Sony WH-G500

Sony INZONE H5 Wireless Gaming Headset WH-G500 User Manual

Your guide to setting up, operating, and maintaining your Sony INZONE H5 Wireless Gaming Headset.

INTRODUCTION

The Sony INZONE H5 Wireless Gaming Headset is designed for immersive gaming experiences on both PC and PlayStation 5. Featuring 360 Spatial Sound, AI-based noise-canceling microphone, and a lightweight design, it provides comfort and clear audio for extended gaming sessions.

Image: Sony INZONE H5 Wireless Gaming Headset in black.

SETUP

What's in the Box

- Sony INZONE H5 Wireless Gaming Headset
- USB Transceiver (2.4GHz wireless dongle)
- 3.5mm Audio Cable
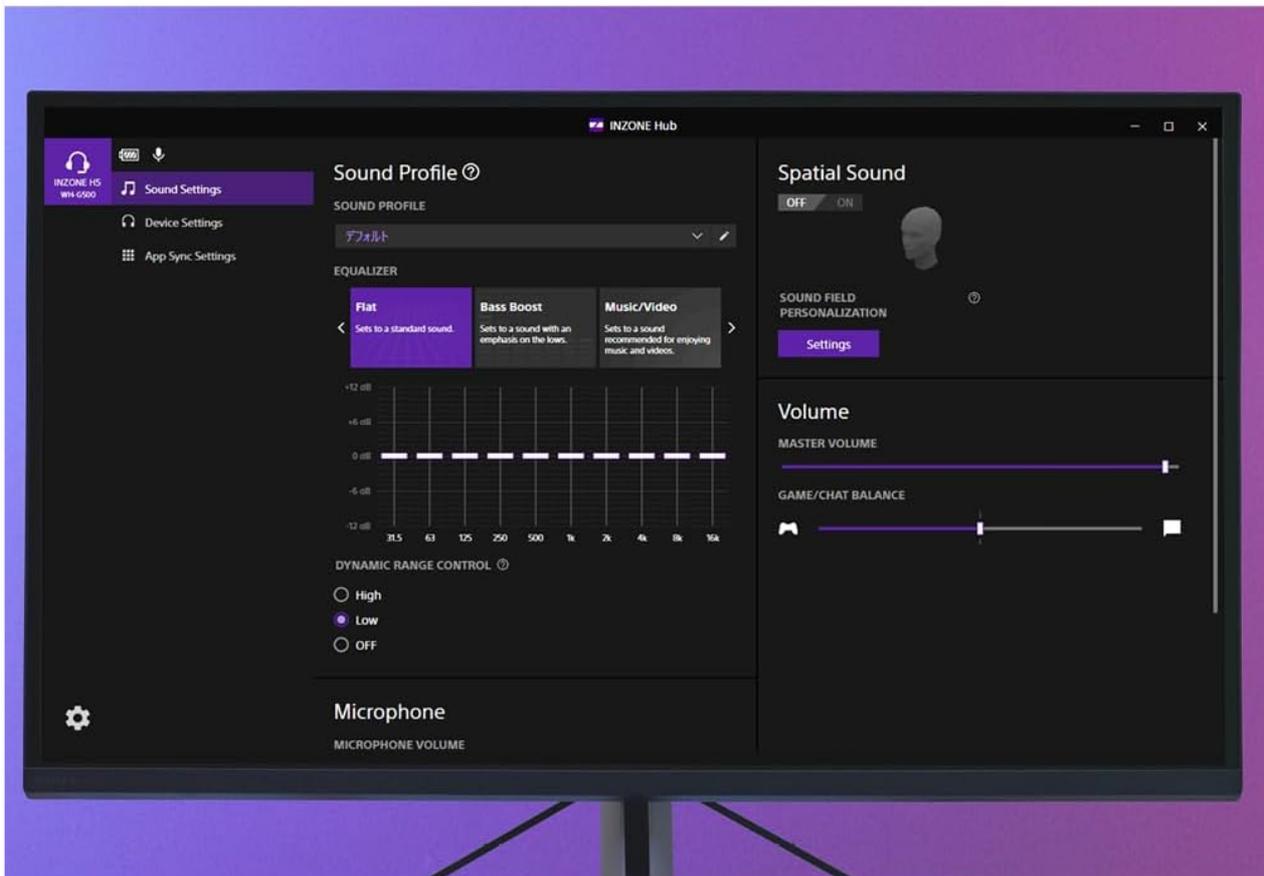- USB Charging Cable (USB-C to USB-A)

Connecting to PC or PlayStation 5 (Wireless)

1. Locate the USB Transceiver (dongle) included with your headset.

2. On the USB Transceiver, slide the switch to select either 'PC' or 'PS5' mode, depending on your device.

3. Insert the USB Transceiver into an available USB-A port on your PC or PlayStation 5 console.

4. Power on your INZONE H5 headset by pressing and holding the power button for 5 seconds. The headset should automatically connect to the transceiver.

Image: Connecting the USB wireless transceiver to a PC for wireless audio.

Connecting via 3.5mm Audio Cable (Wired)

1. Connect one end of the 3.5mm audio cable to the audio jack on your INZONE H5 headset.

2. Connect the other end of the 3.5mm audio cable to the audio output port on your device (PC, PS5 controller, etc.).

Note: When using the 3.5mm audio cable, the headset operates in passive mode, and some features like wireless connectivity and certain software customizations may not be available.

Video: Official Sony INZONE H5 Product Overview, demonstrating features and connectivity options.

OPERATING INSTRUCTIONS

Power On/Off

- To power on: Press and hold the power button for approximately 5 seconds until the indicator light illuminates.
- To power off: Press and hold the power button for approximately 5 seconds until the indicator light turns off.

Volume Control

Adjust the master volume using the volume rocker located on the headset's earcup.

Game/Chat Balance

Use the 'GAME' and 'CHAT' buttons to adjust the audio balance between game sound and voice chat, allowing you to prioritize what you hear.

Microphone Usage (Flip-to-Mute)

The bidirectional boom microphone features a convenient flip-to-mute function:

- To unmute: Flip the microphone boom down towards your mouth.
- To mute: Flip the microphone boom up and away from your mouth.

PLAY ALL DAY

Up to 28 hours of battery life*

28 hr

10 min

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▶ 3 hr

*Actual performance varies based on settings, environmental conditions, storage, and usage. Batteries are consumable products and their capacity degrades over time as they age. Sony does not guarantee the life span of the battery.

Image: The AI-assisted microphone ensures clear communication by reducing background noise.

360 Spatial Sound for Gaming

Experience precise rival detection with personalized 360 Spatial Sound. This feature requires the INZONE Hub PC software (Windows 10 64-bit or later) and an internet connection. Upload a photo of your ear to the 360 Spatial Sound Personalizer smartphone app (available on Apple App Store / Google Play) to tune the audio specifically for you.
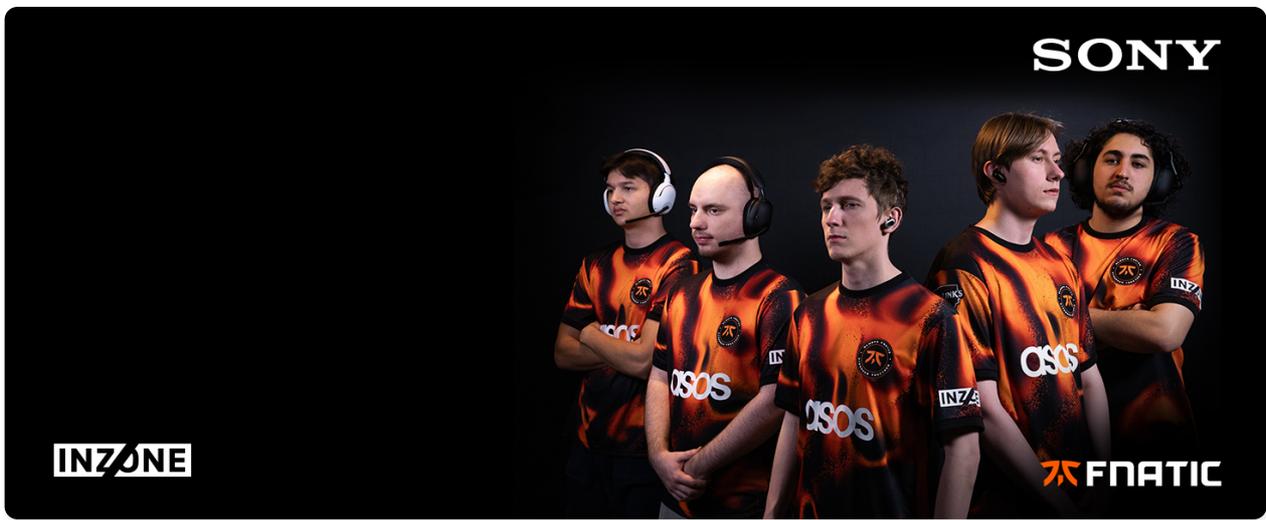
Image: Visual representation of 360 Spatial Sound for Gaming, highlighting opponent detection.

INZONE Hub Software (PC)

Personalize your gaming and audio experience by downloading and installing the INZONE Hub software on your PC. This software allows you to adjust equalizer settings, spatial sound, volume, and microphone settings.

Image: The INZONE Hub software interface for customizing audio and microphone settings.

Maintenance

Cleaning

- Wipe the headset with a soft, dry cloth.
- Do not use alcohol, benzene, thinner, or other chemical cleaners, as they may damage the finish.
- Keep the earcups clean to maintain comfort and hygiene.

Storage

Store the headset in a cool, dry place away from direct sunlight and extreme temperatures. Avoid placing heavy objects on the headset.

Troubleshooting

No Sound or Low Volume

- Ensure the headset is powered on and properly connected (either wirelessly via USB transceiver or wired via 3.5mm cable).
- Check the volume levels on both the headset and your connected device (PC or PS5).
- Verify that the correct audio output device is selected in your PC or PS5 sound settings.

Microphone Not Working

- Ensure the microphone boom is flipped down (unmuted).
- Check microphone settings on your PC or PS5 to ensure the INZONE H5 is selected as the input device and volume is not muted.
- If using on PC, ensure the INZONE Hub software is correctly configured for microphone input.

Connection Issues

- For wireless connection, ensure the USB transceiver is securely plugged in and the switch is set to the correct mode (PC/PS5).
- Try restarting both the headset and your connected device.
- Ensure there are no significant obstructions or sources of interference between the headset and the USB transceiver.

Specifications

Feature	Detail
Brand	Sony

Model Number	WHG500/B
Color	Black
Ear Placement	Over Ear
Item Weight	259 Grams
Connectivity Technology	Wireless (2.4GHz RF), Wired (3.5mm Jack)
Wireless Technology	RF
Audio Driver Size	40 Millimeters
Frequency Response	5 Hz - 20,000 Hz
Battery Average Life	Up to 28 Hours
Battery Charge Time	3.5 Hours
Microphone	Bidirectional Boom Microphone with AI-Based Noise Canceling
Compatible Devices	PC, PlayStation 5

WARRANTY AND SUPPORT

Warranty Information

The Sony INZONE H5 Wireless Gaming Headset comes with a **1-year manufacturer's warranty**. Please retain your proof of purchase for warranty claims.

Customer Support

For further assistance, technical support, or to download the latest INZONE Hub software, please visit the official Sony support website or the Sony Store on Amazon.