




Logitech ZONE 950 Wireless Headset User Manual

[Home](#) » [Logitech](#) » Logitech ZONE 950 Wireless Headset User Manual 

Contents

- 1 Logitech ZONE 950 Wireless Headset User Manual
- 2 In the Box
- 3 Compatibility
- 4 KNOW YOUR PRODUCT
- 5 POWER ON / OFF
- 6 PAIRING VIA USB RECEIVER
 - 6.1 PAIRING VIA BLUETOOTH®
- 7 ADJUSTING HEADSET
- 8 ADJUSTING THE MICROPHONE BOOM
- 9 CHARGING
- 10 HEADSET CONTROLS
- 11 ACTIVE NOISE CANCELLATION (ANC)
- 12 HEADSET LIGHT INDICATOR
- 13 RECEIVER INDICATOR LIGHT
- 14 ON-HEAD DETECTION
- 15 AUDIO OVER USB (DENSITY-FRIENDLY)
- 16 LOGI TUNE
- 17 ADJUSTING SIDETONE
- 18 AUTO SLEEP TIMER
- 19 PERSONAL EQ
- 20 ADVANCED CALL CLARITY
- 21 HEARING PROTECTION
- 22 UPDATE YOUR HEADSET
- 23 RECONNECT YOUR HEADSET
- 24 RESET YOUR HEADSET
- 25 DIMENSIONS
- 26 SYSTEM REQUIREMENTS
- 27 TECHNICAL SPECIFICATIONS

27 TECHNICAL SPECIFICATIONS

28 Specs & Details

28.1 Dimensions

28.2 Technical Specifications

28.3 Warranty Information

28.4 Part Number

29 FAQ – Zone 950

29.1 How do I clean my headset?

29.2 What is ANC and transparency?

29.3 Why do I see two different device names when I pair my Zone 950 using Bluetooth?

29.4 Controls on Zone 950

29.5 How does on-head detection work on the Zone 950 headset?

29.6 Can I use my Zone 950 headset while charging or in an area with a lot of wireless interference?

29.7 What is Personal EQ on my Zone 950 headset?

29.8 What is Advanced call clarity on the Zone 950 headset?

29.9 How does Zone 950 protect my hearing?

29.10 How to factory reset your Zone 950 headset

29.11 Sound quality is changed on my Zone 950 headset during media streaming

29.12 How do I mute the mic on my Zone 950?

29.13 Connect to multiple devices with Multipoint for audio

29.14 How do I switch the audio on my Zone 950 headset between two simultaneously connected devices?

29.15 Pair your Zone 950 headset to a replacement receiver

29.16 When I mute my Zone 950 headset, the application does not reflect the muted mic status

29.17 My voice is not captured clearly on the Zone 950 headset

29.18 My Zone 950 headset lost its Bluetooth connection

29.19 My Zone 950 headset takes a long time to pair

29.20 My Zone 950 headset does not enter pairing mode

30 Specification – Zone 950

31 DOWNLOAD

32 References

33 Related Posts

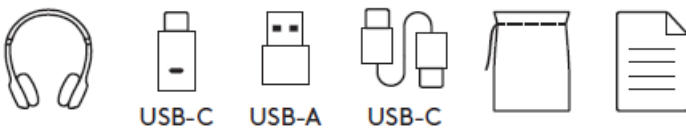
Logitech ZONE 950 Wireless Headset User Manual



ZONE 950

In the Box

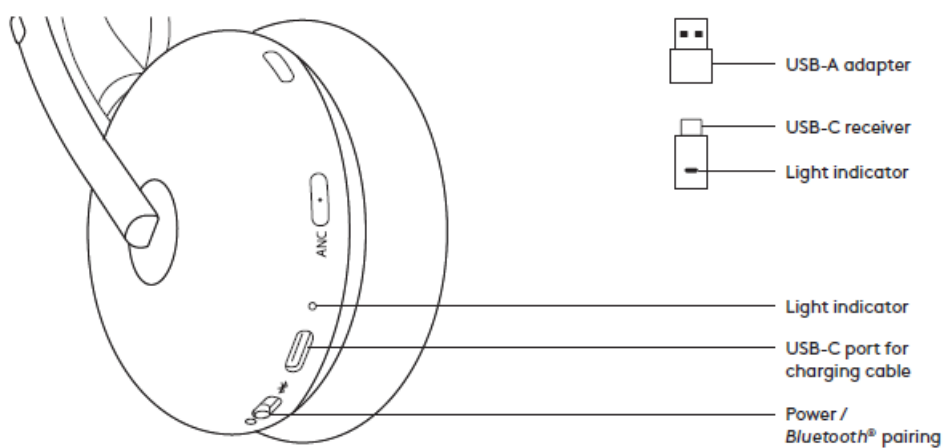
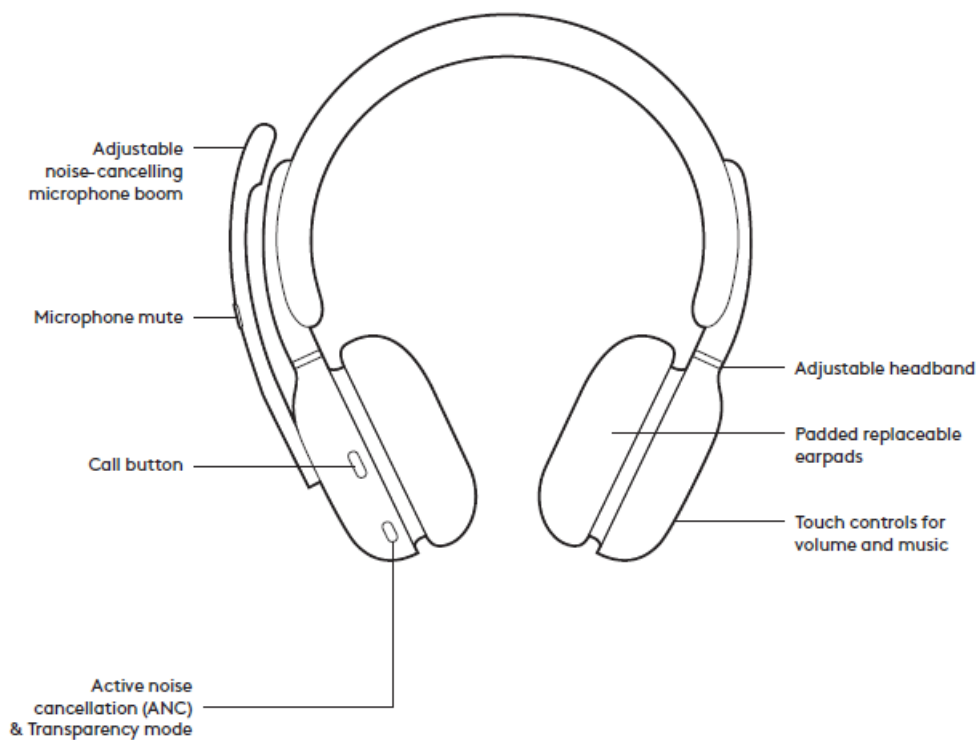
- Wireless headset
- USB-C receiver
- USB-A adapter (Only use the USB-A adapter with the provided headset)
- USB-C charging cable
- Travel bag
- User documentation



Compatibility

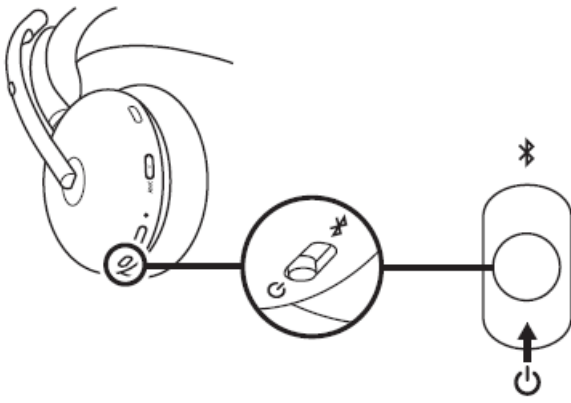
Works with Windows, macOS, or ChromeOS based computers via USB-C, USB-A, Bluetooth and iOS or Android Bluetooth enabled devices.

KNOW YOUR PRODUCT



POWER ON / OFF

1. Slide power switch to the center.
2. Once powered on, light indicator turns white.
3. To power off, slide power switch to the power icon.



PAIRING VIA USB RECEIVER

1. USB-C

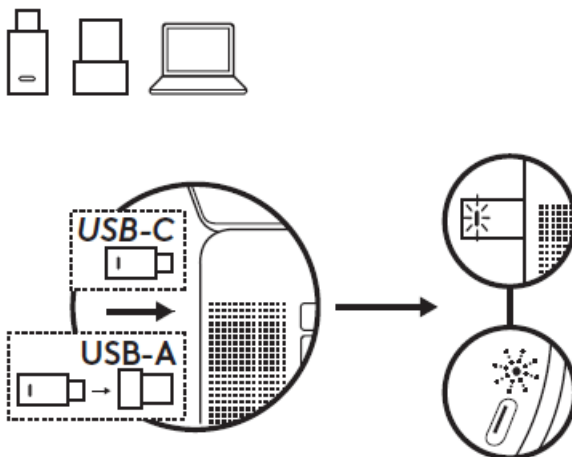
Insert the receiver into the computer USB-C port.

USB-A

Insert the USB-C receiver into the USB-A adapter. Then insert the adapter into the computer **USB-A** port.

2. Headset is already paired to the receiver it ships with. Just power on the headset. Once successfully paired, the light indicator on the receiver will remain solid white. Light indicator on the headset will turn solid white.

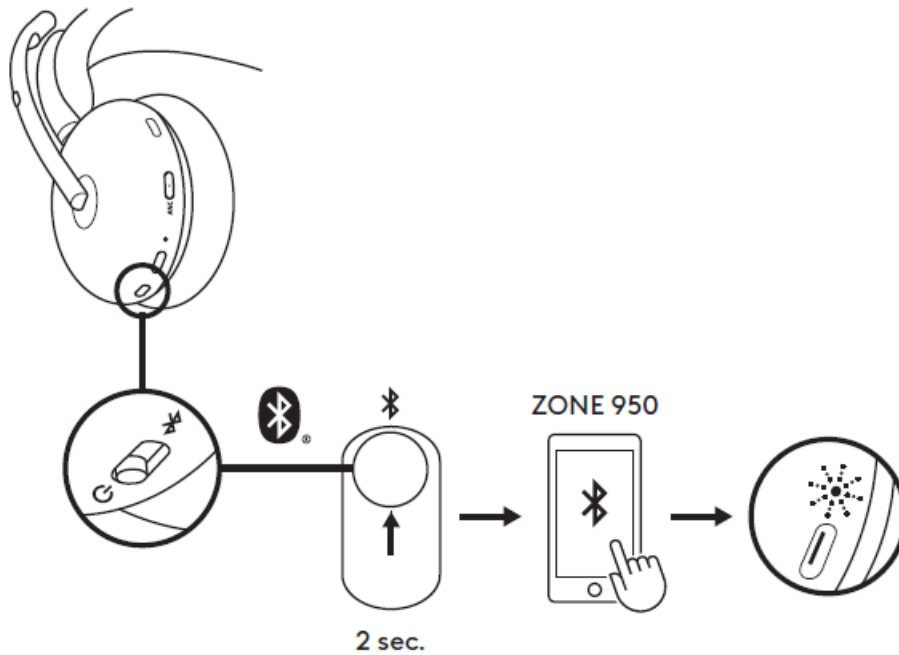
3. Make sure “Zone 950” is selected on the computer sound setting.



PAIRING VIA BLUETOOTH®

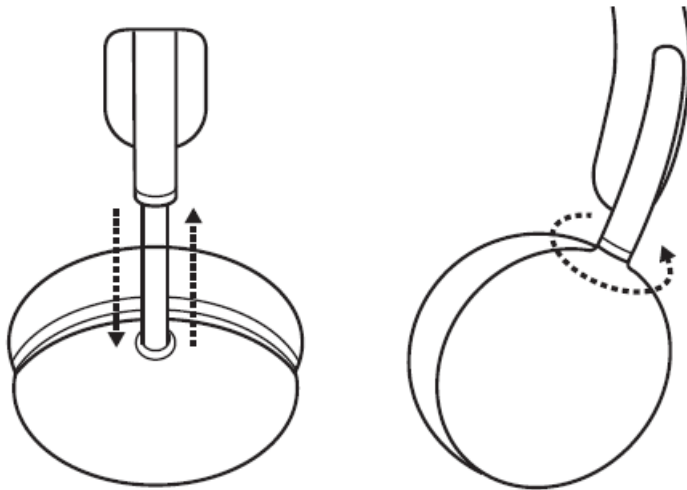
1. Slide power switch to the Bluetooth icon and hold for 2 seconds. Light indicator will flash blue rapidly.
2. Open Bluetooth settings on your device.
3. Select “Zone 950” in discoverable devices.
4. Once successfully paired, light indicator will turn solid white.

Tip: When the headset is paired to the laptop, if needed, go to the sound setting and select “Zone 950 Stereo” for the best music quality and select “Zone 950 Hands-Free” for calls.



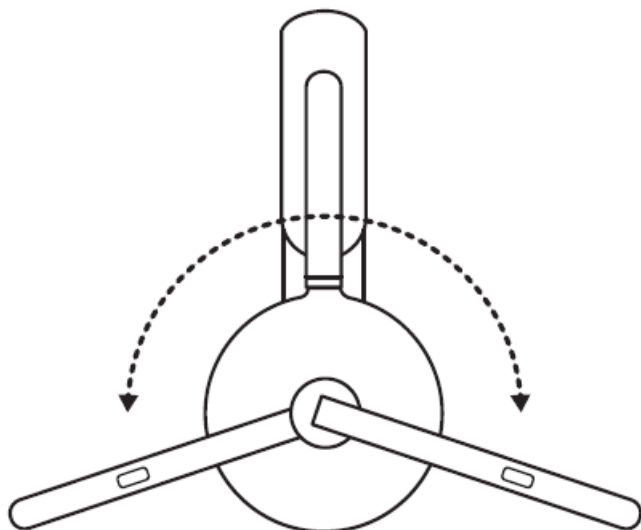
ADJUSTING HEADSET

1. Adjust headset by sliding earcups up and down the headband.
2. Swivel earcups to fit on your ear.
3. It may be easier to adjust the headset on your head. Move the earcups up and down the headband until they sit comfortably on your ears.



ADJUSTING THE MICROPHONE BOOM

Microphone boom rotates 270 degrees. Wear it on either left or right side. Audio channel will switch automatically, depending on the direction you are wearing the microphone.



CHARGING

Headset automatically powers off when left idle.

Sleep timer can be changed in Logi Tune app.

Headset indicator light will turn RED when battery is low.

Charging via USB cable

1. Plug the USB-C cable end into the USB-C port on the bottom of the earcup.

2. Plug the USB-C end into the USB-C charging port on your computer.

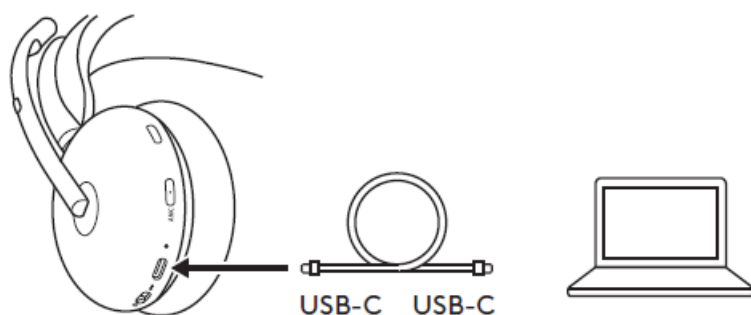
3. Indicator light will be a breathing white light for charging.

Indicator light will be solid white when fully charged.


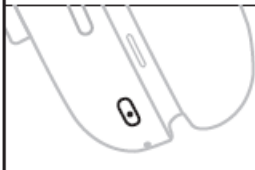

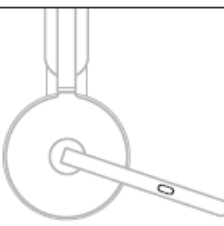
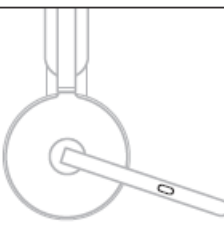
– 2 hours of charging fully charges the battery.

– 5 minutes will give you 1 hour of talk time.

4. Headset can be used with receiver and Bluetooth paired while charging. It can also be used as a corded headset with the USB-C cable connected while the headset is powered off.



HEADSET CONTROLS

Button	Usage		Action
	Call controls	Answer / End call	Short press
		Reject call	2 seconds press
		Resume call	Short press
	ANC controls	Toggle between ANC and Transparency	Short press
		ANC and Transparency off	2 seconds press
	Media controls	Play / Pause	Double tap
		Track forward	Triple tap
	Volume controls	Volume up	Swipe up
		Volume down	Swipe down
	Headset status	Check connectivity and battery status	Tap and hold for 2 seconds
	Mute	Mute on	Short press
		Mute off	Short press
	Voice assistance	Trigger voice assistant	2 seconds press (when mic boom is down)

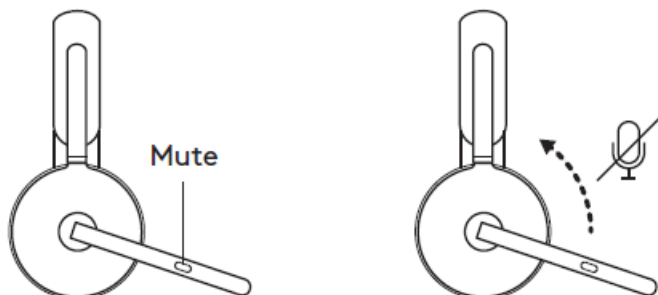
Note:

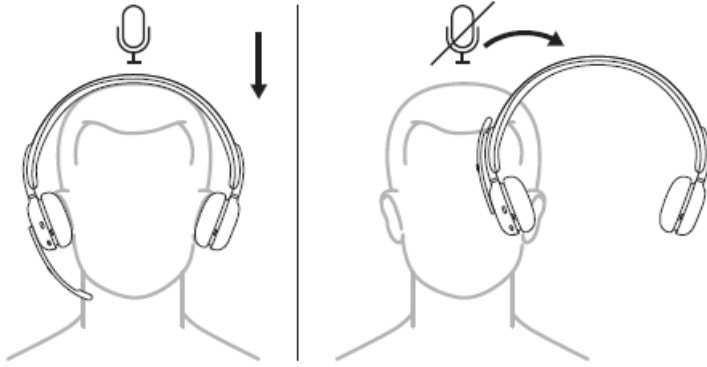
- Media control functionality depends on the type of application.
- Call activities are always the first priority over media streaming. When two devices are connected, the Bluetooth connection will be prioritized over the receiver. When two Bluetooth devices are connected, the last active device will take a priority over the other. And the priority between two Bluetooth devices can be customized on Logi Tune app under Connected devices.

Tip: ANC and touch controls can be customized on Logi Tune app.

MUTE

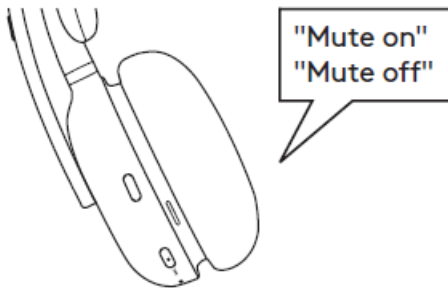
There are 3 ways to mute your microphone.





1. Press the button to mute.
2. Flip up or down the mic boom to mute or unmute.*
3. Simply take the headset off to mute and put it back to unmute. To use this feature, enable it on Logi Tune app.

* Can be disabled on Logi Tune app

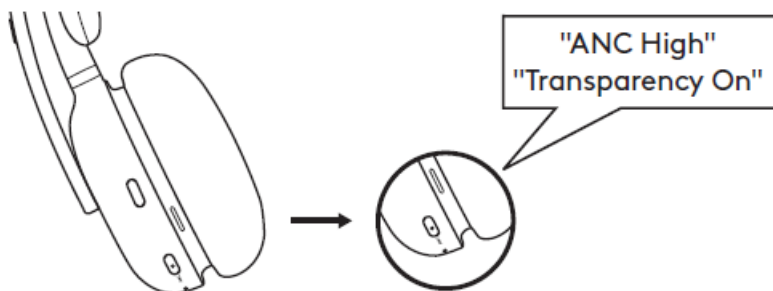


Voice prompts indicate when the mic is mute on/off.

ACTIVE NOISE CANCELLATION (ANC)

ANC blocks out the noise around you to help you concentrate on the task at hand.

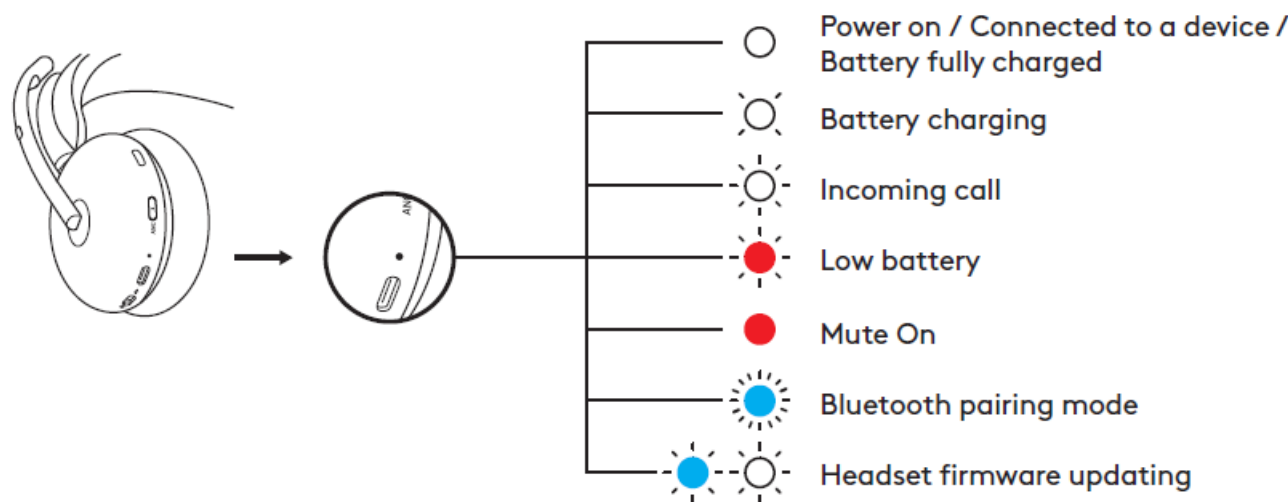
- Press the ANC button on the side of the earcup to toggle between ANC and Transparency mode.
- There will be voice prompts when switching between modes.



Note: ANC button can be customized to cycle through up to 4 different modes on Logi Tune app.

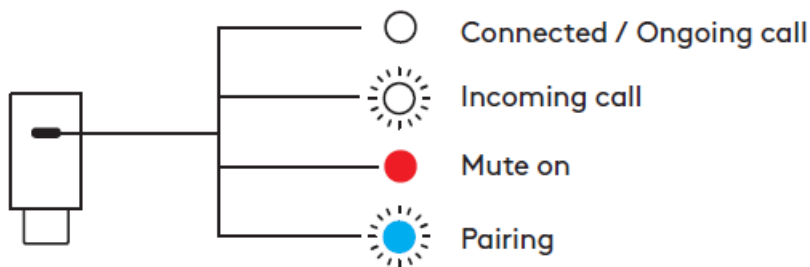
HEADSET LIGHT INDICATOR

Light		Status
White	Solid	Power on
		Connected to a device
		Battery fully charged
	Pulsing	Battery charging
	Blinking	Incoming call
Red	Blinking	Low battery
	Solid	Mute on
Blue	Flashing	Bluetooth pairing mode
Blue and White	Blinking	Headset firmware updating



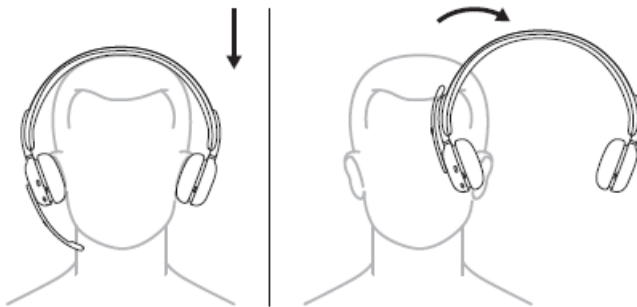
RECEIVER INDICATOR LIGHT

Light		Status
White	Solid	Connected
		Ongoing call
	Repeat flashing on and off	Incoming call
Red	Solid	Mute on
Blue	Flashing	Pairing



ON-HEAD DETECTION

Sensors on the headset can detect if the headset is worn or not and control the status. It can be disabled or enabled on Logi Tune app.



Note: Functionality depends on the type of application.

Auto pause/resume

During media streaming, when the headset is taken off, the media will pause. When the headset is put on, the media will resume.

Answer incoming call

When there is an incoming call, put on the headset to answer the call. To use this feature, enable it on Logi Tune app.

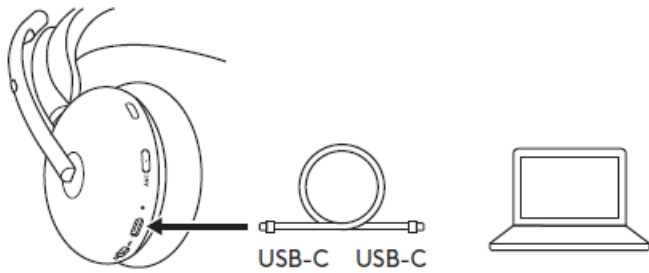
Mic mute/unmute

During an ongoing call, when the headset is taken off, the mic will be muted. When the headset is put on, the mic will be unmuted. To use this feature, enable it on Logi Tune app.

AUDIO OVER USB (DENSITY-FRIENDLY)

If your audio is unstable during a call because there are too many wireless devices nearby (high density), the headset can be used as a corded headset.

1. Turn off the headset.
2. Connect the headset to the USB cable provided.
And plug the other side of the USB-C cable into the USB-C port on your computer.
3. Make sure "Zone 950" is selected on the audio device setting.



Note: Headset would be charged during this mode.
Button controls may not be available in this mode.

LOGI TUNE

Logi Tune helps boost your headset performance with periodic software and firmware updates. Learn more and download Logi Tune at logitech.com/tune, the Apple App Store or Google Play store.



ADJUSTING SIDETONE

Sidetone lets you hear your own voice during conversations so you are aware of how loud you are talking. In Logi Tune app, select the sidetone feature, and adjust the dial accordingly.

- A higher number means you hear more external sound.
- A lower number means you hear less external sound.

AUTO SLEEP TIMER

By default, your headset will automatically power off when not in use for 1 hour. Adjust the sleep timer in Logi Tune app.

PERSONAL EQ

Create a personalized sound equalizer that is optimized for your hearing in Logi Tune Mobile app. Through a simple listening test, our algorithm detects what you hear and adjusts frequencies to best deliver the sound you've wanted.

Note: This applies to music quality instead of call audio quality.

ADVANCED CALL CLARITY

Reduces the ambient noise from the far end of a call to hear them more clearly.

Enable it in Logi Tune app and select low or high mode depending on the noise loudness.

– With this feature enabled, you can enjoy up to 12 hrs (ANC on) or up to 14 hrs (ANC off) of talk time.

HEARING PROTECTION

Zone 950 provides three types of protection to help you hear safely.

Peak limiting:

Audio volume is always limited at 100dBA to prevent hearing damages.

Anti-startle protection:

Once enabled it in Logi Tune app, it eliminates sudden audio spikes to avoid acoustic shocks as per Australian G616 guideline. This applies to call activities only.

Noise exposure over time:

Once enabled it in Logi Tune app, it protects your ears from the noise exposure over an 8-hour period with a limit up to 85dBA as per Australian G616 guideline. This applies to call activities only.

UPDATE YOUR HEADSET

It is recommended to update both your headset and receiver. To do so, download Logi Tune from logitech.com/tune

Note: Turn off and on the headset after the update is completed to make sure it is successfully done.

RECONNECT YOUR HEADSET

In case the headset is disconnected to the receiver, you can reconnect your headset via Logi Tune.

1. Plug USB-C receiver or USB-A adapter with the USB-C receiver into the computer USB port.
2. Power on the headset by sliding the power switch to the center.
3. Open Logi Tune Desktop on your computer.
4. Select “Zone Receiver” from the dashboard.
5. Wait while it is looking for the previously connected headset.
6. If no headset is shown as connected to the receiver, click “Pair headset”.
7. Enter pairing mode on the headset by sliding the power switch to the Bluetooth icon and holding it for 2 seconds. Light indicator will flash blue rapidly.
8. Once successfully paired, the light indicator on the receiver and on the headset will turn solid white.

RESET YOUR HEADSET

To reset your headset back to its original state, power headset on, hold the power button to the pairing mode and long press the ANC button for 5 seconds. The headset is successfully reset when the headset light indicator blinks fast in red and white 3 times and turns off.

DIMENSIONS

Headset:

Height x Width x Depth: 183.9 x 179.1 x 70.0 mm

Weight: 0.23 kg

Receiver:

Height x Width x Depth: 26.6 x 12.4 x 6.5 mm

Adapter:

Height x Width x Depth: 24.5 x 15.4 x 8.7 mm

SYSTEM REQUIREMENTS

Works with common calling applications across almost all platforms and operating systems. Works with Windows, Mac, or Chrome-based computer via USB-C, USB-A, Bluetooth and iOS or Android Bluetooth enabled devices.

TECHNICAL SPECIFICATIONS

Microcrophone type: 5 omnidirectional MEMS
Frequency response (headset): 20~20 kHz (music mode), 100~8 kHz (talk mode)
Frequency response (microphone): 100~8 kHz
Battery type: Built-in battery (lithium ion)
Battery life (talk time): Up to 15 hrs (ANC on), up to 18 hrs (ANC off)
Battery life (listening time): Up to 22 hrs (ANC on), up to 40 hrs (ANC off)
Bluetooth version: 5.2
Wireless range*: Up to 50 m/170 ft (open field line of sight)
USB-C to C charging cable: 1.5 m
Compliant to EN50332-2
* Wireless range may vary based on environmental and computing conditions.

Specs & Details

Dimensions

Headset

- **Height:** 7.24 in (183.9 mm)
- **Width:** 7.05 in (179.1 mm)
- **Depth:** 2.76 in (70.0 mm)
- **Weight:** 0.51 lb (0.23 kg)

USB-C receiver

- **Height:** 1.05 in (26.6 mm)
- **Width:** 0.49 in (12.4 mm)
- **Depth:** 0.26 in (6.5 mm)

USB-A adapter

- **Height:** 0.96 in (24.5 mm)
- **Width:** 0.61 in (15.4 mm)
- **Depth:** 0.34 in (8.7 mm)

Packaging

- **Height:** 2.54 in (64.5 mm)
- **Width:** 9.13 in (232 mm)
- **Depth:** 8.62 in (219 mm)
- **Total weight (with product):** 1.26 lbs (0.57 kg)

Technical Specifications

Microphone

- **Type:** 5 omni-directional MEMS (For both ANC and call)
- **Frequency Response:** 100 ~ 8KHz

Speakers

- **Frequency response (music mode):** 20 ~ 20KHz
- **Frequency response (talk mode):** 100 ~ 8KHz
- **Driver size:** 1.57 in (40 mm)
- Audio compliance
 - EN 50332-2 certified
 - G616 compliant to protect ears from acoustic shock and long-term sound exposure
 - ADA hearing aid compliance

Battery

- Built-in battery (Lithium ion)
- **Battery life (talk time):** Up to 15 hrs (ANC on), up to 18 hrs (ANC off) [¹Battery life may vary based on environmental and computing conditions.](#)
- **Battery life (listening time):** Up to 22 hrs (ANC on), up to 40 hrs (ANC off) [²Battery life may vary based on environmental and computing conditions.](#)
- **Battery life (talk time with Advanced Call Clarity):** Up to 12 hrs (ANC on), up to 14 hrs (ANC off) [³Battery life may vary based on environmental and computing conditions.](#)

Charging

- 2 hrs for a full charge
- 5 mins quick charge provides up to 1 hr of talk time [⁴Battery life may vary based on environmental and computing conditions.](#)
- **USB-C charging cable:** 4.9 ft (150 cm)

Wireless

- **Headset Bluetooth version:** 5.2
- **Wireless range:** Up to 164.05 ft (50 m) (open field line of sight) [⁵Wireless range may vary based on environmental and computing conditions.](#)

Sustainability

- **Plastics:** 20% post-consumer recycled material [⁶Excludes plastic in printed wiring assembly \(PWA\), and packaging.](#)
- **Decoration ring and temple extension:** Low Carbon Aluminum
- **Paper Packaging:** FSC™-certified
- Certified carbon neutral

Warranty Information

1-Year Limited Hardware Warranty

Part Number

- 981-001317
-

FAQ – Zone 950

Frequently Asked Questions

How do I clean my headset?

For plastic parts (headband, mic boom, and so on), it is recommended to use disinfecting wipes, anti-bacterial wet wipes, makeup removing tissue, and alcohol swabs with less than 75% concentration.

For leatherette earpads, it is recommended to use disinfecting wipes and anti-bacterial wet wipes. Make up removal tissue is acceptable as well. Alcohol wipes can be used on a limited basis.

What is ANC and transparency?

Active Noise Cancellation (ANC) is a feature that helps reduce ambient noise. This allows you to enjoy the audio without interference from the surrounding environment.

Transparency mode, on the other hand, is a feature that passes through the external sounds, making them more audible to you. This can be useful in situations where it is necessary to hear and be aware of the surrounding environment while still wearing the headset. For example, it allows you to have conversations without removing the headset or to be aware of important announcements or warnings.


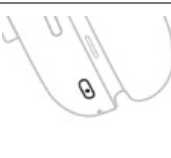


Why do I see two different device names when I pair my Zone 950 using Bluetooth?

When you are trying to pair the headset with Bluetooth, you may find two different device names — Zone 950 and LE-Zone 950.

- Make sure to select **Zone 950** to complete the pairing.

LE-Zone 950 is shown since Zone 950 supports Google Fast Pairing via Bluetooth Low Energy technology.

Controls on Zone 950

Button	Usage		Action
	Call Controls	Answer / End call	Short press
		Reject call	Two second press
		Resume call	Short press
	ANC Controls	Toggle between ANC and Transparency	Short press
		ANC and Transparency off	Two second press
	Media controls	Play / Pause	Double tap
		Track forward	Triple tap
	Volume controls	Volume up	Swipe up
		Volume down	Swipe down
	Headset status	Check connectivity and battery status	Tap and hold for two seconds
	Mute	Mute on	Short press
		Mute off	Short press
	Voice assistance	Trigger voice assistant	Two second press (when mic is down)

NOTES:

- Media control functionality depends on the type of application.
- Call activities are always the first priority over media streaming. When two devices are connected, the Bluetooth connection will be prioritized over the receiver. When two Bluetooth devices are connected, the last active device will take a priority over the other. You can customize the priority between two Bluetooth devices on the Logi Tune app under Connected devices.

TIP: ANC and touch controls can also be customized on the Logi Tune app.

How does on-head detection work on the Zone 950 headset?

Zone 950 has an on-head detection sensor that controls the headset status based on whether it is being worn or not. It can be disabled or enabled on the Logi Tune app.

Auto pause/resume

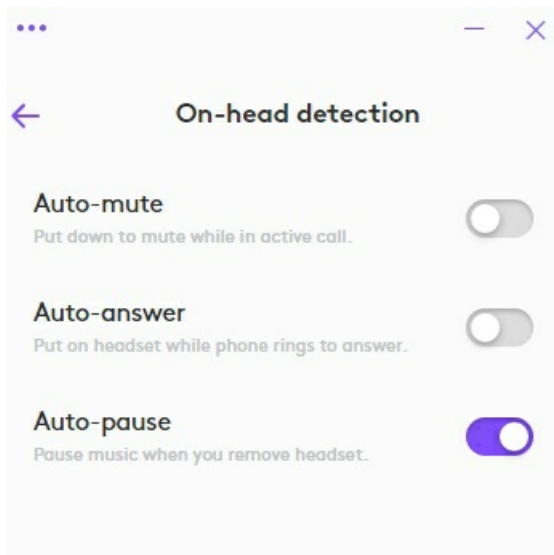
During media streaming, when the headset is taken off, the media will pause. When the headset is put on, the media will resume.

Answer incoming call

When there is an incoming call, put on the headset to answer the call. Enable this feature on the Logi Tune app.

Mic mute/unmute

During an ongoing call, when the headset is taken off, the mic will be muted. When the headset is put on, the mic will be unmuted. Enable this feature on the Logi Tune app.



Can I use my Zone 950 headset while charging or in an area with a lot of wireless interference?

You can use the headset as a corded headset (audio over USB) when the headset has a low battery or when the headset audio is unstable due to too many wireless devices nearby (high density). Simply turn off the headset and plug in the USB-C cable provided. Make sure **Zone 950** is selected on your audio setting.

NOTE: Headset is charged during this mode, but button controls may not be available.

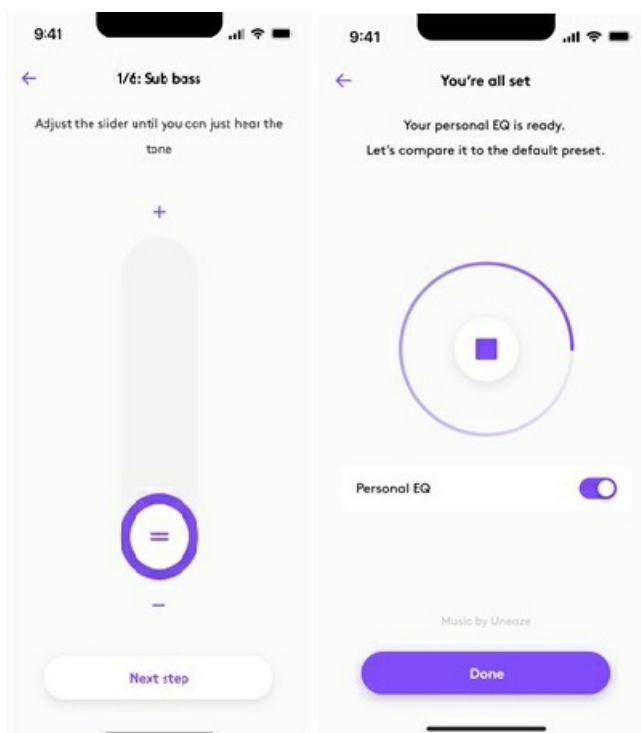
TIP: You can also charge the headset when using it while connected to the receiver or Bluetooth. Connect the USB-C cable to the headset and to the USB-C port while leaving the headset turned on.

What is Personal EQ on my Zone 950 headset?

Personal EQ customizes the listening experience to each individual's hearing range based on a self-administered hearing test on the Logi Tune mobile app.

NOTE: During the hearing test, make sure you are not on a call or listening to music.

When the hearing test is interrupted, please restart the test.



What is Advanced call clarity on the Zone 950 headset?

Advanced call clarity detects and reduces the noises coming from the far end in the call based on an AI algorithm. When you are in a call and can't hear the far end as they are speaking from the loud environment, Advanced call clarity will help you to hear the far end more clearly.

Depending on the loudness of the far end, you can adjust the Advanced call clarity settings on Logi Tune. **Low** mode is suggested for office noises and **High** mode is suggested for loud outdoor noises like on the road or airport.

Note that Advanced call clarity works best in a call with others but it is not suggested for other cases such as during a webinar or video/music streaming during a call.

How does Zone 950 protect my hearing?

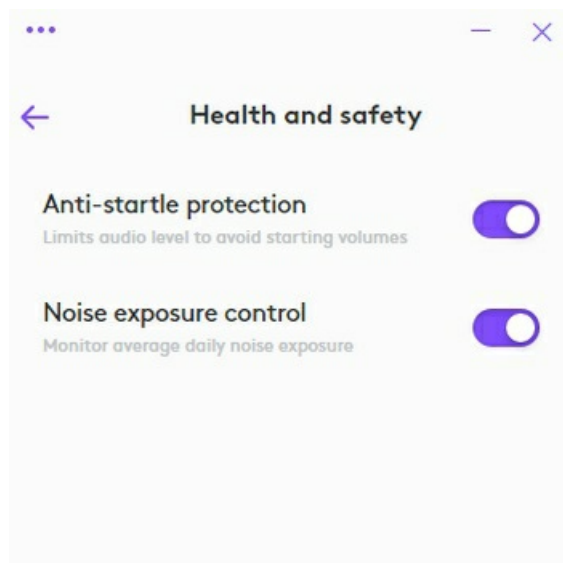
Zone 950 is certified with EN 50332-2 and compliant with G616 to protect ears from acoustic shock and long-term sound exposure.

Zone 950 has the loudness that is always capped at 100 dB.

On the Logi Tune app, you have an option to enable additional hearing protection for particular circumstances:

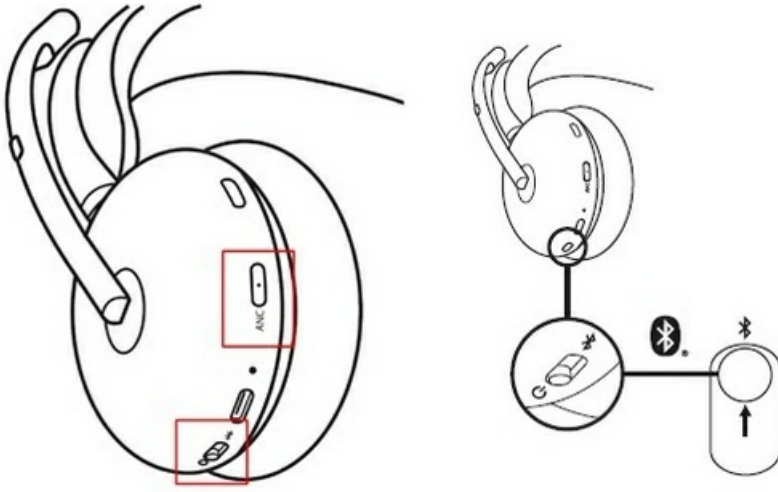
Anti-startle protection is to avoid sudden high-pitched sound during a call.

If you are using a headset for calls all day long, **Noise exposure control** can help monitor the average daily noise levels in a call and ensure they do not go beyond the time-weighted average of 85dBA.



How to factory reset your Zone 950 headset

1. Press the active noise cancellation (ANC) button and slide the power switch to the Bluetooth icon.



2. The light indicator turns red and white three times and turns off. The headset also turns off.
3. The LED will then turn white and the headset powers on — it will return to the default settings.
4. Follow the pairing process:
 - [Bluetooth pairing](#)
 - [Receiver pairing](#)

Sound quality is changed on my Zone 950 headset during media streaming

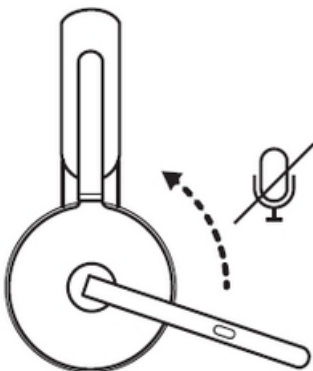
Zone 950 has a dynamic EQ that switches between two optimized presets for call and music sound.

Sometimes you may feel different sound quality while streaming media. This is because it is switched to call optimized presets as the microphone is activated in the background or by the application you're using.

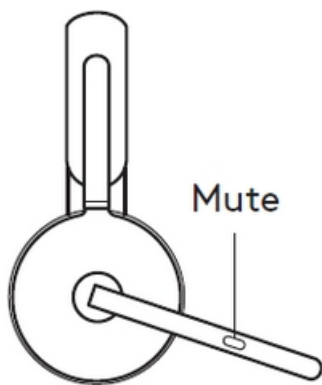
How do I mute the mic on my Zone 950?

There are three ways to mute the microphone on your headset:

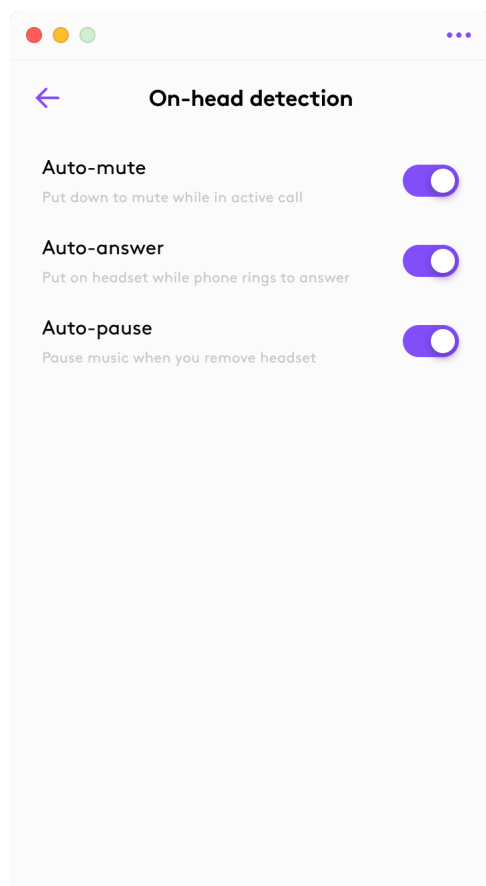
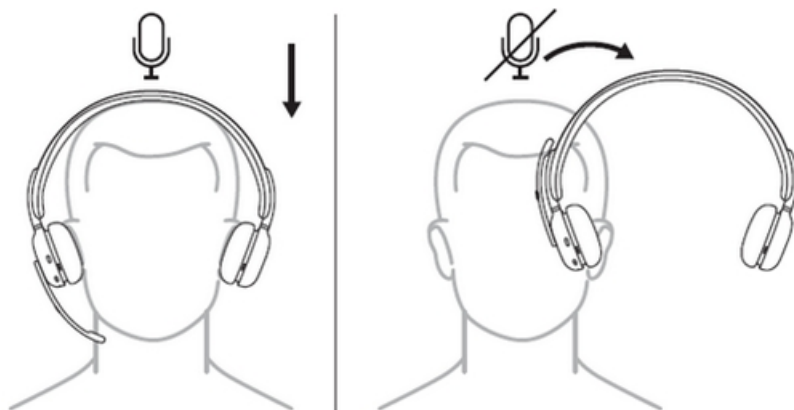
1. Rotate up or down the mic boom to mute or unmute. NOTE: This can be disabled on Logi Tune app.



2. Press the mute button on the microphone.



3. Simply take the headset off to mute and put it back to unmute. Use the [Logi Tune app](#) to enable this feature.



Connect to multiple devices with Multipoint for audio

Multipoint is a feature that allows the headset to connect to active audio devices simultaneously. While listening to music on your laptop you will be able to accept an incoming call on your phone.

NOTE: Make sure that only the two devices you want to connect to are turned on and in proximity.

Bluetooth

Using a Bluetooth connection, you can connect to two active devices (mobile or computer) for audio, the headset can remember up to eight devices.

- Follow the [Bluetooth pairing process](#) once for the first device, then again for the second device.


USB receiver

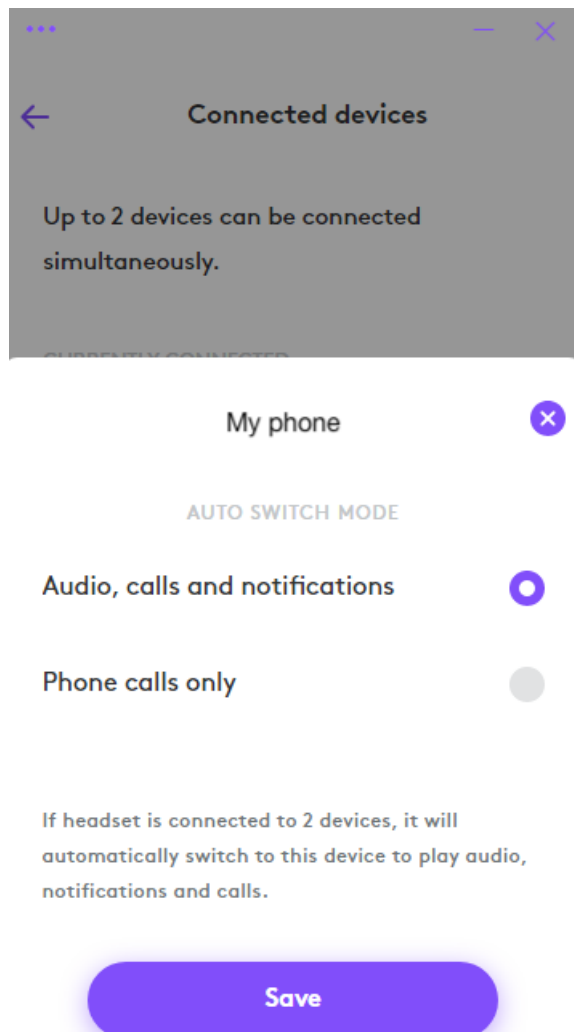
Using the USB receiver, you can connect to one audio device.

You can still connect to two active devices using one USB receiver and one Bluetooth on mobile or computer.

- Follow the [Bluetooth pairing process](#) once for the device. Then, plug the receiver into the computer and it will be recognized automatically.

Based on your preference, you can select when to let Bluetooth connected devices take priority over the receiver connected device on Logi Tune app.

On Logi Tune app, go to **Connected Devices** and click the **Setting** icon  next to the Bluetooth connected devices.



- If you select **Audio, calls and notifications**, the Bluetooth connected device will override the receiver connected device when there are audio, calls and notifications on the Bluetooth connected device.
- If you select **Phone calls only**, the Bluetooth connected device will only override the receiver connected

device when there is a call on the Bluetooth connected device.

This setting will be defaulted to **Audio, calls and notifications** every time the headset powers off.


How do I switch the audio on my Zone 950 headset between two simultaneously connected devices?

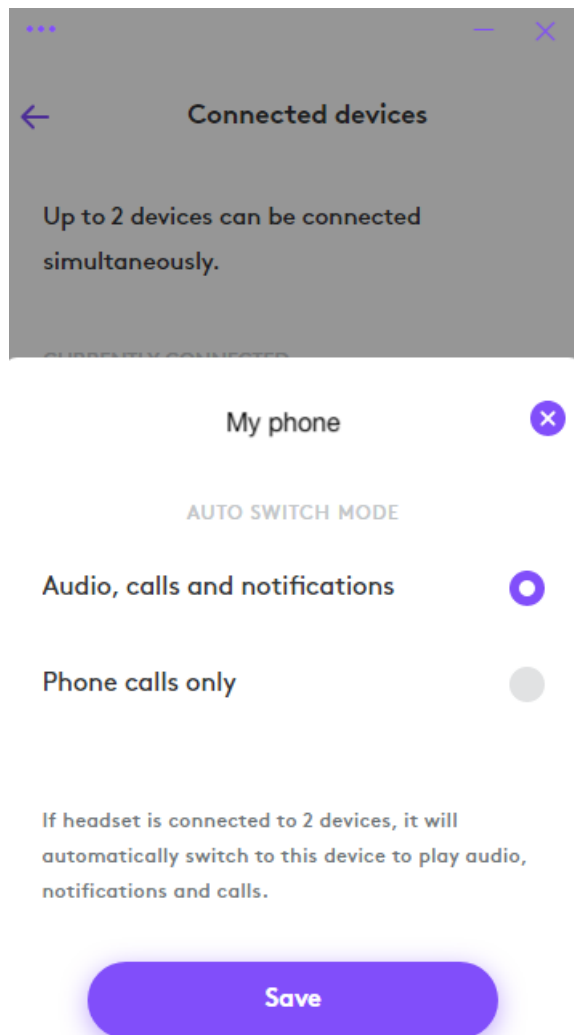
To switch from the USB receiver to Bluetooth, simply play audio on the connected Bluetooth device. Audio will start playing automatically as the Bluetooth connection takes priority over the USB receiver.

To switch from Bluetooth to the USB receiver:

1. Since the Bluetooth connection takes priority over the receiver, pause the audio on the connected Bluetooth device.
2. Then, play audio on the device connected to the receiver.

Based on your preference, you can select when to let Bluetooth connected devices take priority over the receiver connected device on the Logi Tune app.

On the Logi Tune app, go to **Connected Devices** and click the **Setting** icon  next to Bluetooth connected devices.



- If you select **Audio, calls and notifications**, the Bluetooth connected device will override the receiver connected device when there are audio, calls and notifications on the Bluetooth connected device.
- If you select **Phone calls only**, the Bluetooth connected device will only override the receiver connected device when there is a call on the Bluetooth connected device.

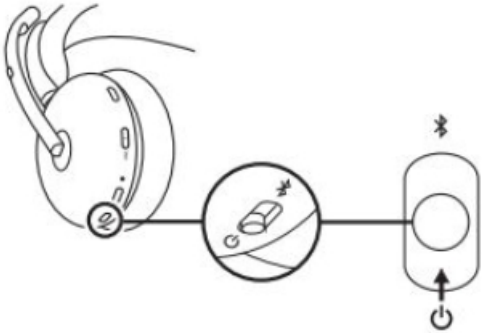
This setting will be defaulted to **Audio, calls and notifications** every time the headset powers off.

Pair your Zone 950 headset to a replacement receiver

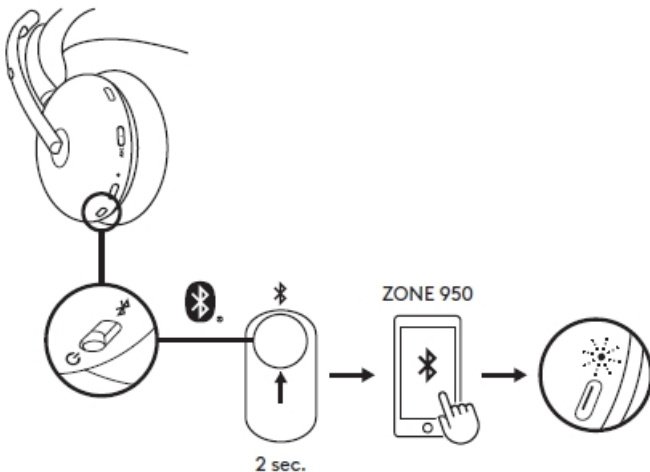
Your Zone 950 headset is already paired to the receiver it ships with — just turn the headset on. The headset is successfully connected when the LED on the receiver turns solid white.

If your headset and receiver lose pairing or if you have a replacement Zone 950 receiver and need to re-pair, you can reconnect your headset using [Logi Tune](#).

1. Plug the USB-C receiver or USB-A adapter with the USB-C receiver into a USB port on your computer.
2. Power on the headset by sliding the power switch to the center.



3. [Download](#) and install Logi Tune and open it on your computer.
4. Select **Zone Receiver** from the dashboard and wait while it looks for the previously connected headset.
5. If no headset is shown as connected to the receiver, click **Pair headset**.
6. Enter pairing mode on the headset by sliding the power switch to the Bluetooth icon and holding it for two seconds. The LED will flash blue rapidly.



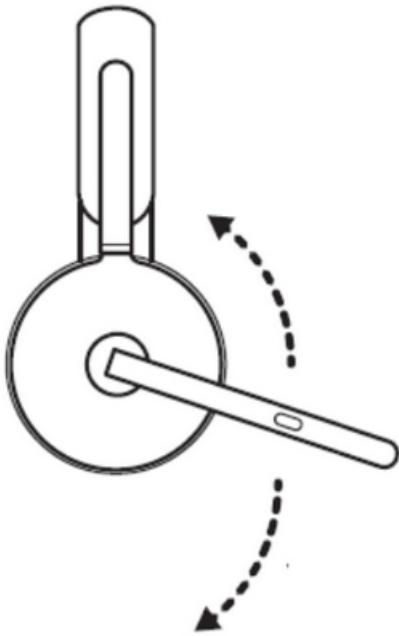
7. Once successfully paired, the LED on the receiver and on the headset will turn solid white.

When I mute my Zone 950 headset, the application does not reflect the muted mic status

When the Zone 950 is connected to a computer using Bluetooth, the rotate to mute function and the mute button will function as intended. However, the Bluetooth connection does not provide the ability to sync the mute status with applications running on the computer.

My voice is not captured clearly on the Zone 950 headset

- Make sure the microphone is positioned as close to your mouth by moving the mic boom up and down.



- Make sure microphones are not blocked.
- Make sure your headset is selected as the default **Recording** device (Windows) or **Input** device (Mac) and that the mic level is set to maximum. Here's how:

Windows

1. Go to **Sounds** — right-click the Windows start menu, click **System**, then click **Sounds**.
2. Click **Sound** and make sure your headset is selected in the drop-down menu under **Input**.
3. Make sure the microphone level is set to 100 — in the **Sound** settings panel, under **Input**, click **Device properties**.
4. In the **Headset Microphone Properties** pop-up, click the **Levels** tab and make sure the level is set to 100 (maximum).

Mac

1. Go to System Settings — click on the Apple menu on the top left of your screen, then click **System Settings**.
2. Click on **Sound** in the left side panel, then click **Input**.
3. Make sure your headset is selected by clicking on it in the list of devices
4. Adjust the Input volume to the right to increase the Input level.
5. If the headset is connected to the laptop with Bluetooth, make sure to select the right device on the mic and audio setting.

Some laptops may ask you to select **Zone 950 Hands-Free** for mic and speaker settings for calls.

• +My Zone 950 headset doesn't turn on

The headset may be running out of battery power. Use the USB cable to charge the headset. The headset indicator light will display a pulsing white light while the headset charges.

If voice prompts are enabled, you can long press the touch controls to hear how much battery is left. You can also use the Logi Tune app to check the battery life.



If the issue persists, keep the charging cable plugged in and perform a hardware reset on your headset.

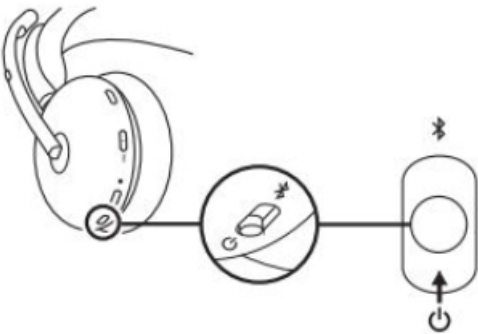
- To hardware reset, press and hold the call button and ANC button at the same time, slide the power slide to pairing position (towards the Bluetooth icon), then release all three at once.

If you're still experiencing connection issues, please contact Support.

My Zone 950 headset lost its Bluetooth connection

Your headset should automatically reconnect if your Bluetooth signal is lost. If it doesn't, it only takes a few steps to get it connected again:

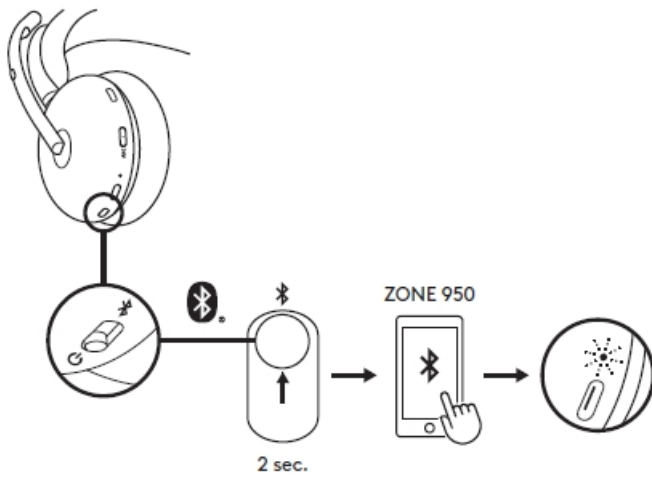
1. Turn your headset off by sliding the power switch down to the power icon.
2. After two seconds, turn the headset back on by sliding the power switch to the middle.



3. Wait for it to connect.
4. If this doesn't resolve the issue, you may try to repair the headset or restart your phone's Bluetooth connection.

To re-pair your headset:

1. Slide the power switch to the Bluetooth icon and hold for two seconds. The light indicator on the headset will flash blue rapidly.
2. Open Bluetooth settings on your device.
3. Select **Zone 950** in discoverable devices.
4. Once successfully paired, the light indicator will turn solid white.



To restart your phone's Bluetooth connection:

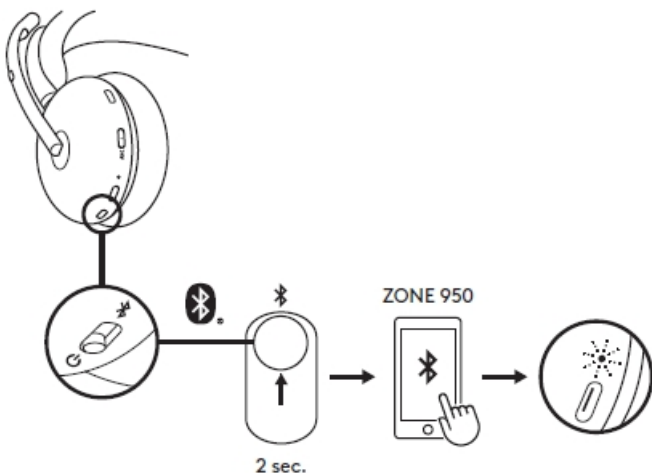
1. Set your phone to airplane mode.
2. Wait ten seconds and then switch airplane mode off.
3. If your headset still doesn't reconnect, open your phone's settings and tap on **Bluetooth**.
4. Tap on your headset from the list of available known devices.

If you're still experiencing connection issues, please contact Support.

My Zone 950 headset takes a long time to pair

If your headset takes a long time to pair, try the following:

1. Make sure your headset is powered on and in pairing mode — slide the power switch to the Bluetooth icon for two seconds.



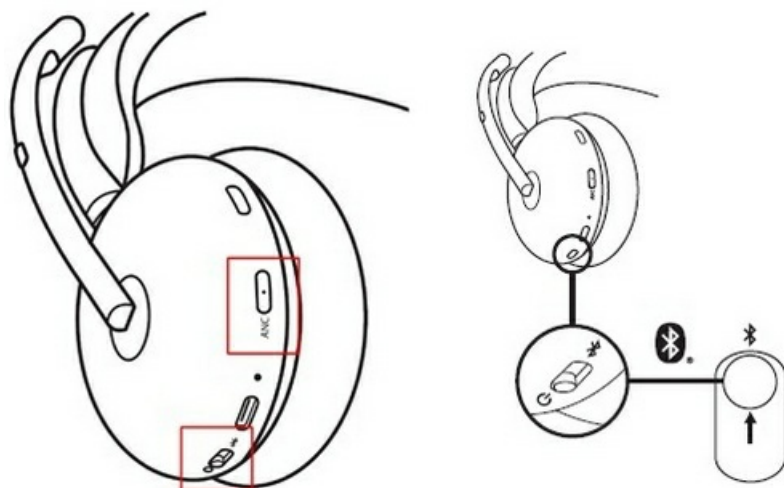
2. If your headset still doesn't reconnect, open your phone's settings and tap on **Bluetooth**.
3. Tap on your headset from the list of available known devices.
4. If the problem persists, please contact Support.

My Zone 950 headset does not enter pairing mode

If your headset doesn't go into pairing mode, try resetting the headset. This will cause the headset to disconnect and return to the original factory settings.

To reset your headset:

Press the active noise cancellation (ANC) button and slide the power switch to the Bluetooth pairing mode icon



The light indicator turns red and white three times and then turns off. The headset will also turn off. Shortly the light indicator turns white and the headset is powered on — it will return to the default settings.

Specification – Zone 950

Product Information		
Component	Model Number (M/N)	S/N Location
Zone 950 wireless headset	Model Number (M/N) – A00174 Product Number (P/N) – Varies by region Serial Number (S/N) – Unique to the Device	On the driver subassembly of the side without mic boom once earpad is detached (rotate to remove earpads)
Receiver	Model Number (M/N) – A00172 Product Number: Varies by region Serial Number (S/N) – Unique to the Device	On the dongle

Product Dimensions					
Component	Height	Width	Depth	Cable Length (m / ft)	Weight
Headset	184 mm / 7.24 in	179.5 mm / 7.07 in	69.9 mm / 2.75 in	1.5 m / 4.9 ft	227 g / 8.01 oz (With battery)
USB-C receiver	26.8 mm / 1.06 in	12.4 mm / 0.49 in	6.5 mm / 0.26 in	N / A	2 g / 0.07 oz
USB-A adapter	24.5 mm / 0.96 in	15.4 mm / 0.61 in	8.7 mm / 0.34 in	N / A	
Retail Box	64.5 mm / 2.54 in	232 mm / 9.13 in	219 mm / 8.62 in	N / A	272 g / 9.59 oz (w/o product)

General Product Specifications	
Wireless (non-Bluetooth, non-WiFi) Protocol	Supported Protocols
Bluetooth Protocol	Bluetooth 5.2 (A2DP, AVRCP, HFP, HSP, SPP)
WiFi Protocol	Supported Protocols
Wired Network Support	Supported Protocols
Software Support (at release)	Logi Tune Desktop & Mobile
OS/Platform Support (at release)	Certified for Zoom, Google Meet, Google Voice, and Fast Pair
Apps Available (at release)	Logi Tune Desktop & Mobile
System Requirements	Works with Windows, Mac, or Chrome-based computers via USB-C, USB-A, Bluetooth, and iOS or Android Bluetooth-enabled devices.
Supported Hardware (at release)	N/A
Required Accessory	N/A
Warranty	1 Year

Headset Specifications	
Connection Type	USB-C, USB-A, Bluetooth
USB Protocol	USB 2.0
USB Speed	12Mb
USB Data Format	USB Audio Class 1.0
USB Ports (Built-in)	1 (USB-C)
Indicator Lights (LED)	Yes (on headset and USB-C receiver)
Backlighting	N/A
Lightsync	N/A
Headphone type	On-ear wireless stereo
Driver Size	40 mm
Headphone Sensitivity	116±3dB at 1000Hz with input 0.179V/1mW (0dB=20μPa)
Headphone Frequency Response	20~20kHz
Input Impedance	32 Ohm
Sound Pressure Level (SPL Max)	< 97dB (Follow EN50332-1, <100dB)

Headset Specifications	
Microphone	5 omni-directional MEMS (For both ANC & call)
Microphone Type / Pickup pattern	Omni-directional MEMS Mic -38dBV±1
Microphone Frequency Response	100~8kHz
Microphone Noise Canceling	Yes (four noise-canceling mics)
Earcup Audio Controls	Answer/end/reject calls, ANC/Transparency mode, mute on/off, mic boom rotate to mute, touch controls for music pause/play/next song, volume up/down and power and connection status
Multifunction Controls	Touch controls for music play/pause (double tap), next song (triple tap), volume up (swipe up), volume down (swipe down), power and connection status (long press).
Audio Output (connections)	Bluetooth, dongle, USB cable (Audio over USB)
Materials used	
Earphone Design	On ear
Color Coded (Left/Right)	No
Left / Right Letter Indication	No
Other Features	<ul style="list-style-type: none"> • Hybrid ANC • Activate via Logi Tune: Advanced call clarity, Personal EQ, Hearing protection, On-head detection • EN 50332-2 certified • G616 compliant to protect ears from acoustic shock and long-term sound exposure • ADA hearing aid compliance <p>Sustainability</p> <ul style="list-style-type: none"> • Plastics: 20% post-consumer recycled material (Excludes plastic in printed wiring assembly (PWA), and packaging) • Decoration ring and temple extension: low carbon aluminium • Paper Packaging: FSC™-certified • Certified carbon neutral
Operational & Storage environmental requirements:	<p>Operational environmental requirements (min/max in celsius, humidity max): 0°C to +40°C</p> <p>Storage environmental requirements (min/max in celsius, humidity max): -20 °C to +60°C</p>
Battery Charge Speed – time from empty to full charge	Two hours for full charge

Headset Specifications	
Battery Details	Built-in battery (Lithium ion)
Battery Life (rechargeable)	Battery life (talk time): Up to 15 hrs (ANC on), up to 18 hrs (ANC off). Battery life (listening time): Up to 22 hrs (ANC on), up to 40 hrs (ANC off). Battery life (talk time with Advanced Call Clarity): Up to 12 hrs (ANC on), up to 14 hrs (ANC off). Five minutes quick charge provides one hour of talk time. (Battery life may vary based on users and computing conditions.)
Battery user replaceable?	Yes
Corded or Wireless	Wireless
Wireless range	Up to 50m/170 ft (open field line of sight)
Charge Rating	5V

Receiver Specifications	
Connection Type	USB-C
USB Protocol	USB 2.0
USB Speed	12Mb
USB Data Format	USB Audio Class 1.0
Wireless Protocols	BT 5.2 Bluetooth Low Energy

logitech.com/support/zone950

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