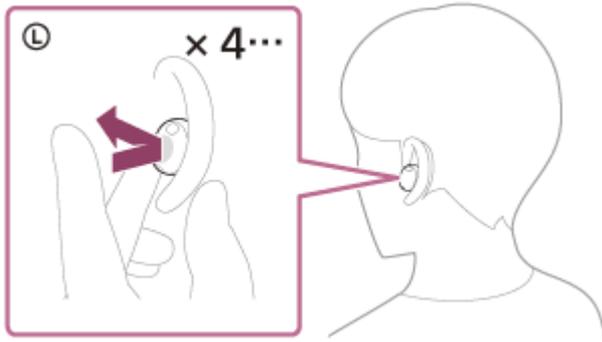
4 Tap the touch sensor on the left or right headset unit to adjust the volume.

- Increase the volume: Tap the touch sensor on the right-side headset unit 4 or more times quickly with an interval of about 0.3 seconds between taps during music playback.



As you repeatedly tap the touch sensor, a notification sound is emitted and the volume increases by 1 step every 0.4 seconds, regardless of the number of times you tap.

- Lower the volume: Tap the touch sensor on the left-side headset unit 4 or more times quickly with an interval of about 0.3 seconds between taps during music playback.



As you repeatedly tap the touch sensor, a notification sound is emitted and the volume lowers by 1 step every 0.4 seconds, regardless of the number of times you tap.

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

Hint

- In the factory settings, when you are listening to music while wearing both headset units, the headset will pause music playback if one or both headset units are removed. When you put the removed headset unit into your ear again, the headset will resume music playback.
- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.
- Depending on the Bluetooth device, it may be necessary to adjust the volume or set the audio output setting on the device.
- The volume can also be adjusted on the “Sound Connect” app.
The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during music playback, the volume of a call does not change.
- You can also listen to music by removing only one headset unit from the charging case and putting it into your ear.
If only the right-side headset unit is worn in your ear, use the touch sensor on the right-side headset unit to play music.
If only the left-side headset unit is worn in your ear, operate the connected device to play music.
When you are listening to music with only one headset unit, if you put the other headset unit into the other ear, you can listen to music with both headset units.

Note

- You cannot adjust the volume with the headset when no music is playing.
- If the communication condition is poor, the Bluetooth device may malfunction in response to the operating procedure on the headset.

Related Topic

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

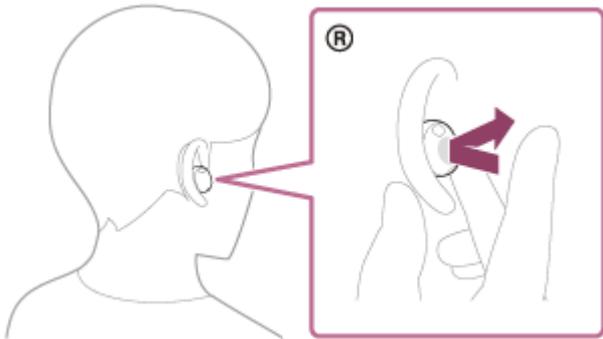
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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Controlling the audio device (Bluetooth connection)

If your Bluetooth device supports the AVRCP profile's operating function, the following operating procedures 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 right-side headset unit to perform the following operating procedures.

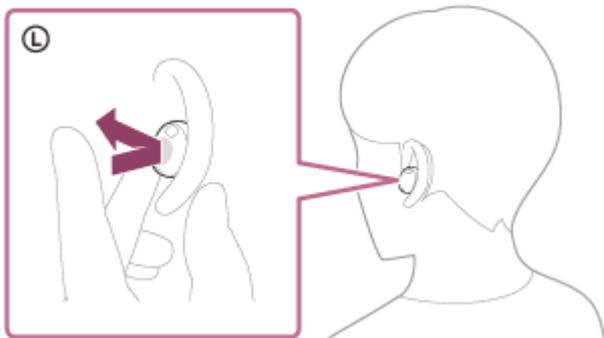


- Play/Pause: Tap the touch sensor.
- Skip to the beginning of the next track: Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps.
- Skip to the beginning of the previous track (or the current track during playback): Tap the touch sensor 3 times quickly with an interval of about 0.3 seconds between taps.
- Increase the volume: Tap the touch sensor 4 or more times quickly with an interval of about 0.3 seconds between taps during music playback.

As you repeatedly tap the headset, a notification sound is emitted and the volume increases by 1 step every 0.4 seconds, regardless of the number of times you tap.

When the volume reaches the maximum, an alarm sounds.

You can use the left-side headset unit to perform the following operating procedures.



- Quick Access: Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps. Settings on the "Sound Connect" app are required.
- Quick Access: Tap the touch sensor 3 times quickly with an interval of about 0.3 seconds between taps. Settings on the "Sound Connect" app are required.
- Lower the volume: Tap the touch sensor 4 or more times quickly with an interval of about 0.3 seconds between taps during music playback.

As you repeatedly tap the headset, a notification sound is emitted and the volume lowers by 1 step every 0.4 seconds, regardless of the number of times you tap.

When the volume reaches the minimum, an alarm sounds.

Note

- You cannot adjust the volume with the headset when no music is playing.
- If the communication condition is poor, the Bluetooth device may malfunction in response to the operating procedure on the headset.
- The available operating procedures may vary depending on the connected device, the music software, or the app being used. In some cases, the device may function differently or may not work even if the above operating procedures described are performed.
- When you use an iPhone, Siri may be activated by holding your finger to the touch sensor on the right-side headset unit.

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

About 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 app that supports 360 Reality Audio on your smartphone or tablet equipped with iOS or Android. The app may require a fee. By optimizing the sound field and the acoustic feature of headset with the "Sound 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.

Related Topic

- [Using the "Sound Connect" app](#)

TP1002088444

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Enjoying seamless playback with speakers (Auto Switch)

You can enjoy wireless playback while having the audio output source automatically switched between the headset and the speaker without operating the headset or the speaker.

The Auto Switch function requires both the headset and speaker to be compatible with devices that support Auto Switch. Set up with the “Sound Connect” app.

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 “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 “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 “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 “Sound Connect” app is installed and the Auto Switch settings are specified.

When you place the headset in the charging case and turn it off 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 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 on the “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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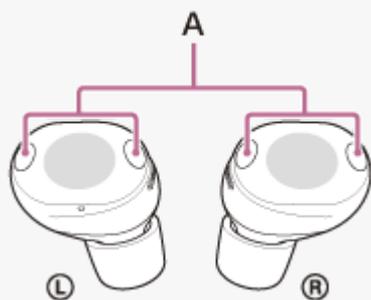
Wireless Noise Canceling Stereo Headset
WF-1000XM6

What is noise canceling?

The noise canceling function generates antiphase sound against surrounding noises such as sounds from vehicles or air conditioners indoors. It reduces the surrounding noises by canceling them out.

Note

- Depending on the type of noise or if it is used in a very quiet environment, you may not feel the noise canceling effects, or you may feel that some noise is increased.
- When you are wearing the headset, depending on how you wear the headset, the noise canceling effects 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.
- Smartphones may cause interference and noise. Should this occur, move the headset further away from the smartphone.
- Do not pinch or cover the parts of the headset near the microphones (A) on the left and right headset units with your hands. Functions such as the noise canceling function or Ambient Sound Mode may not work properly or the headset unit may make a beeping sound (feedback). If this happens, remove your hand or any other object from the left or right microphone area.



Related Topic

- [Using the noise canceling function](#)

TP1002088457

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Using the noise canceling function

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

1 Remove the headset units from the charging case.

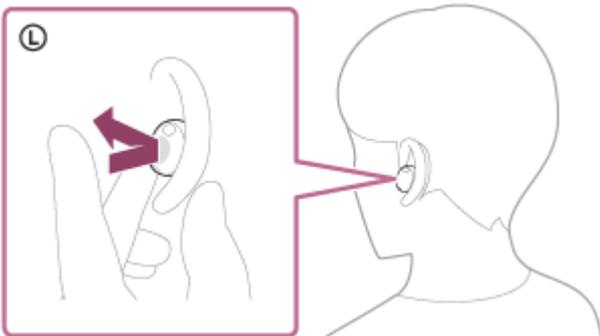


The headset turns on automatically.

When you use the headset for the first time after purchase or just after initializing the headset, the noise canceling function is enabled automatically when the headset is turned on. Any changes made to the settings are retained from this point on.

2 Put the headset units into your ears.

3 Tap the touch sensor on the left-side headset unit to change the settings of the noise canceling function.



Each time you tap, the function switches as follows.

Ambient Sound Mode is enabled and the noise canceling function is disabled.

You will hear a notification sound from both headset units at the same time. When you are wearing only the left-side headset unit, you will hear the notification sound from the left-side headset unit.



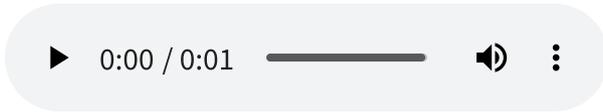
The noise canceling function is enabled and Ambient Sound Mode is disabled.

You will hear a notification sound from both headset units at the same time. When you are wearing only the left-side headset unit, you will hear the notification sound from the left-side headset unit.

Check the notification sound

It may not play on any browsers except the latest ones.

- When Ambient Sound Mode is enabled



- When the noise canceling function is enabled



About the instruction manual video

Watch the video for how to use the noise canceling function. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0102/h_zz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0102/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0102/ja/>

Hint

- You can also enable or disable the noise canceling function, and change the settings of the noise canceling function and Ambient Sound Mode with the “Sound Connect” app.
- The “Sound Connect” app allows you to set a combination of the following three modes. If you select multiple modes, you can switch between them sequentially by tapping the touch sensor on the left side.
 - Noise canceling function enabled
 - Ambient Sound Mode enabled
 - Noise canceling function and Ambient Sound Mode disabled
- When only one headset unit is worn, Ambient Sound Mode is enabled, even if the headset was set to the noise canceling function when you used the headset last. Putting on both headset units will enable the noise canceling function.

Note

- The headset cannot fully perform the noise canceling function unless the supplied earbud tips are used.
- If the headset is not being worn properly in your ears, the noise canceling function may not work correctly. Twist the headset to put it into your ears properly.
- Do not pinch or cover the parts of the headset near the microphones on the left and right headset units with your hands. Functions such as the noise canceling function or Ambient Sound Mode may not work properly or the headset unit may make a beeping sound (feedback). If this happens, remove your hand or any other object from the left or right microphone area.

Related Topic

- [Using the “Sound Connect” app](#)
- [Turning on the headset](#)
- [Wearing the headset](#)
- [What is noise canceling?](#)
- [Listening to ambient sound during music playback \(Ambient Sound Mode\)](#)

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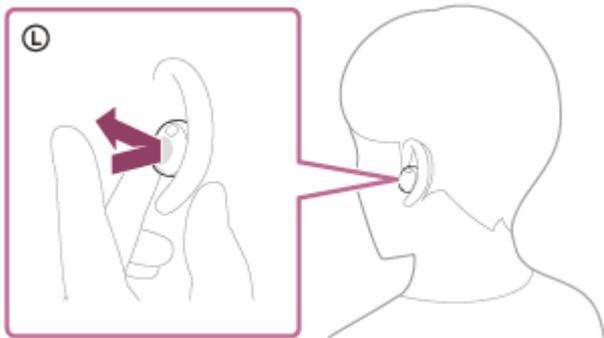
Wireless Noise Canceling Stereo Headset
WF-1000XM6

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

The microphones built into the left and right headset units make it easier to hear ambient sound. You can hear ambient sound while enjoying music.

To activate Ambient Sound Mode

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



To change the setting of Ambient Sound Mode

You can change the settings of Ambient Sound Mode of the headset with the “Sound Connect” app.

Voice focus: Unwanted noise will be suppressed while announcements or people’s voices are picked up, allowing you to hear them as you listen to music.

To disable Ambient Sound Mode

Tap the touch sensor on the left-side headset unit to disable Ambient Sound Mode.
Each time you tap, the function switches as follows.

The noise canceling function is enabled and Ambient Sound Mode is disabled.

You will hear a notification sound from both headset units at the same time. When you are wearing only the left-side headset unit, you will hear the notification sound from the left-side headset unit.



Ambient Sound Mode is enabled and the noise canceling function is disabled.

You will hear a notification sound from both headset units at the same time. When you are wearing only the left-side headset unit, you will hear the notification sound from the left-side headset unit.

Check the notification sound

It may not play on any browsers except the latest ones.

- When the noise canceling function is enabled



- When Ambient Sound Mode is enabled

About the instruction manual video

Watch the video for how to use Ambient Sound Mode. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0102/h_zz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0102/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0102/ja/>

Hint

- Ambient Sound Mode settings changed with the “Sound Connect” app are stored in the headset. You can enjoy music with the stored settings by enabling Ambient Sound Mode even when the headset is connected to other devices which do not have the “Sound Connect” app installed.
- The “Sound Connect” app allows you to set a combination of the following three modes. If you select multiple modes, you can switch between them sequentially by tapping the touch sensor on the left side.
 - Noise canceling function enabled
 - Ambient Sound Mode enabled
 - Noise canceling function and Ambient Sound Mode disabled

Note

- Depending on the ambient conditions and the type and volume of audio playback, ambient sounds may not be heard even when using Ambient Sound Mode. Remove the headset in areas where you are required to hear ambient sound. It is dangerous to wear the headset on roads where cars or bicycles are passing.
- Depending on the surrounding environment, wind noise may increase when Ambient Sound Mode is enabled. In this case, set Ambient Sound Mode to disable.
- If the headset is not being worn properly in your ears, Ambient Sound Mode may not work correctly. Twist the headset to put it into your ears properly.
- Do not pinch or cover the parts of the headset near the microphones on the left and right headset units with your hands. Functions such as the noise canceling function or Ambient Sound Mode may not work properly or the headset unit may make a beeping sound (feedback). If this happens, remove your hand or any other object from the left or right microphone area. If a beeping sound (feedback) can be heard when using Ambient Sound Mode, lower the ambient sound volume in [Ambient Sound Control] on the “Sound Connect” app.
- This headset is equipped with the function to detect a beeping sound (feedback) and cancel the sound in a short time. In rare cases, the noise canceling function or Ambient Sound Mode may temporarily stop in reaction to a high note such as an alarm or an electronic sound. The noise canceling function or Ambient Sound Mode will automatically return in about a second.
- If Ambient Sound Mode is enabled in a rather noisy environment, noise may be heard. This is not a malfunction. In this case, either enable the noise canceling function, or disable both the noise canceling function and Ambient Sound Mode.

Related Topic

- [Using the “Sound Connect” app](#)
- [Wearing the headset](#)
- [Using the noise canceling function](#)

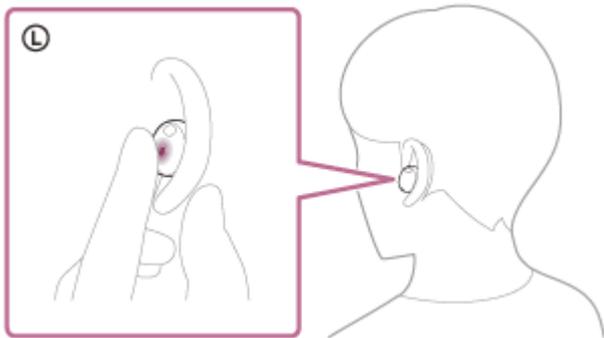
Wireless Noise Canceling Stereo Headset
WF-1000XM6

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. The Quick Attention Mode is useful for quickly listening to train announcements, etc.

To activate the Quick Attention Mode

Hold your finger to the touch sensor on the left-side headset unit. The Quick Attention Mode is activated only when you are touching the touch sensor.



To deactivate the Quick Attention Mode

Release your finger from the touch sensor.

About the instruction manual video

Watch the video for how to use the Quick Attention Mode. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0103/h_zz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0103/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0103/ja/>

Note

- Depending on the ambient conditions and the type/volume of audio playback, ambient sounds may not be heard even when using the Quick Attention Mode. Remove the headset in areas where you are required to hear ambient sound. It is dangerous to wear the headset on roads where cars or bicycles are passing.
- If the headset is not being worn properly in your ears, the Quick Attention Mode may not work correctly. Twist the headset to put it into your ears properly.
- Depending on the size of the earbud tips you use, the Quick Attention Mode may not be fully effective. Choose the size that allows you to hear the least ambient sounds.

Related Topic

- [Replacing the earbud tips](#)
- [Wearing the headset](#)

Wireless Noise Canceling Stereo Headset
WF-1000XM6

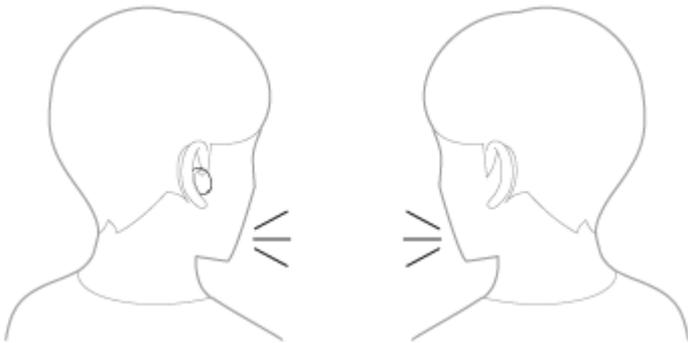
Speaking with someone while wearing the headset (Speak-to-Chat)

Speak-to-Chat is a feature that makes it easier to hear the voice of your conversation partner while wearing the headset. Set up with the “Sound Connect” app.

While Speak-to-Chat mode is activated, the headset lowers the music volume and captures the voice of the other person through the microphone to make listening easier.

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, tap the touch sensor on the left or right headset unit.



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, change the setting with the “Sound Connect” app.

To disable Speak-to-Chat

To disable, change the setting with the “Sound Connect” app.

About the instruction manual video

Watch the video for how to use Speak-to-Chat. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0104/h_zz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0104/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0104/ja/>

Hint

- The Speak-to-Chat mode also ends in the following instance.
 - When both units of the headset are removed from ears
- When you use the “Sound Connect” app, you can change the sensitivity of the automatic audio detection and change the time until the Speak-to-Chat mode ends, in addition to the mode to switch between enabling and disabling. In the factory settings, the time until the mode ends is set to about 15 seconds.

Note

- The Speak-to-Chat mode activates when it detects the speech of the person wearing the headset. In rare cases, the mode may activate unintentionally in response to vibrations caused by actions such as brushing your teeth, coughing, or humming, or by devices such as electric toothbrushes, massagers, or shavers. In cases where the Speak-to-Chat mode frequently activates by accident, set Speak-to-Chat to “L Sensitivity”.

- If the speech of the person wearing the headset is not be detected and Speak-to-Chat does not activate, try the following methods. This may help resolve the issue.
 - Check if the headset is worn properly.
 - Lower the music playback volume.
 - Increase your voice volume when speaking.
 - Speak for a longer duration.
 - Set Speak-to-Chat to “H Sensitivity”.

Related Topic

- [Using the “Sound Connect” app](#)

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Receiving a call

You can talk on the phone hands-free via a Bluetooth connection on a smartphone that supports the following Bluetooth profiles.

- HFP: Hands-free Profile
 - HSP: Headset Profile
-
- If your smartphone supports both HFP and HSP, set it to HFP.
 - The operating procedure may vary depending on the smartphone. Refer to the operating instructions supplied with the smartphone.
 - Depending on the connected device or the application, the functions may not work properly even if you try to operate them with the headset.

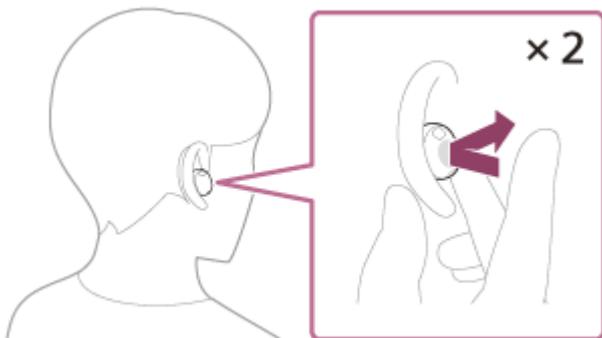
Ring tone

When you receive an incoming call, a ring tone will be heard from the headset.
You will hear either of following ring tones, depending on your smartphone.

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

1 Connect the headset to a smartphone via a Bluetooth connection beforehand.

2 When you hear a ring tone, tap the touch sensor on the left or right headset unit twice quickly with an interval of about 0.3 seconds to receive the call.

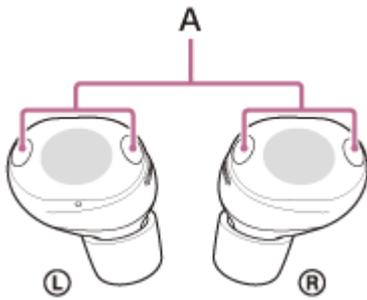


Sound will be heard from the headset.

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

If playback is not paused, operate the headset to pause playback.

You can talk using the microphones (A) on the left and right headset units.



If no ring tone is heard via the headset

The headset may not be connected with the smartphone over HFP or HSP. Check the connection status on the smartphone.

3 Operate the smartphone to adjust the volume.

4 When you have finished your call, tap the touch sensor on the left or right headset unit twice quickly with an interval of about 0.3 seconds between taps to end the call.

If the call does not end after tapping the touch sensor twice, end the call using your smartphone.

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

Hint

- When receiving a call by using a smartphone, some smartphones may receive a call on the phone instead of the headset. When using HFP connection, transfer the call to the headset by using your smartphone.
- The volume can also be adjusted on the “Sound Connect” app. The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.
- You can also talk hands-free even when you are wearing only one headset unit. When you receive an incoming call, answer the call using the headset unit you are wearing. If you put the other headset unit into the other ear while you are talking with only one headset unit, you can talk with both headset units.

Note

- Depending on the connected device or playback application, playback may not pause even when you receive an incoming call while playing back music. When you received an incoming call while playing back music, playback may not resume automatically even if you finish the call.
- Use a smartphone at least 50 cm (19.68 in) away from the headset. Noise may result if the smartphone is too close to the headset.
- In order to make it easier for you to hear your own voice during a phone call, the microphones work to capture ambient sounds (Sidetone function). If your voice is too loud or the sounds in your surroundings are bothering you, you can change the setting with the “Sound Connect” app. Turn off [Capture Voice During a Phone Call].
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sound Connect” app.
- Depending on the caller’s voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.
- If microphone controls are enabled on the “Sound Connect” app, you cannot end the call on the headset.

Related Topic

- [Using the “Sound Connect” app](#)

- Using only one headset unit
- 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
WF-1000XM6

Making a call

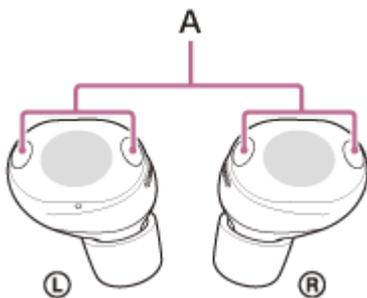
You can talk on the phone hands-free via a Bluetooth connection on a smartphone that supports the following Bluetooth profiles.

- HFP: Hands-free Profile
 - HSP: Headset Profile
-
- If your smartphone supports both HFP and HSP, set it to HFP.
 - The operating procedure may vary depending on the smartphone. Refer to the operating instructions supplied with the smartphone.
 - Depending on the connected device or the application, the functions may not work properly even if you try to operate them with the headset.

1 Connect the headset to a smartphone via a Bluetooth connection.

2 Operate your smartphone 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 automatically.
If playback is not paused, operate the headset to pause playback.
You can talk using the microphones (A) on the left and right headset units.



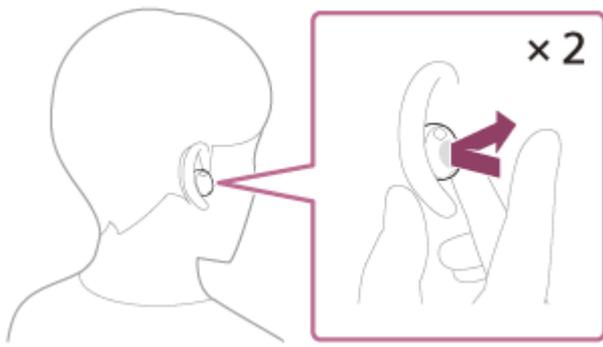
If no dial tone is heard via the headset

Use your smartphone to transfer the call to the headset.

3 Operate the smartphone to adjust the volume.

4 When you have finished your call, tap the touch sensor on the left or right headset unit twice quickly with an interval of about 0.3 seconds between taps to end the call.

If the call does not end after tapping the touch sensor twice, end the call using your smartphone.



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

Hint

- The volume can also be adjusted on the “Sound Connect” app. The headset volume during a call and during music playback can be independently adjusted. Even if you change the volume during a call, the volume of music playback does not change.
- You can also talk hands-free even when you are wearing only one headset unit. If you put the other headset unit into the other ear while you are talking with only one headset unit, you can talk with both headset units.

Note

- Depending on the connected device or playback application, when you make a call during music playback, playback may not resume automatically even after you finish the call.
- Use a smartphone at least 50 cm (19.68 in) away from the headset. Noise may result if the smartphone is too close to the headset.
- In order to make it easier for you to hear your own voice during a phone call, the microphones work to capture ambient sounds (Sidetone function). If your voice is too loud or the sounds of your surroundings are bothering you, you can change the setting with the “Sound Connect” app. Turn off [Capture Voice During a Phone Call].
- The volume during calls cannot be adjusted with the headset. Adjust the volume on the connected device or the “Sound Connect” app.
- Depending on the caller’s voice characteristics or the ambient environmental noises, the audio signal processing that is mounted on the headset may not work well and the call sound quality may be reduced.
- If microphone controls are enabled on the “Sound Connect” app, you cannot end the call on the headset.

Related Topic

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

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Functions for a phone call

The functions available during a call may vary depending on the profile supported by your smartphone. In addition, even if the profile is the same, the available functions may vary depending on the smartphone.

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

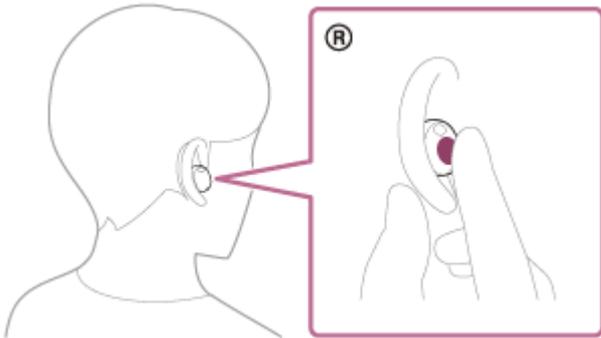
Refer to the operating instructions supplied with the smartphone.

When the supported profile is HFP (Hands-free Profile)

During standby/music playback

You can use the right-side headset unit to perform the following operating procedures.

- Hold the touch sensor for about 2 seconds or more to activate voice dial, Google app on an Android smartphone, or Siri on iPhone.

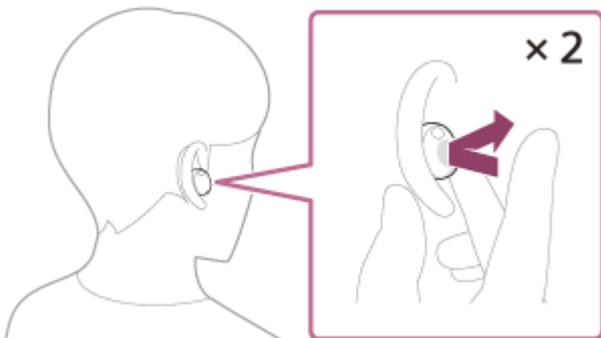


Outgoing call

You can use either the left or right headset unit to perform the following operating procedures.

When only one headset unit is worn in your ear, operate the headset unit that is worn.

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to cancel an outgoing call.



Incoming call

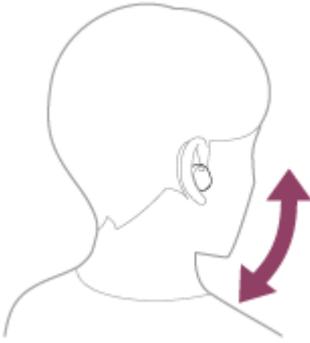
You can use either the left or right headset unit to perform the following operating procedures.

When only one headset unit is worn in your ear, operate the headset unit that is worn.

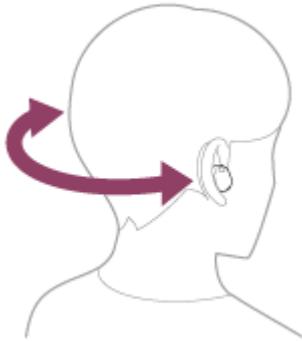
- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to answer a call.
- Hold your finger to the touch sensor for about 2 seconds or more to reject a call.

When the head gesture setting is enabled on the "Sound Connect" app, you can perform the following operating procedures while wearing the headset.

- Receive a call: Nod your head.



- Reject a call: Shake your head.



During call

You can use either the left or right headset unit to perform the following operating procedures. When only one headset unit is worn in your ear, operate the headset unit that is worn.

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to finish a call.

When the supported profile is HSP (Headset Profile)

You can use either the left or right headset unit to perform the following operating procedures. When only one headset unit is worn in your ear, operate the headset unit that is worn.

Outgoing call

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to cancel an outgoing call.

Incoming call

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to answer a call.

During call

- Tap the touch sensor twice quickly with an interval of about 0.3 seconds between taps to finish a call.

Note

- When the head gesture setting is enabled on the “Sound Connect” app and you are using only one headset unit, the headset may not work properly.
- When the head gesture setting is enabled on the “Sound Connect” app, the functions may not work properly with the head gesture controls depending on the connected device or the application you are using.
- If microphone controls are enabled on the “Sound Connect” app, you cannot end the call on the headset.

Related Topic

- [Using only one headset unit](#)
- [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 a 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). If you select music playback connections, a video call may not be available.
 - On the speaker settings, select calling connections [Headset (WF-1000XM6 Hands-Free)] (**). When connecting to play music, select [Headphones (WF-1000XM6 Stereo)] (**).
 - On the microphone settings, select calling connections [Headset (WF-1000XM6 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 (WF-1000XM6 Hands-Free)] (**) or music playback connections [Headphones (WF-1000XM6 Stereo)] (**) may not be selectable on the speaker or microphone settings, and only [WF-1000XM6] may be displayed. If this is the case, select [WF-1000XM6].
 - 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 (WF-1000XM6 Hands-Free)] cannot be selected, select [Headset (WF-1000XM6 Hands-Free)] on the settings of your computer to make connections. See [“Connecting to a paired computer \(Windows 11\)”](#) 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, it may not be possible to configure the microphone settings. If this is the case, use the “Sound Connect” app to disable Speak-to-Chat.
- 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 \(Windows® 11\)](#)
- [Pairing and connecting with a computer \(Mac\)](#)

- Connecting to a paired computer (Windows 11)
- Connecting to a paired computer (Mac)
- Disconnecting Bluetooth connection (after use)
- Speaking with someone while wearing the headset (Speak-to-Chat)

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Using Google Gemini

May not be supported in some countries and regions.

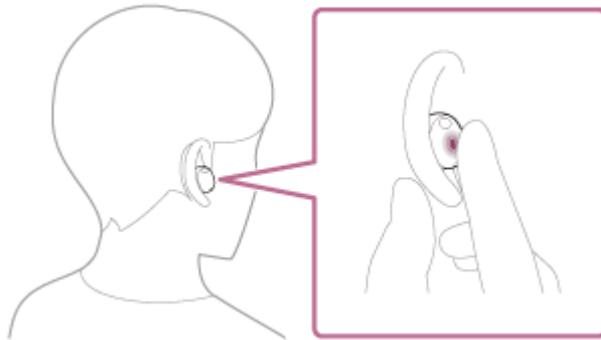
By linking your device with the Google Gemini app on your smartphone, you can chat with Gemini using your headset. You can get help with questions or tasks hands-free.

1 Open the “Sound Connect” app and set the function of the touch sensor as Digital assistant.

When using Google Gemini for the first time, check if you set the Google Gemini app as the default assist app on your device. And you choose Gemini as your AI assistant.

2 Launch Google Gemini using the following methods.

- To activate Gemini, say "Hey Google"
- Operate the touch sensor on the side assigned for Digital assistant
 - Hold your finger to the touch sensor to input a voice command, and release your finger to finish the voice command.



Check responses. Setup required. Compatibility and availability varies.

For details, refer to the following website.

<https://support.google.com/gemini/answer/15456140>

Compatible smartphones

Android 13 or later

For more information about Google Gemini, refer to the following.

- The operating instructions or support website for Android smartphones
- The Google Play Store website
<https://support.google.com/gemini/>

Hint

- Check or update the software version of the headset with the “Sound Connect” app.
- When Google Gemini is not available for reasons such as not being connected to a device and connected to the network, you will hear a voice guidance indicating unavailability from both units of the headset. When you are wearing only one unit of the headset, you will hear the voice guidance indicating unavailability from the headset unit you are wearing. Notifications may be displayed on

the screen of the connected device, but service specifications may change without notice due to changes made by service providers.

Note

- Google Gemini and the voice assist function (Google app) cannot be assigned to the headset at the same time.
- Google Gemini and the voice assist function (Siri) cannot be assigned to the headset at the same time.
- The function to operate the headset with Google Gemini depends on the specifications of Google Gemini.
- The specifications of Google Gemini are subject to change without notice.
- For details on the services provided by other companies such as Google Gemini, consult each service provider directly. Sony shall assume no responsibility for any problems such as misunderstandings related to the services provided by other companies.
- Check responses. Setup required. Compatibility and availability varies.

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Using Tencent Xiaowei

This feature is available for models designed for the Chinese mainland.

By using Tencent Xiaowei that comes with the smartphone, you can speak to the headset's microphone to operate the smartphone or perform a search.

Compatible smartphones

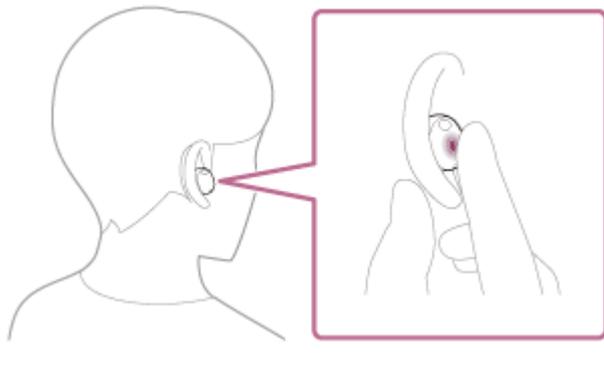
- A smartphone with Android 6.0 or later, or iOS 10 or later installed.
- The latest version of the Tencent Xiaowei app is required.

1 Open the “Sound Connect” app and set the function of the touch sensor on either the left or right unit as Tencent Xiaowei.

2 Launch the Tencent Xiaowei app.

3 Operate the touch sensor to which you assigned Tencent Xiaowei to use the Tencent Xiaowei app.

- Hold your finger to the touch sensor to input a voice command, and release your finger to finish the voice command.



For details on Tencent Xiaowei, refer to the following website.

<https://xiaowei.tencent.com/guide/index.html?cid=1465>

Hint

- You can use Tencent Xiaowei when you are wearing only one unit to which Tencent Xiaowei is assigned on your ear. When Tencent Xiaowei is assigned to the headset and you are using only one headset unit, use the headset unit with Tencent Xiaowei assigned. Check the setting of the headset with the “Sound Connect” app.
- Check or update the software version of the headset with the “Sound Connect” app.
- When Tencent Xiaowei is not available for reasons such as not being connected to the network, you will hear a voice guidance indicating unavailability from both units of the headset. When you are wearing only one unit of the headset, you will hear the voice guidance indicating unavailability from the headset unit you are wearing. Notifications may be displayed on the screen of the connected device, but service specifications may change without notice due to changes made by service providers.

Note

- Tencent Xiaowei can be assigned to the headset unit with the touch sensor that has the music playback function assigned. When you want to use Tencent Xiaowei on either headset unit, assign the music playback function to the headset unit you want to use, and then assign Tencent Xiaowei.
On the headset unit to which the music playback function is not assigned, Tencent Xiaowei cannot be used.
You can change the function assignments to the touch sensors of the left and right headset units using the “Sound Connect” app.
- Tencent Xiaowei and the voice assist function cannot be assigned to the headset at the same time.
- Tencent Xiaowei is only available in China.

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Using the voice assist function (Google app)

By linking with the Google app on your Android smartphone, you can operate the Android smartphone by voice while wearing the headset.

1 Set the assist and voice input selection to the Google app.

On the Android smartphone, select the following menus.

[Settings] - [Apps & notifications] - [Advanced] - [Default apps] - [Assist & voice input]

Then, set [Assist app] to the Google app.

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

The latest version of the Google app may be required.

Models for countries and regions excluding Chinese mainland:

For details on the Google app, refer to the operating instructions or the support website of the Android smartphone, or on Google Play.

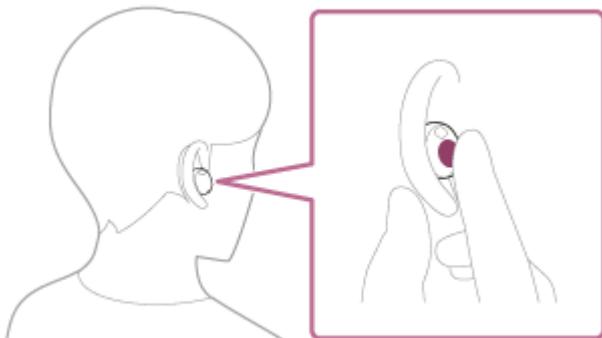
Models for Chinese mainland:

For details on the Google app, refer to the operating instructions or the support website of the Android smartphone.

The Google app may not be activated from the headset depending on specifications of the Android smartphone.

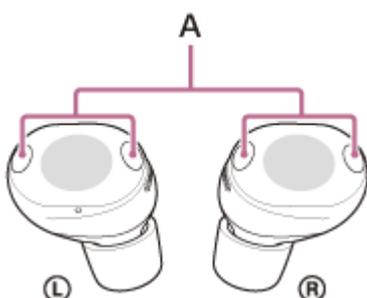
2 Put the headset units on your ears and connect the headset to the Android smartphone via a Bluetooth connection.

3 When the Android smartphone is in standby or playing music, hold your finger to the touch sensor on the right-side headset unit for about 2 seconds or more.



The Google app is activated.

4 Talk to Google through the app using the headset's microphones (A).



For details on the apps which work with the Google app, refer to the operating instructions for the Android smartphone.

After launching the Google app, voice input will be disabled if no speech is recorded for a certain period of time.

Note

- The voice assist function (Google app) and Google Gemini cannot be assigned to the headset at the same time.
- The voice assist function (Google app) and Tencent Xiaowei/QQ Music cannot be assigned to the headset at the same time.
- Even if “Hey Google” is enabled on your Android smartphone, you cannot use the “Hey Google” voice command to launch the Google app.
- In order to make it easier for you to hear your own voice while using the voice assist function, the microphones work to capture ambient sounds (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction. If your voice is too loud or the sounds in your surroundings are bothering you, turn off [Capture Voice During a Phone Call] on the “Sound Connect” app.
- 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.
- Check responses. Compatibility and availability varies.

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Using the voice assist function (Siri)

By linking with Siri on your iPhone, you can operate the iPhone by voice while wearing the headset.

1 Activate Siri.

On an iPhone, select [Settings] - [Siri & Search].

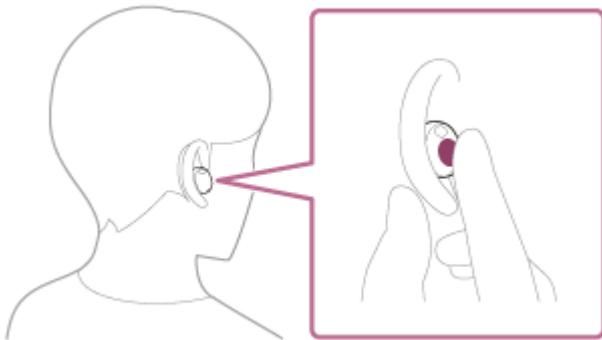
Enable [Press Home for Siri] and [Allow Siri When Locked].

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

For details on Siri, refer to the operating instructions or support website of the iPhone.

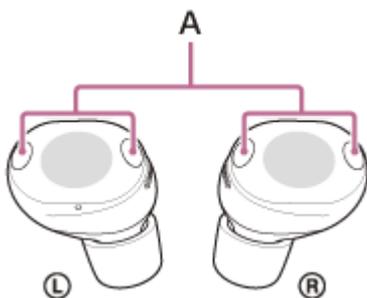
2 Put the headset units on your ears and connect the headset to the iPhone via a Bluetooth connection.

3 When the iPhone is in standby or playing music, hold your finger to the touch sensor on the right-side headset unit for about 2 seconds or more.



Siri is activated.

4 Talk to Siri through the headset's microphones (A).



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

After activating Siri, Siri will be deactivated if no voice input is detected for a certain period of time.

Note

- The voice assist function (Siri) and Google Gemini cannot be assigned to the headset at the same time.
- The voice assist function (Siri) and Tencent Xiaowei/QQ Music cannot be assigned to the headset at the same time.

- Siri cannot be activated when you say “Hey Siri” even when the iPhone’s “Hey Siri” setting is enabled.
- In order to make it easier for you to hear your own voice while using the voice assist function, the microphones work to capture ambient sounds (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction. If your voice is too loud or the sounds in your surroundings are bothering you, turn off [Capture Voice During a Phone Call] on the “Sound Connect” app.

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Precautions

On Bluetooth communications

- Bluetooth wireless technology is a short-range wireless technology that enables communication between digital devices, such as smartphones and computers. The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.
- Depending on the Bluetooth device connected to the headset, the communication environment, and the surrounding conditions, noise or sound cut out may occur.
- The maximum communication distance of the headset is approximately 10 m (32.8 ft). The communication distance may vary depending on the surrounding 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.
- When you use the headset on an airplane, follow flight crew directions. Radio waves may affect instruments, causing risk of accident due to malfunction.
- 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 if a connected device complies with the Bluetooth standard described above, the connection may fail depending on the characteristics and specifications of the device. Additionally, differences in operation methods, display, or performance may occur.
 - 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 temperature rise

- The temperature of the headset and the charging case may rise while charging or when using the headset for a long period of time. This is not a malfunction.

Note on static electricity

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

Notes on wearing the headset

- After use, remove the headset from your ears slowly. The headset has a high degree of sealing. If the earbud tip is pressed hard or suddenly removed from the ear, you may risk damaging your eardrum.
- When putting on the headset, noise may be generated from the diaphragm. This is not a malfunction.

- Long-term use of the headset may cause symptoms such as itching and irritation in the ears.
If you experience any of the above symptoms while the headset is in use, stop using it immediately. Then, consult a doctor, the Sony support contact, or your nearest Sony dealer.
- For long-term use, it is recommended that you remove the headset from your ears on a regular basis.

Other notes

- The headset is a precision device, so do not drop it or subject it to strong shocks. This may cause deformation or damage, resulting in reduced performance.
- The touch sensor may not operate properly if you apply stickers or other adhesive items to the touch sensor control panel.
- Depending on the signal conditions of your smartphone or the surrounding environment, you may not be able to use the headset.
- The Bluetooth function may not work with a mobile phone, depending on the signal conditions and the surrounding environment.
- Do not breathe into the microphones and the sound conduit (sound output tube).
- If you experience discomfort while using the headset, stop using it immediately.
- If the earbud tips become dirty, remove them from the headset. Gently wash the earbud tips by hand using a neutral detergent. After cleaning, thoroughly wipe off any moisture. If they are difficult to remove, wrap them in a soft dry cloth for easy removal.
- The headset is not waterproof. If water or foreign matter enters the headset, this can result in burnout or malfunction. If water or foreign matter enters the headset, stop use immediately. Then, consult the Sony support contact or your nearest Sony dealer. In particular, be careful in the following cases.
 - When using the headset near a sink or liquid container
Be careful that the headset does not fall into a sink or container filled with water.
 - When using the headset in the rain or snow, or in humid locations
 - When using the headset while you are perspiring
If you touch the headset with wet hands, or put the headset in the pocket of a damp article of clothing, the headset may get wet.
- When the charging ports of the headset units or charging case get dirty, wipe them clean with a soft dry cloth.

Cleaning the headset

- Dust and dirt on the exterior of the headset can be wiped off with pure water type wet wipes. Do not use the following items as they may damage the surface finish and lead to malfunction or breakage.
 - Wet wipes containing alcohol
 - Thinner
 - Benzine and other similar substances

Do not use the headset units and charging case near medical devices

- Radio waves can affect cardiac pacemakers and medical devices. Do not use the headset and charging case in crowded places such as crowded trains or inside a medical institution.
- The headset units and charging case use magnets. These magnets may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place the headset units and charging case close to persons who use such medical devices. Consult your doctor before using the headset if you use any such medical devices.

Keep the headset units and charging case away from magnetic cards

- The headset units and charging case use magnets. If a magnetic card comes close to the headset and charging case during wireless charging, the card's magnetic properties may be affected or render the card unusable due to the leakage flux.

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Supported codecs

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

The headset supports the following codecs.

When the headset is connected using Classic Audio A2DP for music playback, it supports SBC, AAC, and LDAC.

When the headset is connected using LE Audio, it supports LC3.

- SBC

This is an abbreviation for Subband Codec.

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

All Bluetooth devices which use Classic Audio 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.

- LC3

This is an abbreviation for Low Complexity Communication Codec.

LC3 is a codec for LE Audio and achieves low latency transmission.

(*) 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 for LDAC.

When music is transmitted using one of the following codecs from a device connected via Classic Audio, the headset automatically switches to that codec and plays back the music in the same format.

SBC, AAC, LDAC

When you want to play back music with LDAC, set [Bluetooth Connection Quality] to [Priority on Sound Quality] using the “Sound Connect” app. When [High Reliability] is set at the time of purchase, music cannot be played back with LDAC.

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.

When connected to LE Audio, the music playback is performed in LC3 codec. For LE Audio connections, use the “Sound Connect” app and set [Bluetooth Connection Quality] to [Low latency]. The [High Reliability] setting at the time of purchase does not support LE Audio connection.

Refer to the operating instructions supplied with the device you are connecting to, as some settings may be necessary in advance.

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

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

Update the headset software to enjoy new functions and resolve certain issues. Update the headset software using the “Sound Connect” app.

For details on the latest headset software and how to update the software, refer to the information on the support website.

When the update automatically setting is enabled on the “Sound Connect” app and the following conditions are met, the software update starts automatically at around night time when the headset is not in use.

- The software has already transferred.
- Both headset units are stored in the charging case and the charging case lid is closed.
- The remaining battery charge of the headset units is more than 20%.
- The remaining battery charge of the charging case is more than 10%.

If you open the charging case lid during an automatic update, the indicator on the charging case will flash in blue and orange. Close the charging case lid during an automatic update. The headset units cannot be used even if they are removed from the charging case and put into your ears.

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

1 Remove the headset units from the charging case.



The headset turns on automatically.

2 Update your headset software by following the on-screen instructions of the “Sound Connect” app.

Note

- Before performing an update, disconnect any other Bluetooth devices connected to the mobile device being used for the update. Software may not be updated when the mobile device is connected with other devices compatible with Bluetooth Low Energy (such as wearable devices or smart watches).
- Note the following if the update cannot be completed.
 - Close all the apps installed on the mobile device except the “Sound 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 mobile device before updating the software.Depending on the OS version of your mobile device, the update may not be completed under the power saving mode.

(*) Names may vary according to the mobile device you are using.

Wireless Noise Canceling Stereo Headset
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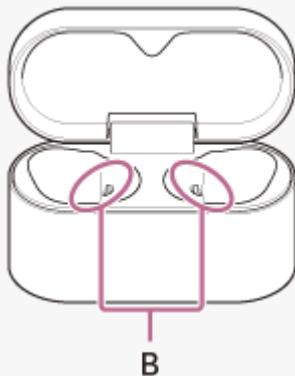
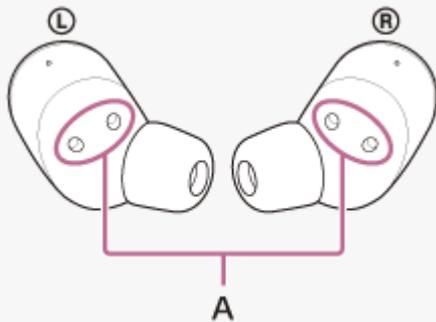
When you have finished using the headset

When you have finished using the headset, be sure to set the headset units into the charging case. Close the charging case lid.



Note

- If perspiration or water is left on the charging port, it may impair the ability to charge the headset. Immediately wipe off any perspiration or water on the charging port after use. When the charging ports on the headset units (A) or the charging ports on the charging case (B) become dirty, wipe them clean with a soft dry cloth.



- Also see the [“Maintenance”](#), [“To prevent burning or malfunction due to getting wet”](#), and [“When the headset units or charging case gets wet”](#) sections.

Related Topic

- [Maintenance](#)
- [To prevent burning or malfunction due to getting wet](#)
- [When the headset units or charging case gets wet](#)

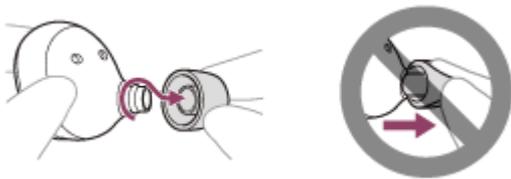
Wireless Noise Canceling Stereo Headset
WF-1000XM6

Maintenance

Perform regular maintenance by following the procedures below.

1 Remove the earbud tip.

Hold the headset unit and twist the earbud tip while rotating it to pull it out.
Do not pinch the end of the earbud tip when removing it.



2 Clean the headset.

Cleaning the headset units

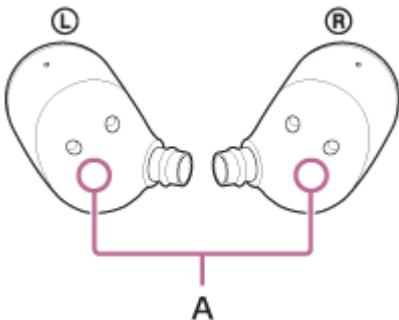
Dust and dirt on the exterior of the headset can be wiped off with pure water type wet wipes. Do not use wet wipes such as those containing alcohol, thinner, or benzene as they may damage the finish on the surface of the headset or cause other damages.

Use a soft dry cloth to wipe off any water that gets on the headset units.

Do not allow the headset to remain with water droplets attached in a cold environment as the water may freeze.

Cleaning the IR sensors

If the IR sensors (A) are dirty, wearing of the headset may not be detected and the headset may not work properly. Wipe off any dirt on the IR sensors (A) with a soft dry cloth, etc.



Cleaning the charging ports

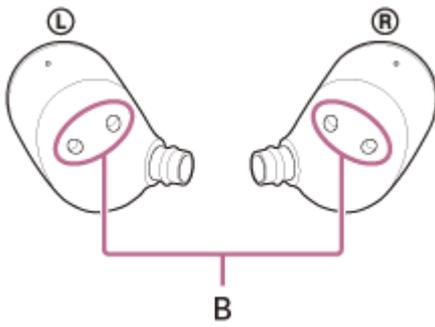
If foreign matter or moisture, such as sweat, is left on the charging ports (B) of the headset or the charging ports (C) of the charging case, charging port corrosion may occur and prevent charging.

When you have finished using the headset, make sure to gently clean the charging ports with a soft dry cloth or cotton swab.

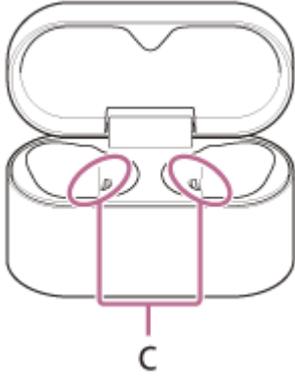
When the headset cannot be charged, it may help to try thoroughly cleaning the charging ports.

Charging ports that need maintenance

- Headset



- Charging case



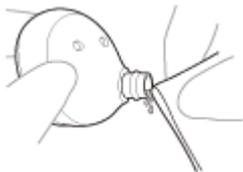
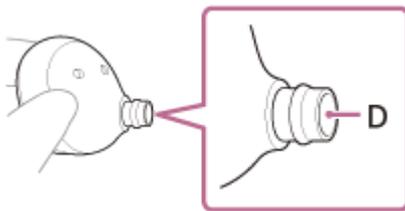
Note

- Do not use an air duster or similar products to remove dust or debris. Dust and other debris may enter the sound output holes and cause malfunction.

Cleaning of the sound output holes

Wipe off any dirt, including earwax, in the sound output hole (D) of the headset unit using a tightly wrung out water moistened cloth.

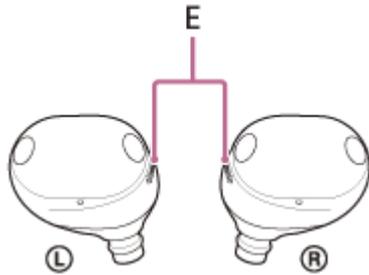
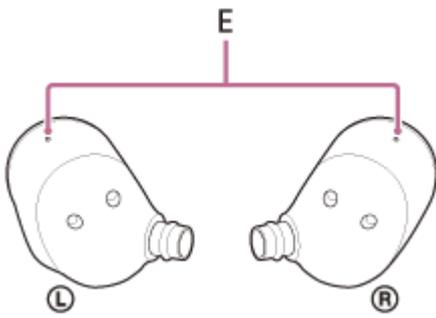
Remove the dirt so that it does not push into the headset unit deeply.



Cleaning the vent parts

Wipe off any dirt, including earwax, in the vent hole (E) of the headset unit using a tightly wrung out water moistened cloth.

Remove the dirt so that it does not push into the headset unit deeply.



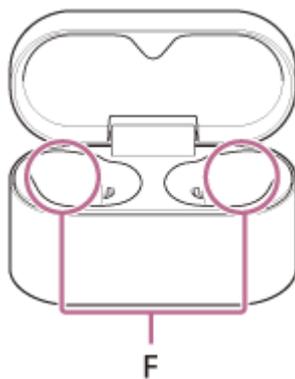
If dirt is already lodged in the vent output hole (E) and cannot be removed using the above methods, use a clean, soft brush. When using a brush, gently sweep the surface to remove dirt.

Note

- To prevent damage to internal components, do not insert the brush deeply into the hole.

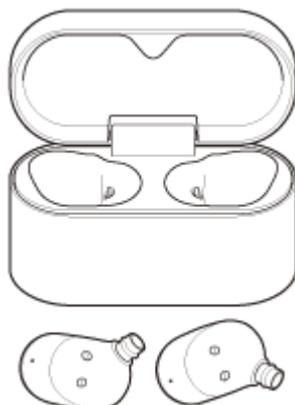
Cleaning the holes of the charging case

Clean the holes (F) where the earbud tips fit with a cotton swab, etc.



Drying the headset

After cleaning is complete, leave the headset to dry thoroughly at room temperature.



Note

- When drying the headset, if the IR sensors touch the table, the headset will be considered worn and the rechargeable battery may continue to be consumed. Place the headset units with the IR sensors facing sideways or upwards.

Cleaning the noise isolation earbud tips

When the noise isolation earbud tips become dirty, wipe off the dirt with a dry cloth, etc.

If earwax or other foreign matter gets on the mesh part of the earbud tips, the sound may sound low or difficult to hear.

Remove the earbud tip from the headset, apply a cotton swab lightly to the mesh part, and rotate the cotton swab slowly to wipe off the dirt. Be careful not to tear the mesh part.



Note

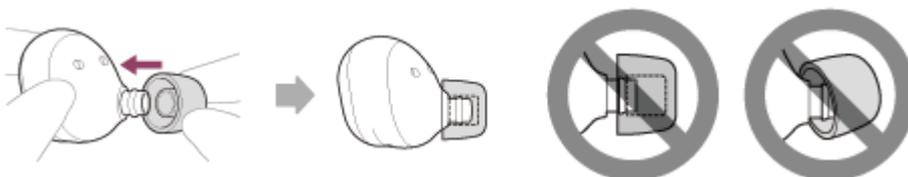
- Earbud tips are consumables.
- When the earbud tips get soaked, drain the liquid well, and make sure that the earbud tips are dried before use or storage.
- Avoid washing with water, using wet tissues, or using organic solvents such as alcohol, as these can cause premature deterioration.



- Rubbing with paper, using sharp metal objects, nails, or adhesive tape may damage or deform the earbud tips.
- Do not pull on the polyurethane foam portion of the earbud tip. If it is separated from the earbud tip, it will not function.
- Do not subject the polyurethane foam portion of the earbud tip to pressure for over long periods of time. It may cause deformation and it may be difficult to return the earbud tip to the original shape.
- The foam materials may become firm at a low temperature. Warm the earbud tips a little with your hands before use.
- When the environmental temperature or usage temperature is high, the polyurethane foam may take time to return to its original shape.

3 Attach the earbud tip.

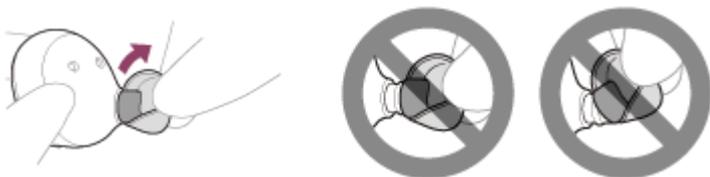
Push the earbud tip firmly onto the headset's sound conduit (sound output tube) until it is properly seated. Do not attach the earbud tip in a loose or skewed manner.



If the earbud tip is not firmly attached, it may fall off, and the sound quality, noise canceling, and wearability may become impaired.

4 Check that the earbud tip is securely attached.

Twist the earbud tip to one side and check that the stem of the earbud tip is completely covering the sound conduit on the headset unit.



5 Set the headset in the charging case.

After maintenance as well as after cleaning and drying the headset, be sure to set the headset units in the charging case.



Be sure to close the charging case lid.



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Wireless Noise Canceling Stereo Headset
WF-1000XM6

To prevent burning or malfunction due to getting wet

Be sure to clean after use

Do not charge the headset when there is liquid such as water or sweat, or foreign matter such as dust on the USB Type-C port of the charging case or charging port of the headset. Doing so may result in accidents such as burns or serious injury due to fire, electric shock, overheating, smoke, or ignition.

Avoid the following situations and be careful not to expose the headset units or charging case to moisture or dirt.

If the headset units or charging case gets wet or dirty, see [“When the headset units or charging case gets wet”](#) and clean them as described before use.

- Touching the headset units or charging case without drying wet hands after doing housework in a kitchen or washing your hands in a washroom.



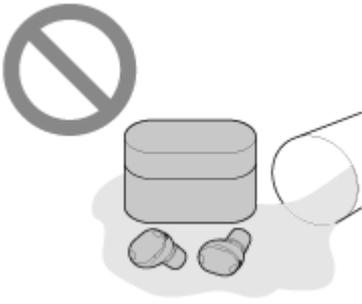
- Putting the headset in the chest pocket of a damp article of clothing.



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



- Spilling a drink while eating or drinking.



To protect the headset units and charging case from damage

Carefully note the precautions below to ensure proper use of the headset.

- Do not force water onto the sound output of the headset.
- Do not drop the headset into water or use it underwater.
- In cold regions, there is a risk of freezing. Be sure to wipe off any water droplets after use.
- Do not place the headset in water or use it in a humid place such as a bathroom.
- When the headset units get wet,
 1. Use a soft dry cloth to wipe off any water that gets on the headset units.
 2. Remove the earbud tips, turn the sound conduits (sound output tubes) downward, and shake several times to get the water out.



3. Turn the microphone part or air hole part downward and gently tap it about 20 times on a dry cloth or similar material to remove any water collected inside.



4. Avoid putting the headset into the charging case and dry it thoroughly at room temperature.
- If the headset units and charging case are charged while they are wet with sweat or other liquids, the charging ports will corrode. Before charging, wipe off any moisture with a soft dry cloth and leave to dry at room temperature. Repairs in the case of malfunction due to negligence are not covered by the free warranty.



- Do not wash pants or shirts with the headset units or charging case left in the pockets.



- If the headset is cracked or deformed, refrain from using the headset near water, or consult the Sony support contact or your nearest Sony dealer.

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When the headset units or charging case gets wet

When the headset units get wet

1. Use a soft dry cloth to wipe off any water that gets on the headset units.
2. Remove the earbud tips, turn the sound conduits (sound output tubes) downward, and shake several times to get the water out.



3. Turn the microphone part or air hole part downward and gently tap it about 20 times on a dry cloth or similar material to remove any water collected inside.



4. Avoid putting the headset into the charging case and dry it thoroughly at room temperature.
 - If the headset units are charged while they are wet with water or sweat, the charging ports will corrode. Before charging, wipe off any moisture with a soft dry cloth and leave to dry at room temperature. Repairs in the case of malfunction due to negligence are not covered by the free warranty.



On water resistant performance of the headset

- The charging case is not water resistant.
- The headset complies with IPX4 under IEC 60529 “Degrees of Protection Provided by Enclosures (IP Code)” for “Protection Against Water Ingress”. The headset cannot be used in water. Unless the headset is used correctly, water may get into the headset and cause fire, electrocution, or malfunctions. Note the following cautions carefully and use the headset correctly.
IPX4: Protected against water splashing from any direction.
- The sound conduits (sound output tubes), air holes, and microphone part of the headset are not completely watertight. If any water droplets are left in the sound conduits, air holes, or microphone part, the following issues may occur temporarily. However, they are not malfunctions.
 - Sounds become difficult to hear.
 - The noise canceling effect is weakened.
 - Unusual sounds are heard.

- Voices during phone calls become difficult to hear.

Liquids that the water resistant performance specifications of the headset apply to

| | |
|-----------------|---|
| Applicable: | Fresh water, tap water, perspiration |
| Not applicable: | Liquids other than those listed above For example: soapy water, detergent water, water with bath agents, shampoo, hot spring water, hot water, pool water, seawater, and similar substances. |

The water resistant performance of the headset is based on measurements performed by Sony under the conditions described above. Note that malfunctions resulting from water immersion caused by customer misuse are not covered by the warranty.

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TP1002088489

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Troubleshooting

If you have any problems, please follow the process below.

1. Set the headset units into the charging case, close the charging case lid once, then open it again and remove the headset units from the charging case.



2. Restart the device being connected such as your computer or smartphone.



3. Access the Sony support site from the menu of the “Sound Connect” app to search for the cause and solution of the issue, or check the support site below.
<https://www.sony.net/support/WF-1000XM6/>



4. Reset the headset.



5. Initialize the headset.



6. Should any problems persist, consult the Sony support contact below or your nearest Sony dealer.
<https://www.sony.net/support-contact>

Related Topic

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

TP1002088461

Wireless Noise Canceling Stereo Headset
WF-1000XM6

Resetting the headset

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

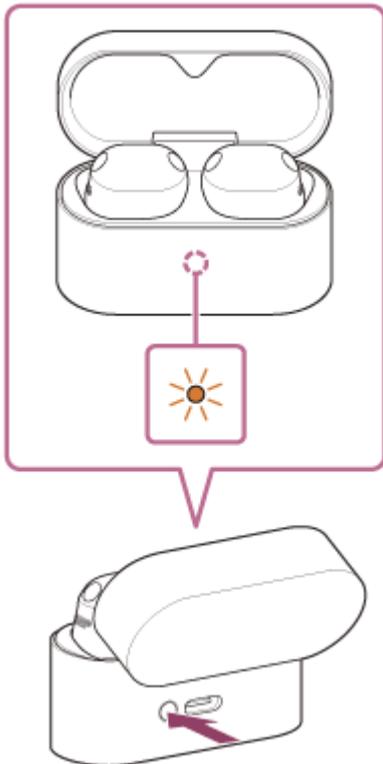
1 Set the headset units into the charging case.

Leave the charging case lid open.



2 Press and hold the reset button on the back of the charging case for about 20 seconds or more.

After about 15 seconds, the indicator on the charging case flashes in orange for about 5 seconds.



Then, the indicator on the charging case turns off and the headset will be reset.

Note

- Do not release your finger from the reset button on the charging case while the indicator is flashing in orange. If you release your finger, the headset will be initialized.

3 Check that the indicator turns off and then release your finger.

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.

About the instruction manual video

Watch the video for how to reset. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0105/h_uz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0105/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0105/ja/>

Related Topic

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

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Initializing the headset to restore factory settings

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

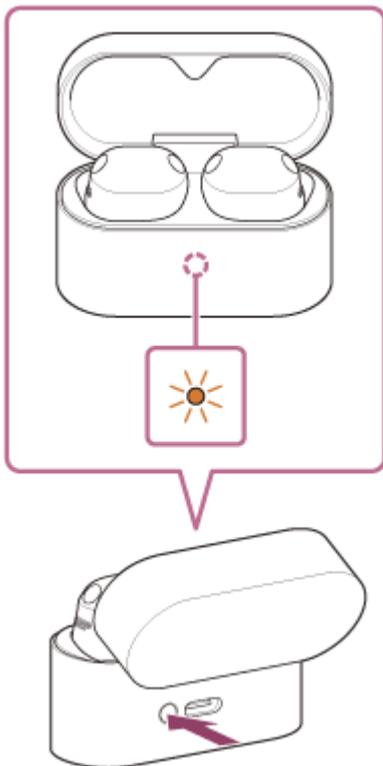
1 Set the headset units into the charging case.

Leave the charging case lid open.



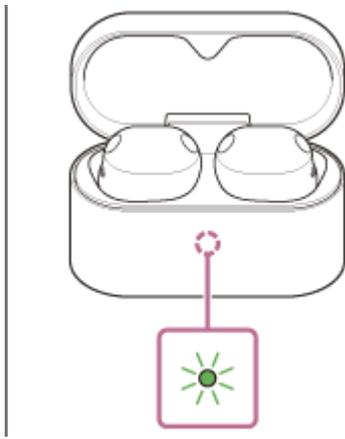
2 Press and hold the initialize button on the back of the charging case for about 15 seconds or more.

After about 15 seconds, the indicator on the charging case flashes in orange for about 5 seconds.



3 Release your finger within 5 seconds after the indicator on the charging case starts flashing in orange.

When the initializing is complete, the indicator on the charging case flashes in green 4 times.



This operating procedure resets the volume settings and other settings 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 the Sony support contact or your nearest Sony dealer.

About the instruction manual video

Watch the video for how to initialize. No audio explanation is available.

Models for countries and regions excluding Chinese mainland and Japan:

https://rd1.sony.net/help/mdr/mov0106/h_zz/

Models for Chinese mainland:

<https://rd1.sony.net/help/mdr/mov0106/zh-cn/>

Models for Japan:

<https://rd1.sony.net/help/mdr/mov0106/ja/>

Note

- When the remaining battery charge of the charging case is not sufficient, the headset will not start initializing. Charge the charging case.
- If the indicator on the charging case does not flash in green 4 times after performing step 3, the headset has not been initialized. Try again from step 2.
- If you have updated the software after purchasing the headset, the software is retained updated even if you initialize the headset.
- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will not return to the factory settings.

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Wireless Noise Canceling Stereo Headset
WF-1000XM6

Specifications

Headset

Power source:

DC 5 V (Using a commercially available USB AC Adaptor)
Using built-in lithium-ion batteries (Product Operation Power: DC 3.85 V)

Charging time:

Approx. 1.5 hours (Headset)
Approx. 2 hours (Charging case)

Note

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

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Mass:

Approx. 6.5 g × 2 (0.23 oz × 2) (Headset (including earbud tips (M)))
Approx. 47 g (1.66 oz) (Charging case)

Communication specification

Communication system:

Bluetooth

Design and specifications are subject to change without notice.

Compatible iPhone models

iPhone 16 Pro Max
iPhone 16 Pro
iPhone 16 Plus
iPhone 16
iPhone 15 Pro Max
iPhone 15 Pro
iPhone 15 Plus
iPhone 15
iPhone 14 Pro Max
iPhone 14 Pro
iPhone 14 Plus
iPhone 14
iPhone SE (3rd generation)
iPhone 13 Pro Max
iPhone 13 Pro
iPhone 13
iPhone 13 mini

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

(As of September 2025)

Depending on the iOS supported by the above models, the “Sound Connect” app may not be usable.

Related Topic

- [Supported codecs](#)

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