

Firmware Update

What Does This Do?

This utility installs an updated version of the Wireless Earbuds firmware and provides the following changes and benefits:

- Improves audio stability when connected to a device
- Resolves an issue where the headphones turns off automatically when changing to Sound Quality Mode within the Headphones Connect app (iOS devices only)

Applicable Products and Operating Systems [\(see full list...\)](#)

Model:

WF-1000X

Operating System:

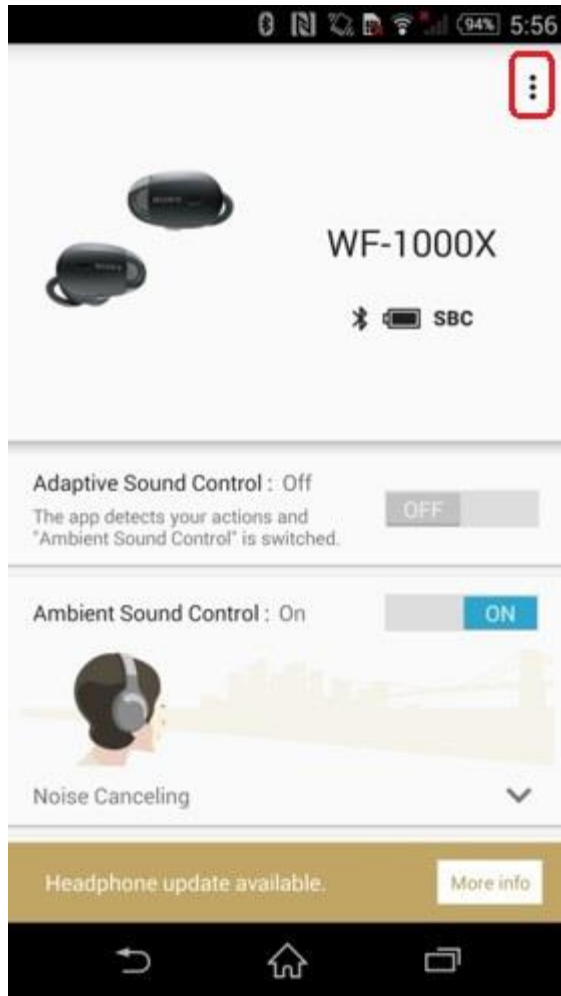
System Software

IMPORTANT: This file is only for use with the models identified. Not all models are sold in all countries.

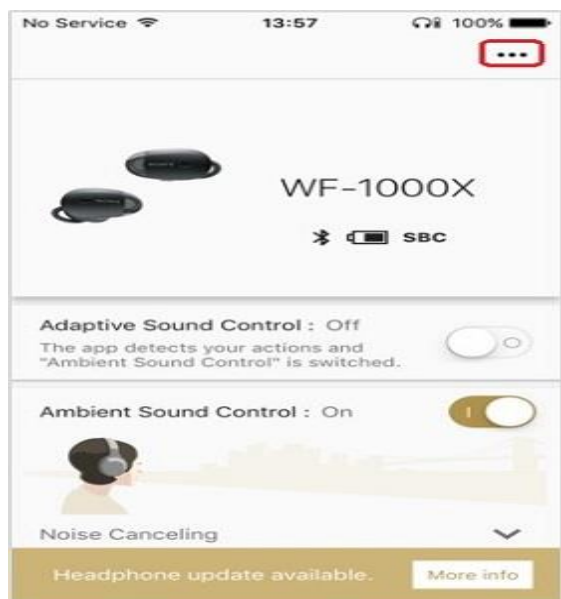
Determine if you need this update

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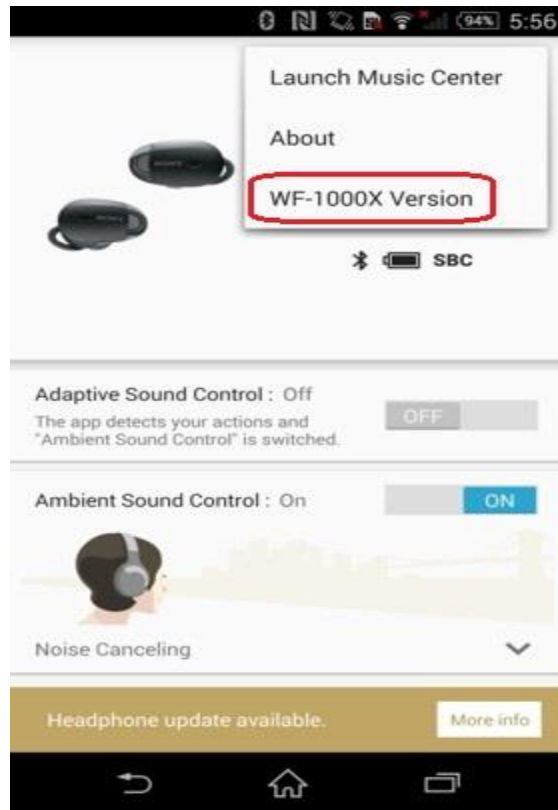
1. Launch the Headphones Connect app.
2. In the Headphones Connect app, connect to the headphones:
 - If you have never connected before, select Connect to the new headphones.
 - If you have connected before, follow the on-screen instructions to connect the headphones.
3. Once connection has been established successfully, on the top-right corner of the screen, tap the Menu icon (3 dots).
 - Android



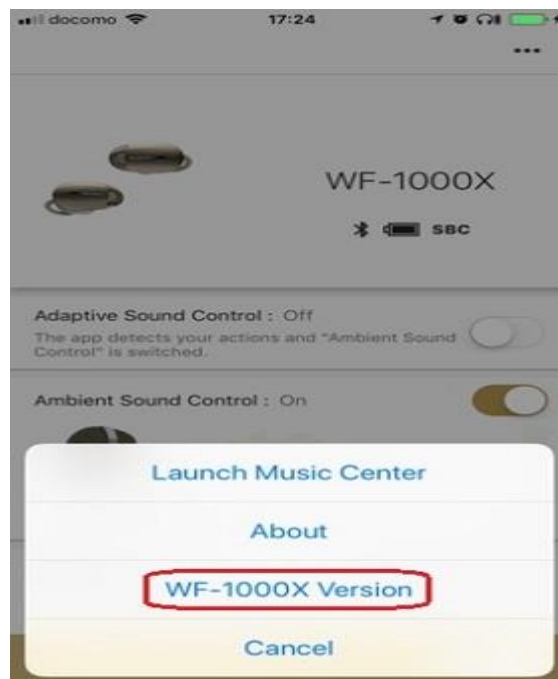
o iOS



4. From the Menu, tap WF-1000X Version.
 - Android



- iOS



5. The currently installed firmware version will appear on the screen.
 - If version number is 1.0.7, you do not need this update.
 - If the version number isn't 1.0.7, you should install this update.

Before You Start

- Follow the update instructions carefully.
- To install the update you will need either an iOS® (iOS 9.0 or later) or an Android™ (V4.4 or later) device that is connected to the internet and has the Headphones Connect (v2.1.2 or later) app installed.
- The update process can take up to 40 minutes.
- Make sure both the headphones, and the iOS or Android device you are using to perform the update, are fully charged before proceeding.
- End all other Bluetooth connections and close all apps running on the Android or iOS device you are using for the update.
- Move the headphones close to the iOS or Android device you are using before starting the update.
- **WARNING!**
 - Do not insert the headphones into the battery charger or turn them off while downloading updates, transferring data, or updating.



- Do not attempt this update in an unstable environment, such as on a train, or in an environment with a lot of Wi-Fi signals, microwaves, cell phones, or other devices using the 2.4 GHz band frequency.
- Failure to follow the instructions, or an interruption in the update process, may cause the player to become unresponsive or to require repair.
- After performing this update, it's not possible to return to or install a previous version of the firmware. By installing this update, you acknowledge that you understand this update can't be reversed.

Installation Instructions

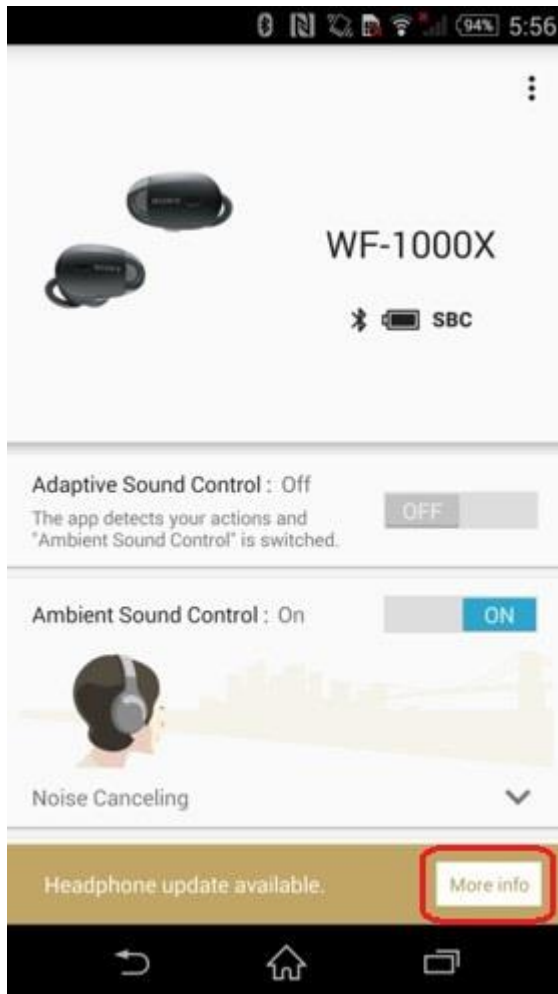
Android Devices

Installation Instructions For Android Devices

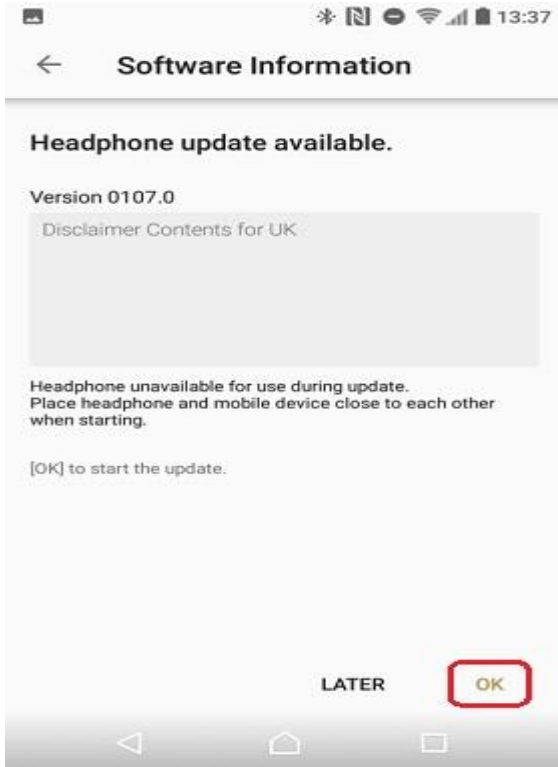
Do not insert the headphones into the battery charger or turn them off while downloading updates, transferring data, or updating.



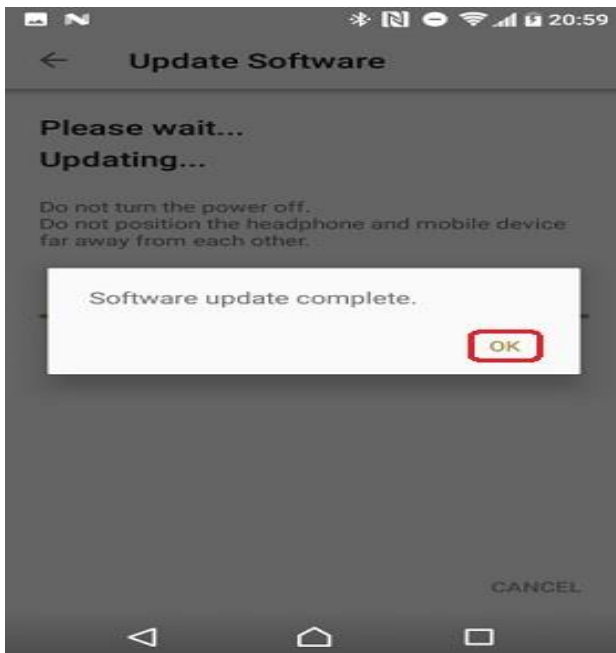
1. Launch the Headphones Connect app.
2. In the Headphones Connect app, connect to the headphones:
 - If you have never connected before, select Connect to the new headphones.
 - If you have connected before, follow the on-screen instructions to connect the headphones.
3. Once connection has been established successfully, if update is applicable, the message Headphone update available will be displayed.
4. Select More Info.



5. On the Headphone update available screen, select OK to start the update process.



6. It will take 1-2 minutes to download the software to your mobile device.
7. Once the software has been downloaded to your mobile device, it can take up to 20 minutes to transfer the software to your headphones.
8. Once the software has been transferred, it can take another 1-2 minutes to update the software on your headphones.
9. When the Software update complete message is displayed, select OK.



10. [Check the current firmware version](#) to confirm that the update has successfully installed.

Note: Even if the update appears to fail in the last few steps, please [check the current firmware version](#) to confirm whether or not the update installed.

- If the version number is 1.0.7, the firmware update was successful.
- If the version number isn't 1.0.7, or if the message Software update failed is displayed, put the headphones into the battery charger to verify that the battery is fully charged. Once verified, close the Headphones Connect app and begin the installation instructions again from the beginning.

See the [Troubleshooting](#) section if you are unable to install the update.

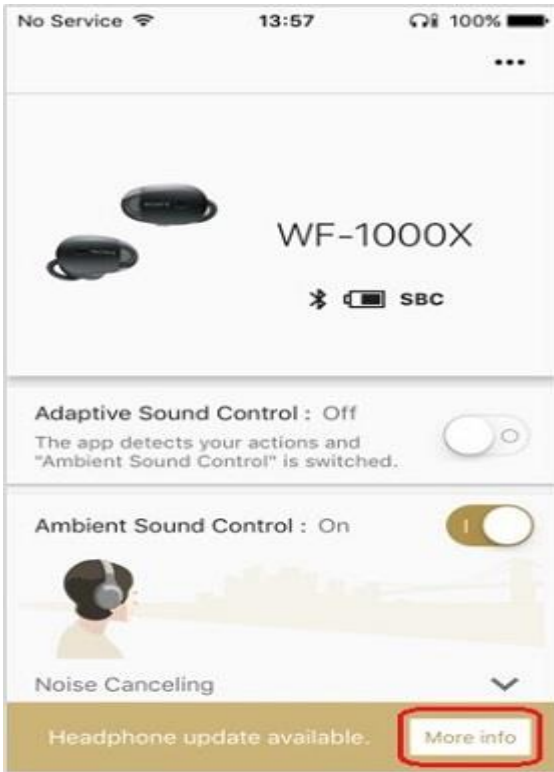
iOS Devices

Installation Instructions For iOS Devices

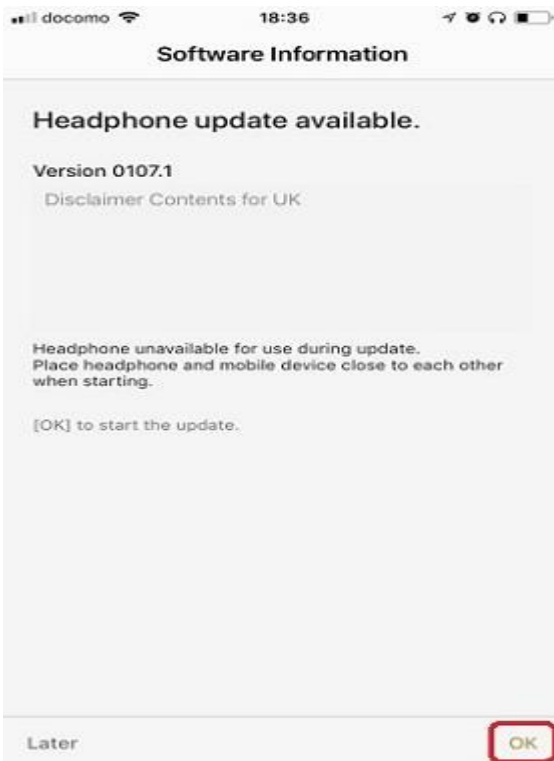
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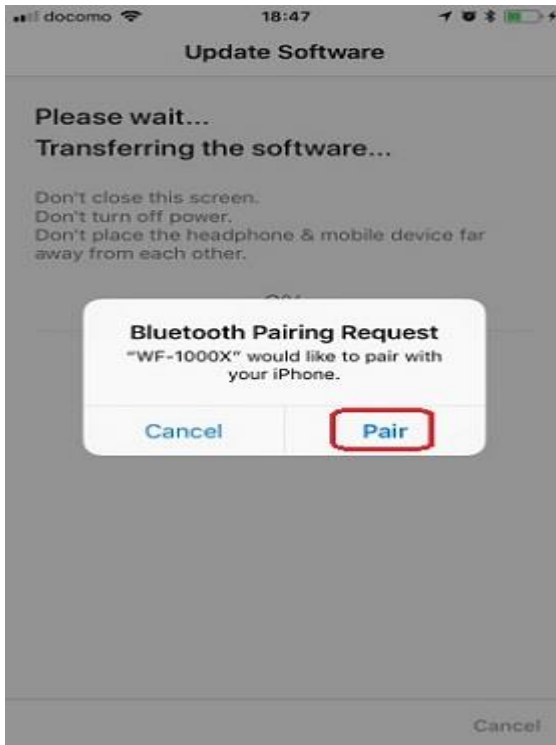
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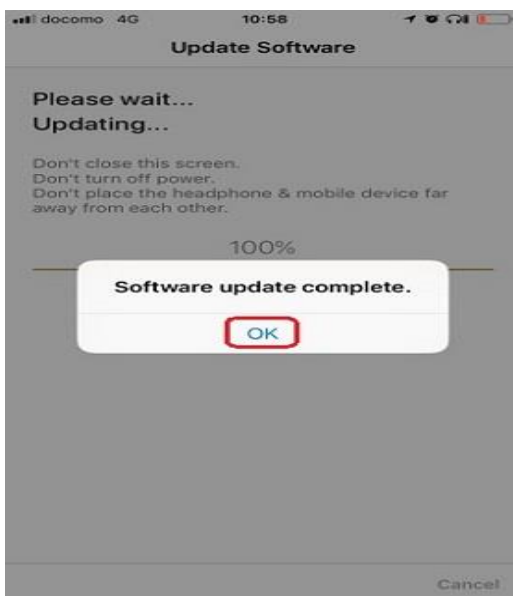
5. On the Headphone update available screen, select OK to start the update process.



6. When the Bluetooth Pairing Request prompt is displayed, select Pair.



7. It will take 1-2 minutes to download the software to your mobile device.
8. Once the software has downloaded to your mobile device, it can take up to 20 minutes to transfer the software to your headphones.
9. Once the software has been transferred, it can take another 1-2 minutes to update the software on your headphones.
10. When the Software update complete message is displayed, select OK.



11. [Check the current firmware version](#) to confirm that the update has successfully installed.

Note: Even if the update appears to fail in the last few steps, please [check the current firmware version](#) to confirm whether or not the update installed.

- If the version number is 1.0.7, the firmware update was successful.
- If the version number isn't 1.0.7, or if the message Software update failed is displayed, put the headphones into the battery charger to verify that the battery is fully charged. Once verified, close the Headphones Connect app and begin the installation instructions again from the beginning.

See the [Troubleshooting](#) section if you are unable to install the update.

Troubleshooting

Download fails at 50% or the error message Software transfer failed appears.

If the firmware update did not complete, try these troubleshooting tips.

- Disconnect other Bluetooth devices from the smartphone.
- Turn off or close other apps running on the phone.
- Keep the WF-100X very close to the smartphone.
- Keep other Wi-Fi or Bluetooth devices away from WF-1000X headphones and your smartphone.
- If you are still unable to install the update, please [Contact Product Support](#) for assistance.