Manuals+
Q & A | Deep Search | Upload

PlayStation PULSE Elite Wireless Headset

PlayStation Pulse Elite Wireless Headset User Manual

Model: PULSE Elite Wireless Headset (CFI-ZHW2)

Brand: PlayStation

1. Introduction

The PlayStation Pulse Elite Wireless Headset is designed to provide an immersive audio experience for your gaming sessions. Featuring planar magnetic drivers for detailed sound reproduction and PlayStation Link wireless technology for ultra-low latency, this headset ensures you hear every nuance of your game. Its AI-enhanced noise-cancelling microphone ensures clear communication, while multi-device connectivity allows seamless switching between your PlayStation 5 console, PC, Mac, and mobile devices.

Image: PlayStation Pulse Elite Wireless Headset

2. What's in the Box

Upon opening your PlayStation Pulse Elite Wireless Headset package, you should find the following components:

- PULSE Elite wireless headset
- PlayStation Link USB adapter
- PULSE Elite charging hanger
- Mounting plate
- USB cable
- Printed Materials (User Manual, Warranty Information)

Image: PlayStation Pulse Elite Wireless Headset with its retail box.

3. Setup

3.1 Initial Charging

Before first use, fully charge your headset. Connect the supplied USB cable to the headset's charging port and to a USB power source (e.g., PS5 console, PC, or USB wall adapter). The LED indicator on the headset will show charging status.

Image: Charging hanger for the headset.

3.2 Connecting to PlayStation 5 (PS5)

1. Insert the PlayStation Link USB adapter into an available USB port on your PS5 console.
2. Turn on your PULSE Elite headset.
3. The headset and adapter should automatically pair. A notification will appear on your PS5 screen confirming the connection.

3.3 Connecting to PC/Mac

1. Insert the PlayStation Link USB adapter into an available USB port on your PC or Mac.
2. Turn on your PULSE Elite headset.
3. The headset and adapter should automatically pair. You may need to select the headset as the audio output device in your computer's sound settings.

3.4 Connecting to Mobile Devices (Bluetooth)

The headset can connect to mobile devices via Bluetooth simultaneously while connected to a PlayStation Link device.

1. Ensure your headset is powered on.
2. Activate Bluetooth pairing mode on your headset (refer to the headset's specific button layout for this function).
3. On your mobile device, go to Bluetooth settings and select the PULSE Elite headset from the list of

available devices.

4. Confirm pairing.

4. Operating Instructions

4.1 Power On/Off

To power on the headset, press and hold the Power button until the indicator light illuminates. To power off, press and hold the Power button until the indicator light turns off.

4.2 Volume Control

Adjust the volume using the dedicated volume controls located on the headset. Increase volume by pressing the '+' button and decrease by pressing the '-' button.

4.3 Microphone Usage

The headset features a retractable microphone with AI-enhanced noise cancellation. Extend the microphone boom for use. To mute or unmute the microphone, use the dedicated microphone mute button on the headset.

Image: Side view of the headset, highlighting controls.

4.4 Battery Life and Charging

The headset offers up to 30 hours of battery life on a full charge. When the battery is low, the indicator light will flash. To charge, place the headset on its accompanying charging hanger or connect it via the USB cable. The quick charge function allows for rapid power replenishment.

Image: Headset on its charging hanger.

5. Maintenance

To ensure the longevity and optimal performance of your PlayStation Pulse Elite Wireless Headset, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to wipe down the headset. Avoid using abrasive cleaners, solvents, or harsh chemicals.
- **Storage:** When not in use, store the headset in a cool, dry place, away from direct sunlight and extreme temperatures. Utilize the charging hanger for convenient and safe storage.
- **Battery Care:** For best battery health, avoid fully discharging the battery frequently. If storing for an extended period, charge the headset to about 50% before storage.

- **Avoid Moisture:** Do not expose the headset to water or excessive moisture. It is not waterproof.

6. Troubleshooting

If you encounter issues with your PlayStation Pulse Elite Wireless Headset, refer to the following common troubleshooting steps:

Problem	Possible Cause	Solution
No audio from headset	Headset not powered on, not paired, or incorrect audio output selected.	Ensure headset is on and charged. Re-pair with the PlayStation Link adapter. Check audio output settings on your device (PS5, PC, Mac).
Microphone not working	Microphone muted, not extended, or incorrect input device selected.	Unmute the microphone. Ensure the boom is extended. Check input device settings on your console/PC.
Poor audio quality / Disconnections	Interference, out of range, or low battery.	Move closer to the PlayStation Link adapter. Ensure no strong wireless interference sources are nearby. Charge the headset fully.
Headset not charging	Faulty cable/port, or power source issue.	Try a different USB cable and/or USB port/power source. Ensure the cable is securely connected.

If these steps do not resolve your issue, please refer to the official PlayStation support website for further assistance.

7. Specifications

- **Model Name:** PULSE Elite Wireless Headset
- **Model Number:** CFI-ZHW2
- **Connectivity Technology:** Wireless (PlayStation Link, Bluetooth)
- **Noise Control:** Passive Noise Cancellation
- **Battery Life:** Up to 30 Hours
- **Battery Type:** Lithium Ion (Rechargeable)
- **Material:** Plastic
- **Form Factor:** Over Ear
- **Impedance:** 80 Ohm
- **Product Dimensions:** 22.86 x 20.57 x 12.7 cm; 1.11 Kilogram
- **Compatible Platforms:** PlayStation 5, PC, Mac, PlayStation Portal, Mobile Devices

8. Warranty and Support

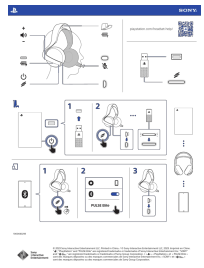
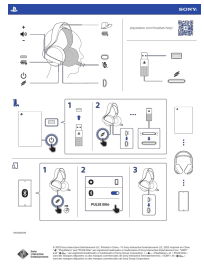
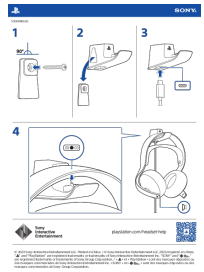
For detailed warranty information, product registration, and technical support, please visit the official PlayStation

support website. Keep your proof of purchase for warranty claims.

Official PlayStation Support: www.playstation.com/support

© 2024 PlayStation. All rights reserved.

Related Documents - PULSE Elite Wireless Headset

	PULSE Elite™ Wireless Headset Safety Guide | PlayStation Read the official safety guide for the PlayStation PULSE Elite™ Wireless headset (models CFI-ZWH2, CFI-ZWA2, CFI-ZPH2). Learn about health warnings, safe usage, setup, specifications, and recycling.
	PlayStation PULSE Elite Wireless Headset Setup Guide Official setup and connection guide for the PlayStation PULSE Elite wireless headset, detailing how to connect to PS5 consoles via USB and mobile devices via Bluetooth.
	PlayStation PULSE Elite Wireless Headset Setup Guide Official setup guide for the PlayStation PULSE Elite wireless headset (CFI-ZWH2), detailing connection methods for PS5, PC, and mobile devices via USB wireless adapter and Bluetooth.
	PlayStation PULSE 3D Wireless Headset and Adaptor Quick Start Guide A quick start guide for the PlayStation PULSE 3DTM Wireless Headset and Adaptor, covering setup, charging, controls, and usage with PS5 and other devices.
	Sony PlayStation PULSE 3D Wireless Headset and Adaptor Safety and Support Guide Official safety and support guide for the Sony PlayStation PULSE 3D Wireless Headset and Adaptor (CFI-ZWH1, CFI-ZWD1), covering usage, handling, precautions, FCC/ISED notices, specifications, and limited warranty.
	PlayStation PULSE Elite™ Charging Hanger Setup Guide (CFI-ZPH2) Official setup guide for the PlayStation PULSE Elite™ Charging Hanger (Model CFI-ZPH2). Learn how to install and connect the charging stand for your headset.