

Mark Levinson № 5909 FAQ

HOW DO I PAIR MY HEADPHONES TO MY DEVICE?

Hold the Power ON/OFF button down for >5 seconds. Status light will pulse White when headphones are in pairing mode. Release. Access Bluetooth settings on your source device. Locate "№ 5909" and connect. A solid white light indicates you are connected.

HOW DO I PAIR TO TWO OR MORE DEVICES?

1. Enter pairing mode and connect to device 1.
2. Enter pairing mode again and device 1 will disconnect.
3. Connect to device 2 and turn headphone off.
4. Turn headphones on and headphones will automatically connect to device 1 and 2 simultaneously.
5. Pause one device and play from the other to swap headphones connection.

NOTE: Maximum number of devices that can be connected at any given time - 2 source devices.

HOW DO I REMOVE/CHANGE EAR PADS?

To remove ear pads: gently pull the earpads from the top. The snaps will release.

To re-attach ear pads, hook the 2 catches into the slots at the bottom of the earcup. Gently push the earpad against the earcup, ensuring all the snaps are secured.

WHAT IS THE BATTERY LIFE OF MY HEADPHONES?

34 Hours playtime with full charge / 30 Hours playtime while using ANC.

NOTE: With only 15 minutes of charge time, headphone will gain 6 hours of playback time.

HOW DO I CLEAN AND STORE MY HEADPHONES?

Clean ear pads and headphones with soft, slightly damp cloth. Do not soak, submerge or allow moisture to enter near the drivers or cable jacks. Replacement ear pads and cables can be purchased through customer support at www.marklevinson.com

Polishing cloth can be used to wipe down after use / remove finger prints, etc. . .

When not in use, keep your headphones in the provided hard travel case to protect them from dirt and other substances.

HOW IS ACTIVE NOISE-CANCELLATION DIFFERENT FROM SOUND ISOLATION?

Active Noise-Cancellation is an active, electronic method of reducing unwanted ambient sound that adds processed sound to your audio to reduce the perception of ambient noise. Sound isolation is a passive, physical method of reducing external noise that uses optimized materials and designs to reduce the ambient noise that enters through your headphones.

HOW DO I TURN THE ACTIVE NOISE-CANCELLING / AMBIENT AWARE modes ON?

Your headphones arrive in ANC OFF mode. To switch between modes, press the red ANC button on the left ear cup, this will cycle between OFF / ANC / AWARENESS. Via the app, you can select the default ANC of HIGH, ADAPTIVE or LOW and the default AWARENESS level of VOICEPASS or AMBIENT.

WHAT IS THE DIFFERENCE BETWEEN ANC HIGH AND ANC LOW?

HIGH is recommended for Airplanes, City Streets, or other noisy environments. LOW is suited for lower noise or windy environments. ADAPTIVE will automatically adjust the noise cancelling based on your immediate environment. OFF provides passive noise isolation.

HOW DO I FACTORY RESET MY HEADPHONES?

1. Power OFF the headphones.
2. Hold power ON/OFF button >4 seconds to enter pairing mode.
3. Simultaneously hold volume + button and power button until LED lights flash red/white.

WHAT DO I DO IF I AM HAVING TROUBLE PAIRING MY HEADPHONE TO MY DEVICE?

If the headphones and source device do not pair:

1. Make sure the headphones are NOT connected to the charger. Cycle power switch OFF and ON.
2. Turn Bluetooth® OFF, then ON again on the source device.
3. Turn OFF Bluetooth® feature on any other device that is paired with the headphones.
4. Press and Hold the ON/OFF button for >5 seconds until white status light pulses.
5. Make sure "No 5909" is selected in the Bluetooth® source device list.

HOW DO I CHARGE MY HEADPHONES?

To charge, plug in the USB-C Connector and connect to a USB-C port (or USB-A port using the included adaptor).

NOTE: you cannot listen while charging.

HOW DO I LISTEN IN TRUE PASSIVE MODE (WIRED)?

For airplanes or analog listening, plug 3.5mm audio plug into headphone audio input to engage passive (wired) audio. Headphones power off when audio cable is plugged in. Passive audio listening will work even if battery is depleted. Microphone and buttons are disabled during passive mode.

NOTE: The No 5909 is only compatible with the Mark Levinson proprietary passive audio cables included.

DOES THE No 5909 WORK WITH VOICE ASSISTANTS?

To use your source device's voice assistant, HOLD the No 5909 multi-function button (right ear-cup) for >5 seconds. Functionality / accessibility will vary depending on device that you are connecting the No 5909.

DOES THE ANC FEATURES WORK WHEN USING THE ANALOG CABLES INSTEAD OF BLUETOOTH WIRELESS?

Yes, if your battery is not depleted in your No 5909, the ANC settings that you selected as your default settings in the app can be accessed when connected in a true passive mode (wired).

With your No 5909 powered ON, connect either the 1.25m or 4m, USB-C to 3.5mm proprietary audio cable between your source device and your No 5909. Once the cable is connected, the power LED on the left ear cup will turn off indicating that Bluetooth is no longer engaged and by pressing the ANC/AWARENESS button on the left ear cup, you will cycle you through the default modes associated in the app.

DOES THE No 5909 HAVE A PASSIVE MODE THAT BYPASSES THE ANC AND DSP??

Yes, with your No 5909 turned OFF, connect the headphone to your source device's headphone connection using either the 1.25m or 4m USB-C to 3.5mm proprietary audio cable (included).

In this situation, all electronics; Bluetooth, internal amplification, and DSP are turned off and you are in a true passive mode. All tone and volume adjustments would be made via your source device.

CAN I STILL USE MY № 5909 HEADPHONES IF THE BATTERY IS DEAD?

Yes, if your № 5909 depletes the charge in the battery you can still listen to music content by using either the 1.25m or 4m, USB-C to 3.5mm proprietary audio cable.

Connect the 3.5mm end to your source devices headphone connection and the USB-C connection end to the USB-C connection on the right ear cup of the № 5909. You will now be in a true passive operation mode with all adjustments to volume and tone controls being performed on your source device.

CAN I ADJUST THE VOLUME OF THE ANNOUNCEMENTS AND CONFIRMATION TONES ON MY № 5909 HEADPHONES?

No, the volume level of the announcement voice and confirmation tones cannot be adjusted lower or higher. They were set by the Mark Levinson engineering team to be the most appropriate levels to clearly hear them while music or a phone call is in progress.