

Wireless Gaming Headset

Casque de jeu sans fil

Reference Guide
Guide de référence
Guía de referencia

INZONE H5

Model, Modèle, Modelo: YY2976

START

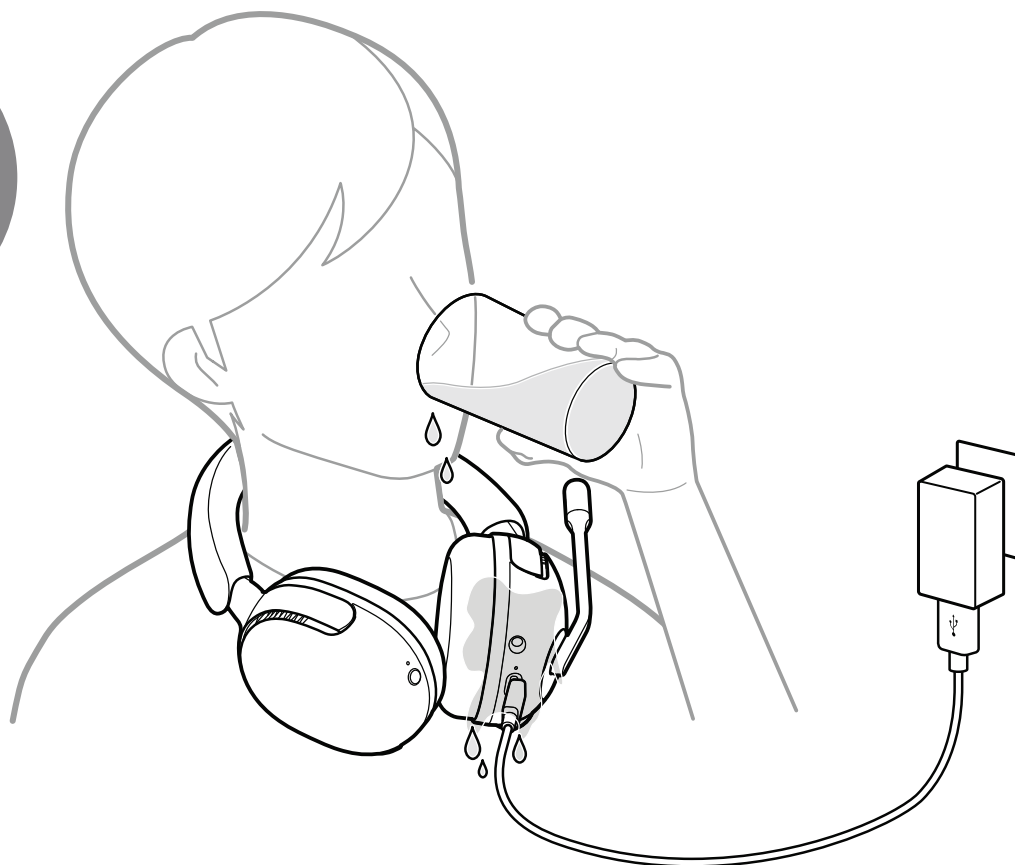
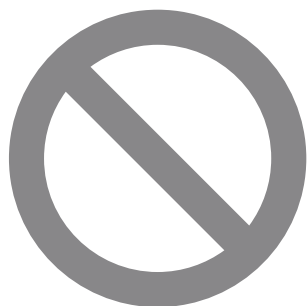


[https://rd1.sony.net/
help/mdr/2976/h_zz/](https://rd1.sony.net/help/mdr/2976/h_zz/)

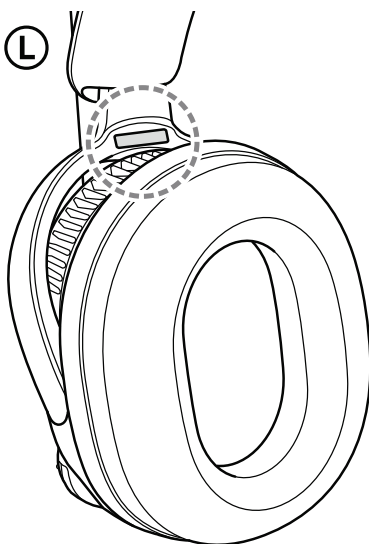


* 5 0 5 1 6 9 8 1 1 * (1)

A



B



Wireless Gaming Headset

Model: YY2976

The term "product" in this document refers to the unit or its accessories.

FOR UNITED STATES CUSTOMERS. NOT APPLICABLE IN CANADA, INCLUDING IN THE PROVINCE OF QUEBEC.

POUR LES CONSOMMATEURS AUX ÉTATS-UNIS. NON APPLICABLE AU CANADA, Y COMPRIS LA PROVINCE DE QUÉBEC.

Owner's Record

Record the model and serial numbers in the spaces provided below and store them safely. Refer to them whenever you call your Sony dealer regarding this product.

Model No. _____

Serial No. _____

The model and serial numbers to be recorded are located in the following places.

- Model No.: Inside of the headband
- Serial No.: See Fig. **B**

Do not install the product in a confined space, such as a bookcase or built-in cabinet.

Do not expose the batteries (battery pack or batteries installed) to excessive heat, such as sunshine, fire or the like, for a long time.

Do not subject the batteries to extreme low temperature conditions that may result in overheating and thermal runaway.

Do not dismantle, open, or shred secondary batteries.

In the event of a secondary battery leaking, do not allow the liquid to come in contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.

Secondary batteries need to be charged before use. Always refer to the manufacturer's instructions or product manual for proper charging instructions.

After extended periods of storage, it may be necessary to charge and discharge the secondary batteries several times to obtain maximum performance.

Dispose of properly.

RECYCLING RECHARGEABLE BATTERIES

Rechargeable batteries are recyclable.

You can help preserve our environment by returning your used rechargeable batteries to the collection and recycling location nearest you. For more information regarding recycling of rechargeable batteries, visit <http://www.sony.com/electronics/eco/environmental-management>

Caution: Do not handle damaged or leaking rechargeable batteries.

FOR UNITED STATES CUSTOMERS. NOT APPLICABLE IN CANADA, INCLUDING IN THE PROVINCE OF QUEBEC.

POUR LES CONSOMMATEURS AUX ÉTATS-UNIS. NON APPLICABLE AU CANADA, Y COMPRIS LA PROVINCE DE QUÉBEC.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this unit.

If you have any questions about this product:

Visit: <https://www.sony.com/electronics/support>

Contact: Sony Customer Information Service Center at 1-800-222-7669

Supplier's Declaration of Conformity

Trade Name: SONY

Model: YY2976

Responsible Party: Sony Electronics Inc.

Address: 16535 Via Esprillo, San Diego, CA 92127 U.S.A.

Telephone Number: 858-942-2230

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE:

This unit has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this unit does cause harmful interference to radio or television reception, which can be determined by turning the unit off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the unit and receiver.
- Connect the unit into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This unit must not be co-located or operated in conjunction with any other antenna or transmitter.

For customers in Canada

This unit contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This unit may not cause interference; and
- (2) This unit must accept any interference, including interference that may cause undesired operation of the unit.

This unit complies with FCC/ISED radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines and RSS-102 of the ISED radio frequency (RF) Exposure rules as this unit has very low levels of RF energy. This conformity statement is only applicable to the YY2976.

The available scientific evidence does not show that any health problems are associated with using low power wireless devices. There is no proof, however, that these low power wireless devices are absolutely safe. Low power wireless devices emit low levels of radio frequency energy (RF) in the microwave range while being used. Whereas high levels of RF can produce health effects (by heating tissue), exposure of low-level RF that does not produce heating effects causes no known adverse health effects. Many studies of low-level RF exposures have not found any biological effects. Some studies have suggested that some biological effects might occur, but such findings have not been confirmed by additional research. The unit has been tested and found to comply with FCC/ISED radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines and RSS-102 of the ISED radio frequency (RF) Exposure rules. This conformity statement is only applicable to the YY2979.

High volume may adversely affect your hearing.

Do not use the unit while walking, driving, or cycling. Doing so may cause traffic accidents.

Do not use in hazardous areas unless the surrounding sound can be heard.

The unit is not waterproof. If water or foreign matter enters the unit, it may result in fire or electric shock. If water or foreign matter enters the unit, stop use immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.

- When using the unit near a sink or liquid container
Be careful that the unit does not fall into a sink or container filled with water.
- When using the unit in the rain or snow, or in humid locations
- When using the unit while you are perspiring
If you touch the unit with wet hands, or put the unit in the pocket of a damp article of clothing, the unit may get wet.

For details on the effects of contact with the human body from the mobile phone or other wireless devices connected to the unit, refer to the instruction manual of the wireless device.

Never insert the USB plug when the unit or charging cable is wet. If the USB plug is inserted while the unit or charging cable is wet, a short circuit may occur due to liquid (tap water, seawater, soft drink, etc.) or foreign matter on the unit or charging cable, and cause abnormal heat generation or malfunction.

This product has magnet(s) which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place this product close to persons who use such medical devices. Consult your doctor before using this product if you use any such medical device.

There is a danger that small parts may be swallowed. After use, store in a location out of reach of small children.

Note about static electricity

If you use the unit when the air is dry, you may experience discomfort due to static electricity accumulated on your body. This is not a malfunction of the unit. You can reduce the effect by wearing clothes made of natural materials that do not easily generate static electricity.

IMPORTANT

The factory default setting of the voice guidance for this unit is English.
The voice guidance can be heard from the unit in the following situations:

- When the remaining battery level is low and recharge is recommended: "Low battery"
- When automatically turning off due to low battery: "Battery is empty"
- When checking the remaining battery level: "Battery fully charged" / "Battery about 70%" / "Battery about 50%" / "Battery about 20%"
- When checking the remaining battery level: "Low battery"

Precautions

The two-dimensional code or the URL on the cover will help you access the help guide that describes useful notes or procedures in details.

On charging the unit

- Be sure to use the supplied USB Type-C cable.
- After charging is complete, disconnect the USB Type-C cable.
- While connecting the USB cable, do not apply excessive force to the connection part.
- When connecting or disconnecting the USB cable, do not apply excessive force, such as by pulling the cable, and connect or disconnect the connector straight to the port to be connected.
- If the USB cable connector is deformed, such as by it being bent, stop use immediately.

On using the unit while charging

- While liquid such as water or sweat, or foreign matter such as dust is attached to the USB Type-C cable or USB port, charging the unit may cause serious accidents such as burns or injuries due to fire, electric shock, heat generation or ignition, or can be the cause of a malfunction.
Note the following when you use the unit while charging.
 - If you feel any abnormality, stop using immediately.
 - Check that there is no dust or foreign matter inside.
 - If the USB cable or port gets wet due to liquid such as drinking water or sweat while charging, disconnect the USB cable from the connected device immediately to stop charging (Fig. **A**).
 - Be sure to use the supplied USB Type-C cable for charging.

Notes on wearing the unit

- After use, remove the headphones slowly.

Other notes

- When you use the unit as wired headphones, use the supplied headphone cable only. Make sure that the headphone cable is firmly inserted.
- Do not apply weight or pressure to the unit for long periods, including when it is stored, as it may cause deformation.
- If you experience discomfort while using the unit, stop using it immediately.
- Be careful that the boom microphone does not hit your eyes while wearing, removing, and using the unit.
- If you have any questions or problems concerning this unit that are not covered in this manual, please consult your nearest Sony dealer.

Location of the serial number label

See Fig. **B**

Specifications

Headset

Power source:

DC 5 V (Using a commercially available USB AC Adaptor)
Using built-in lithium-ion batteries (Product Operation Power: DC 3.85 V)

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Rated power consumption:

3 W

Mass:

Approx. 260 g (9.18 oz)

Included items:

Wireless Gaming Headset (1)
USB Type-C® cable (USB-A to USB-C®) (1)
Headphone cable (1)
USB Transceiver (YY2979) (1)
Documents (1 set)

Communication specification

Modulation system:

GFSK, $\pi/4$ -DQPSK, 8DPSK

Frequency band:

2.4 GHz band (2.400 0 GHz -
2.483 5 GHz)

Design and specifications are subject to change without notice.

System requirements for battery charge using USB

USB AC adaptor:

A commercially available USB AC adaptor capable of supplying an output current of 0.5 A (500 mA) or more.

- Do not use a USB adaptor that exceeds the maximum output of 13 W (5 V, 2.6 A).

Recommended Personal Computer OS version

Windows®: Windows 10 or later

Mac: macOS 11 or later

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- USB Type-C® and USB-C® are registered trademarks of USB Implementers Forum.
- All other trademarks and registered trademarks are trademarks or registered trademarks of their respective holders. In this manual, ™ and ® marks are not specified.

Licenses

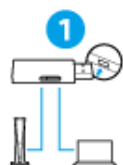
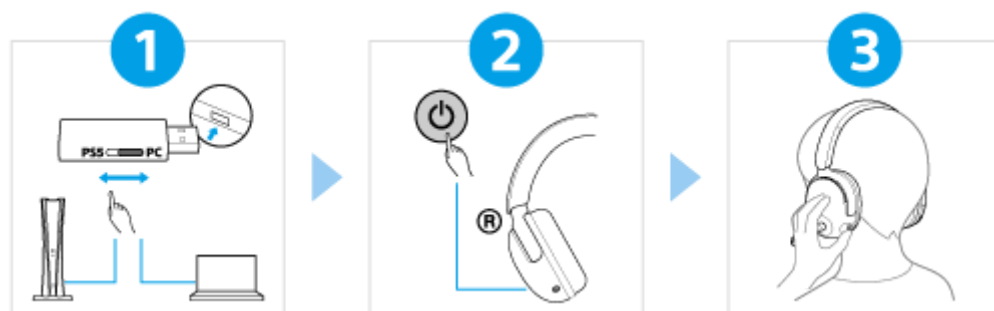
- This product contains software that Sony uses under a licensing agreement with the owner of its copyright. We are obligated to announce the contents of the agreement to customers under requirement by the owner of copyright for the software. Please access the following URL and read the contents of the license.
<https://rd1.sony.net/help/mdr/sl/23/>
- Services offered by third parties may be changed, suspended, or terminated without prior notice. Sony does not bear any responsibility in these sorts of situations.

Wireless Gaming Headset
INZONE H5



Model: YY2976

Let's start to use



1 Connecting the USB transceiver properly


Set the slide switch of the USB transceiver correctly according to the connected device, and then insert the USB transceiver into the USB port.

When connected to a computer: Set the slide switch to "PC"

When connected to a PS5™: Set the slide switch to "PS5"



2 Turning on the headset

Press and hold the  (power) button for about 2 seconds or more until the indicator (white) flashes twice. The headset is turned on.

3

Operating the headset



Enjoy games and voice chat by operating the headset.
Turning the VOL (volume) –/+ dial: To adjust the volume
Raising the boom microphone: To turn off the microphone
Lowering the boom microphone: To turn on the microphone

To use all functions and improved performances



Update the headset software and computer software “INZONE Hub” to the latest version.
For details on “INZONE Hub”, refer to the following URL.

<https://www.sony.net/inzonehub-support>

To prevent burning or malfunction due to getting wet

The headset is not waterproof.

If the headset is charged while it is wet with rain or sweat, etc., this can result in burnout or malfunction.

Related information

Charging the headset

WH-G500

Getting started

[What you can do with the gaming headset](#)

[About the voice guidance](#)

Supplied accessories

└ [Included items](#)

Parts and controls

└ [Location and function of parts](#)
└ [About the indicator](#)

[Wearing the headset](#)

Power/Charging

└ [Charging the headset](#)
└ [Available operating time](#)

- [Checking the remaining battery charge](#)

- [Turning on the headset](#)

- [Turning off the headset](#)

Using by connecting to a game console

[Connecting the headset to a computer or PlayStation®5](#)

[What you can do while connected to a game console](#)

[What you can do with PlayStation®5](#)

[Using the supplied headphone cable](#)

Customizing the headset

Using “INZONE Hub”

- [What you can do with “INZONE Hub”](#)

- [Installing “INZONE Hub”](#)

- [How to keep the software up-to-date \(for comfortable use of the headset\)](#)

Important information

[Precautions](#)

[To prevent burning or malfunction due to getting wet](#)

[Licenses](#)

[Trademarks](#)

[Customer support websites](#)

Troubleshooting

[What can I do to solve a problem?](#)

Power/Charging

- [Unable to turn on the headset.](#)

- [Charging cannot be done.](#)

- [Charging time is too long.](#)

- [The available operating time is short \(the duration of the battery is short\).](#)

Sound

- [No sound, low sound level](#)

[Sound skips frequently, noise can be heard, distorted sound, and echoes can be heard by the other party.](#)

[Cannot hear the other person or the call volume is low during calls/The other person cannot hear you or their call volume is low during calls.](#)

Connection

[Pairing cannot be done.](#)

[Unable to connect to a game console \(PC or PlayStation®5\)](#)

[The headset cannot be operated.](#)

Resetting or initializing the headset

[Resetting the headset](#)

[Initializing the headset to restore factory settings](#)

Specifications

[Specifications](#)

Wireless Gaming Headset
INZONE H5

What you can do with the gaming headset

Enjoying a game and chat at the same time

You can enjoy a voice chat while playing a game by connecting to a computer or PS5™ via wireless 2.4 GHz connection with the USB transceiver.

You can also enjoy games and voice chat by connecting to a computer using the supplied headphone cable.

About the voice guidance

In the factory settings, you will hear the English voice guidance in the following situations via the headset. You can change the language of the voice guidance using “INZONE Hub” app.

- When entering pairing mode: “Pairing”
- When informing the remaining battery charge: “Battery about XX %” (The “XX” value indicates the approximate remaining charge. Use it as a rough estimate.) / “Battery fully charged”
- When the remaining battery charge of the headset is low: “Low battery”
- When automatically turning off due to low battery of the headset: “Battery is empty”

Note

- When you initialize the headset to restore to the factory settings after you change the language of the voice guidance, the language will also return to the factory settings.
- If the voice guidance is not heard after changing the voice guidance language or updating the software, turn the headset off and on again.

Wireless Gaming Headset
INZONE H5

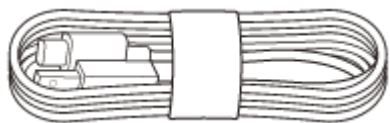
Included items

After opening the package, check that all of the items in the list are included. If any items are missing, contact your dealer.

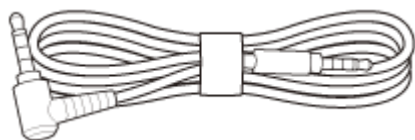
Numbers in () indicate the item amount.

Wireless Gaming Headset (1)

USB Type-C® cable (USB-A to USB-C®) (1)



Headphone cable (1)

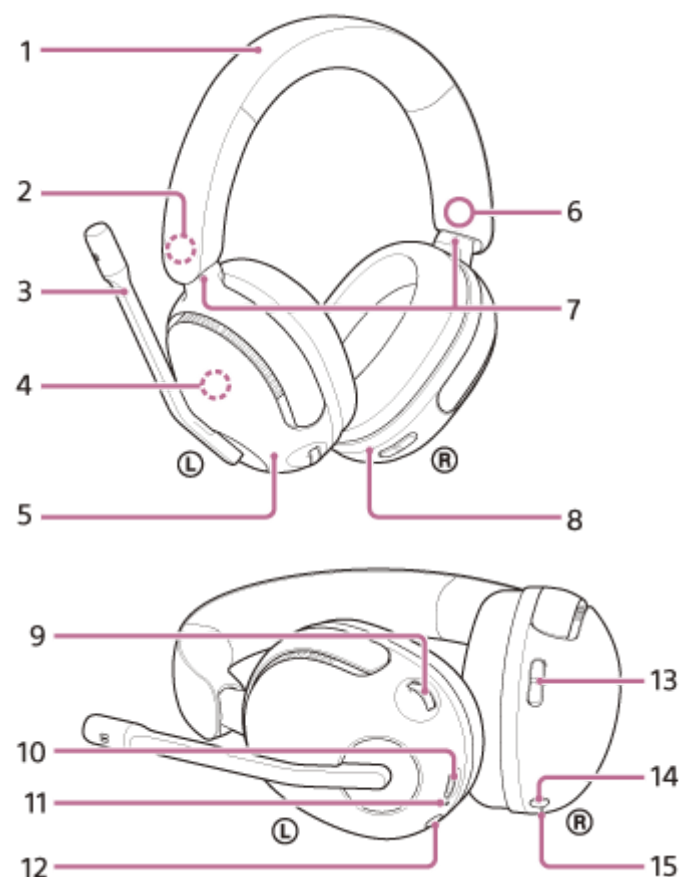


USB transceiver (YY2979) (1)



Documents (1 set)

Location and function of parts



1. Headband

2. ㊤ (left) mark

3. Boom microphone

There is a boom microphone on the left unit.

4. Built-in antenna

An antenna for wireless communication with a USB transceiver is built into the headset.

5. Left unit

6. ㊤ (right) mark

7. Sliders (left, right)

Slide to adjust the length of the headband.

8. Right unit

9. VOL (volume) -/+ dial

There is a tactile dot on the + side.

10. USB Type-C port

Connect the headset to a computer, or to an AC outlet via a commercially available USB AC adaptor, with the supplied USB Type-C cable to charge the headset.

11. Charging indicator (orange)

Lights up or flashes in orange to indicate the rechargeable battery and charging status.

12. Headphone cable input jack

Connect a computer using the supplied headphone cable. Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you may not hear the sound properly.

13. GAME/CHAT (GAME/CHAT BALANCE) button

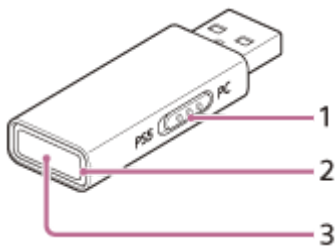
You can adjust the volume balance between the game sound and voice chat.

14.  (power) button

15.  (power) indicator (white)

Lights up or flashes in white to indicate the power status and the connection status between the headset and the USB transceiver.

USB transceiver:



1. Slide switch

Switches the headset connection to a computer or PS5.

2. Connection indicator (white)

3. Connect button

Related Topic


- [About the indicator](#)
- [Checking the remaining battery charge](#)


About the indicator

You can check various statuses of the headset by the indicator.


○ : Turns on in white / ● : Turns on in orange / -: Turns off

Power status and wireless 2.4 GHz connection status

Indicates with the  (power) indicator.

- When the headset is turned on
○ - ○ - (flashes twice in white)
- When the headset is turned off
 - - - - (lights up in white for about 2 seconds)
- Initialization completed
○ - ○ - ○ - ○ - (flashes 4 times in white)
- The wireless 2.4 GHz connection is not established
○ - - - - ○ - - - - ○ - - - - (repeatedly flashes slowly in white at about 1-second intervals)
- The wireless 2.4 GHz connection process is completed
○ - ○ - ○ - ○ - ○ - ○ - ○ - ○ - (repeatedly flashes quickly in white for about 5 seconds)
- The wireless 2.4 GHz connection is established
○ - - - - - - - - ○ - (repeatedly flashes in white for about 30 seconds at 5-second intervals)
- Pairing start
○ - ○ - - - - ○ - ○ - - - - ○ - ○ (repeatedly flashes twice in white for up to 5 minutes)





Software update status



Indicates with the  (power) indicator.

- Updating software
 - - -  - - (repeatedly flashes slowly in white)

Rechargeable battery and charging status

Indicates with the charging indicator.





- When the remaining battery charge of the headset is low (the headset needs to be charged)
 - -  - - (repeatedly flashes slowly in orange for about 15 seconds)
- When the battery is fully charged when charging starts on the headset
 - - - - (lights up in orange for about 1 minute, and then turns off)
- While charging the headset
 (lights up in orange)
- When the battery becomes fully charged and charging is complete
- - - - (turns off)

- Abnormal temperature of the battery of the headset
 (repeatedly flashes twice in orange)
- When an error occurs while the headset is charging and the headset is not charged
 (repeatedly flashes slowly in orange)

USB transceiver

Wireless 2.4 GHz connection and software update status

Indicates with the connection indicator.

- Pairing mode of the wireless 2.4 GHz connection
 (repeatedly flashes twice in white for up to 5 minutes)
- The wireless 2.4 GHz connection is not established
 (repeatedly flashes in white for about 30 seconds at 1-second intervals)
- The wireless 2.4 GHz connection is established
 (lights up in white)
- Updating software
 (repeatedly flashes slowly in white)

Related Topic

- [Checking the remaining battery charge](#)
- [Initializing the headset to restore factory settings](#)

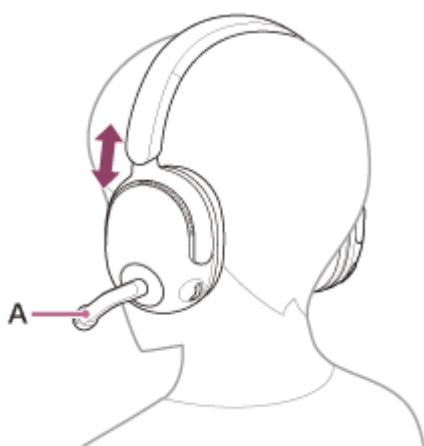
Wearing the headset

1 Put the headset on your ears.

Extend the slider to adjust the length of the headband.

Put the headset on your head with the ④ (left) mark on your left ear and the ⑤ (right) mark on your right ear.

There is a boom microphone on the ④ (left) mark side.



A: Boom microphone

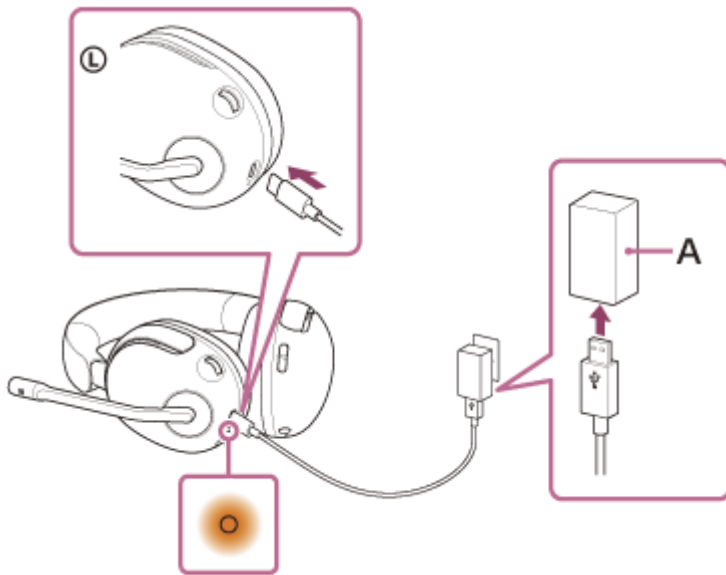
2 Adjust the position of the boom microphone so that it is near your mouth.

Charging the headset

The headset can be used either connected to an AC outlet with a USB AC adaptor or with the built-in lithium-ion rechargeable battery. Use the supplied USB Type-C cable to charge.

1 Connect the headset to an AC outlet.

Use the supplied USB Type-C cable and a commercially available USB AC adaptor.



A: USB AC adaptor

The charging indicator (orange) of the headset lights up.

Charging is completed in about 3.5 hours* and the charging indicator turns off automatically.

* Time required for charging the empty battery to its full capacity. It may differ depending on the conditions of use.

After charging is complete, disconnect the USB Type-C cable.

System requirements for battery charge using USB

USB AC adaptor

A commercially available USB AC adaptor capable of supplying an output current of 0.5 A (500 mA) or more

Personal computer

Personal computer with a standard USB port

- We do not guarantee operation on all computers.
- Operations using a custom-built or homebuilt computer are not guaranteed.

Recommended personal computer OS version

Windows®: Windows 10 or later

Mac: macOS 11 or later

Hint

- The headset can be also charged by connecting the headset to a running computer using the supplied USB Type-C cable.
- When the headset is connected to an AC outlet with a USB AC adaptor or to a computer originally equipped with a USB charging compatible port, you can charge the headset while using it.

Note

- Charging may not be successful with cables other than the supplied USB Type-C cable.
- Charging may not be successful depending on the type of USB AC adaptor.
- The headset cannot be charged when the computer goes into standby (sleep) or hibernation mode. In this case, change the computer settings, and start charging once again.
- The headset may not be able to charge when the PS5 is in rest mode. If this is the case, change the PS5 settings so that the USB ports on the PS5 can be used for charging even when in rest mode.
- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after charging and discharging several times. If you store the headset for a long time, charge the battery once every 6 months to avoid over-discharge.
- If the headset is not used for a long time, it may take longer to charge the battery.
- If the headset detects a problem while charging due to the following causes, the charging indicator (orange) flashes. In this case, pull out and insert the USB Type-C cable, then charge once again within the charging temperature range. If the problem persists, consult your nearest Sony dealer.
 - Ambient temperature exceeds the charging temperature range of 5 °C - 35 °C (41 °F - 95 °F).
 - There is a problem with the rechargeable battery.
- If the headset is not used for a long time, the charging indicator (orange) may not immediately light up when the headset starts charging. Please wait a moment until the indicator lights up.
- If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.
- Avoid exposure to extreme temperature changes, direct sunlight, moisture, sand, dust, and electrical shock. Never leave the headset in a parked vehicle.
- When charging by connecting the headset to a computer, use only the supplied USB Type-C cable, and make sure to connect them directly. Charging will not be properly completed when the headset is connected through a USB hub.
- If you connect the headphone cable and charge at the same time, noise may occur depending on the connected device. It is not recommended to charge the battery while the headphone cable is connected.

Wireless Gaming Headset
INZONE H5

Available operating time

The available operating times of the headset with the battery fully charged are as follows:


2.4 GHz wireless connection


Max. 28 hours

- The headset can be used for about 3 hours after 10 minutes of charging.

Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable battery by the following way.

If the headset has enough remaining battery charge when you turn on the headset, the  (power) indicator (white) flashes twice.

When you press the  (power) button while the headset is on, a voice guidance indicating the remaining battery charge can be heard.

“Battery about XX %” (The “XX” value indicates the approximate remaining charge.)

“Battery fully charged”

The remaining battery charge indicated by the voice guidance may differ from the actual remaining charge in some cases. Use it as a rough estimate.

When the remaining battery charge of the headset is 20% or lower

A notification sound is emitted and the charging indicator (orange) flashes for about 15 seconds. If you hear the voice guidance says “Low battery”, charge the headset as soon as possible.

When the battery becomes completely empty, a notification sound is emitted. The voice guidance says “Battery is empty” and the headset automatically turns off.

When using the headset by connecting to a computer

When the headset is connected to a computer, the icon indicating the remaining battery charge is displayed on the “INZONE Hub” screen in 4 levels: “100%”, “70%”, “50%”, and “20%”.


Note

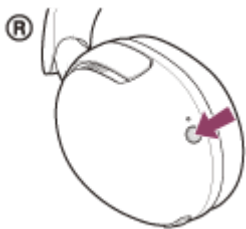
- The remaining battery charge may not be properly displayed immediately after a software update or if the headset has not been used for a long time. In this case, repeatedly charge and discharge the battery multiple times to properly display the remaining battery charge.


Related Topic

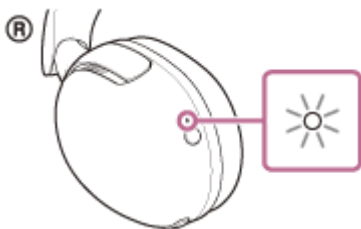
- [About the indicator](#)

Turning on the headset

- 1 Press and hold the  (power) button for about 2 seconds or more.




You will hear a notification sound indicating that the headset is turned on.
The  (power) indicator (white) flashes twice.

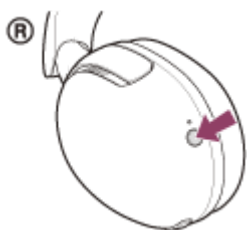



Related Topic

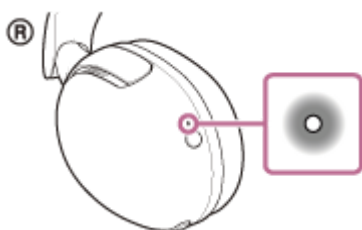
- [Turning off the headset](#)

Turning off the headset

- 1 Press and hold the  (power) button for about 2 seconds or more.



You will hear a notification sound indicating that the headset is turning off.
The  (power) indicator (white) lights up for about 2 seconds, and then turns off.



Note

- In the factory settings, when the following conditions continue for about 5 minutes, the headset turns off automatically.
 - The wireless 2.4 GHz connection is terminated.
 - The headset is not charging.

This setting can be changed using “INZONE Hub”.

Related Topic

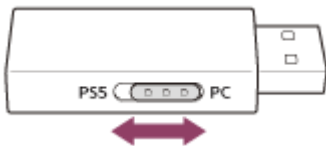
- [Turning on the headset](#)

Connecting the headset to a computer or PlayStation®5

Before starting the operation, make sure of the following:

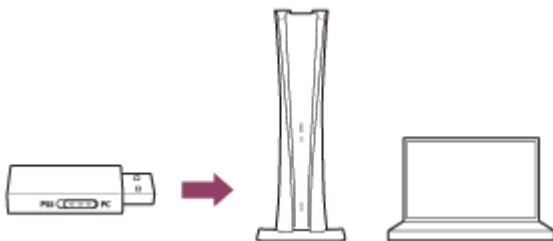
- The computer or PS5™ is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer or PS5 is in hand.

- 1 **Switch the slide switch of the USB transceiver to “PC” or “PS5” according to the connected device.**



- 2 **Turn on the computer or PS5.**

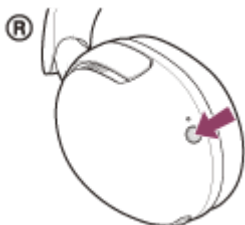
- 3 **Connect the USB transceiver to a USB port of the computer or PS5.**




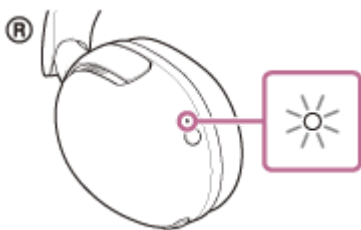
Note

- Connect the USB transceiver directly to the computer or PS5, and not via a USB hub.
- When connecting the USB transceiver to the PS5, connect it to the USB port on the front of the PS5.

- 4 **Press and hold the  (power) button for about 2 seconds or more to turn on the headset.**





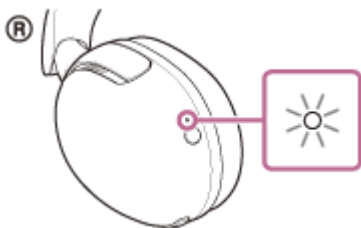
You will hear a notification sound indicating that the headset is turned on.
The  (power) indicator (white) flashes twice.



When the headset is turned on, the headset is connected to the USB transceiver automatically (wireless 2.4 GHz connection).

When connected, you will hear a notification sound indicating that the connection is established.


When a wireless 2.4 GHz connection is not established, the  (power) indicator (white) repeatedly flashes at an interval of about 1 second. When connected, the  (power) indicator (white) repeatedly flashes quickly for about 5 seconds, then changes to flashing at an interval of about 5 seconds.



5 When connected to a computer, select the headset as the audio device.

- Audio output device such as games: [INZONE H5 - Game]
- Audio input/output device such as voice chat: [INZONE H5 - Chat]

Note

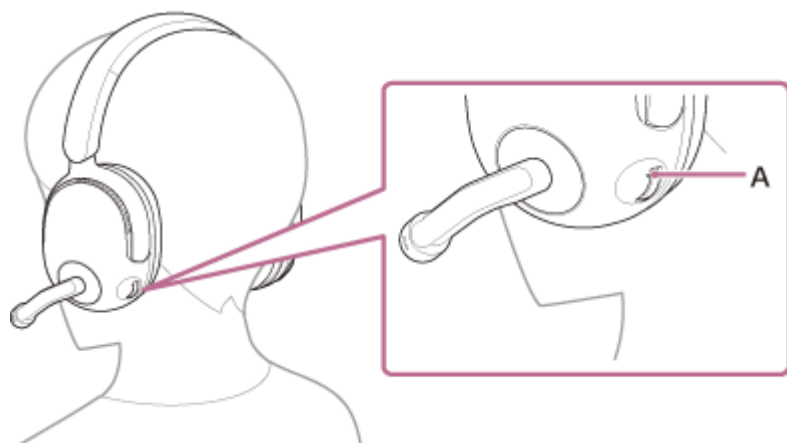
- If the device does not recognize the headset microphone, make sure the slide switch of the USB transceiver is set correctly.
- If the headset cannot connect to a computer or PS5 via wireless 2.4 GHz connection, press and hold the connect button on the USB transceiver and the  (power) button on the headset for about 5 seconds or more to pair them again.
- During a call, there may be noise in the voice that the other party hears. Connecting the USB transceiver to a different USB port may improve the situation.
- This product uses radio waves in the 2.4 GHz band, and noise may occur due to the effects of using other wireless devices nearby or mutual interference caused by using many other wireless devices in the vicinity.
Devices that use/generate radio waves in the 2.4 GHz band: Bluetooth, wireless LAN, microwave ovens, etc.
- Use the 5 GHz band instead of the 2.4 GHz band for the Wi-Fi of smartphones, computers, etc. to reduce noise and other effects of the surrounding radio environment.
In addition, turning off wireless devices that are not in use, setting smartphones to airplane mode, etc. may reduce the impact of noise generation.
- If there is a lot of noise when using a wireless connection with a computer, try a wired connection using a headphone cable.

What you can do while connected to a game console

When you connect the headset to a game console (computer or PS5™), you can do the following.

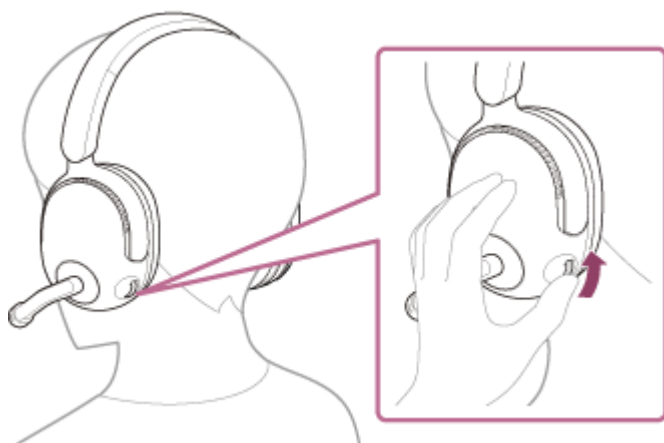
Adjusting the volume

You can adjust the volume to the desired level with the VOL (volume) $-/+$ dial.
There is a tactile dot on the + side.

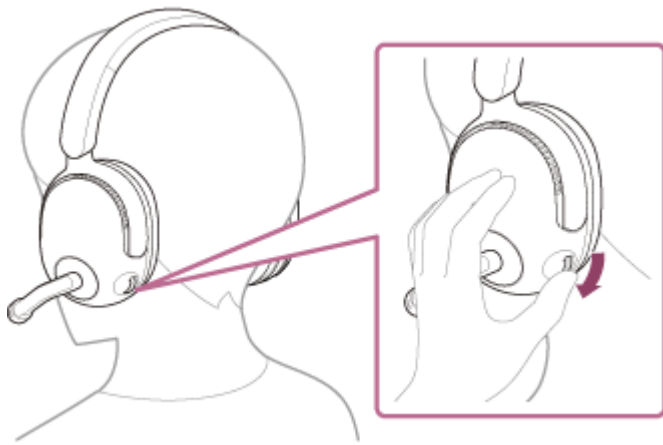


A: Tactile dot

- Increase the volume: Turn the VOL (volume) $-/+$ dial to the + side.



- Decrease the volume: Turn the VOL (volume) $-/+$ dial to the – side.

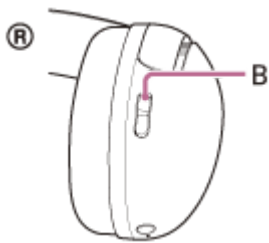


Adjusting the volume balance between game and chat (GAME/CHAT BALANCE)

You can adjust the volume balance between the game sound and voice chat with the GAME/CHAT (GAME/CHAT BALANCE) button.

When you press the GAME button, the game sound will be easier to hear.

When you press the CHAT button, the voice chat sound will be easier to hear.



B: GAME/CHAT (GAME/CHAT BALANCE) button

Note

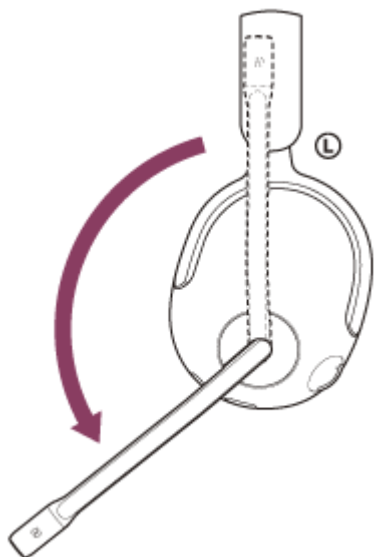
- Some games may not support the GAME/CHAT (GAME/CHAT BALANCE) button.
- When using the game app and chat app on your computer, set the output destination of the game app to [INZONE H5 - Game] and the output destination of the chat app to [INZONE H5 - Chat] in the app settings.
If the settings are incorrect, the volume balance between the game sound and voice chat is not adjusted properly.
- Be careful since when you press the CHAT button while the audio output device of the computer is set to [INZONE H5 - Chat], the volume of games, etc. will be increased.
- Depending on the caller's voice characteristics or the ambient environmental noises, the call sound quality may be reduced.

Switching the microphone on/off

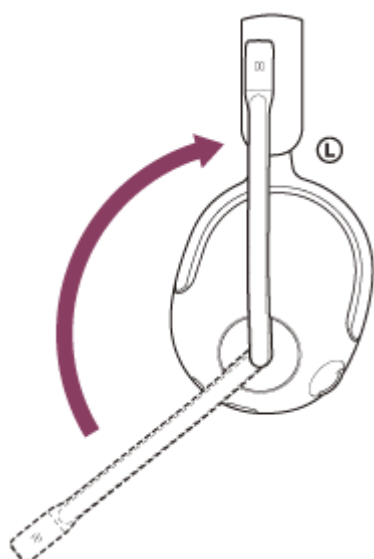
When the boom microphone is lowered, the microphone turns on. When the boom microphone is raised, the microphone turns off.

The boom microphone clicks when it switches on and off.

- Turning on the microphone



- Turning off the microphone



Note

- Be careful not to hit your eyes with the boom microphone when putting on, taking off or using the headset.

What you can do with PlayStation®5

When you connect a PS5™ and the headset with the USB transceiver, you can do the following.

- Check the volume balance between game and chat
- Display the on/off status of the microphone
- Check the headset volume
- Display the remaining battery charge of the headset
- Check the connection status of the headset

Note

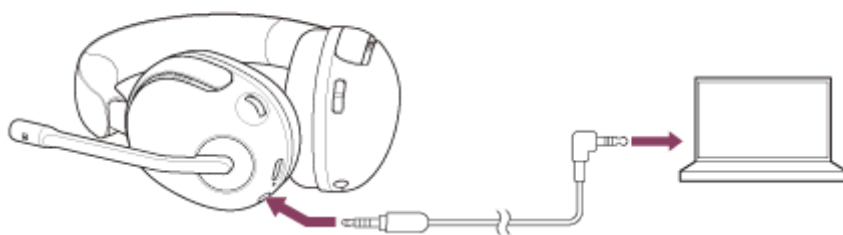
- If the functions listed above cannot be used, make sure the slide switch of the USB transceiver is switched to the PS5 side.
- When the PS5 is not updated, the functions listed above may not be available. Update the system software of the PS5 to the latest version.

Using the supplied headphone cable

Connect the supplied headphone cable to your computer or other connected devices.

1 Connect a playback device to the headphone cable input jack with the supplied headphone cable.

Be sure to connect the L-shaped plug into the connecting device.



To adjust the volume

Operate them on your computer or other connected devices.

To switch the microphone on/off

See [“What you can do while connected to a game console”](#).

Note

- Use the supplied headphone cable only.
- Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you may not hear the sound properly.
- When using the headphone cable, the volume adjustment function, GAME/CHAT BALANCE adjustment function, and “INZONE Hub” software cannot be used.
- If you connect the headphone cable and charge at the same time, noise may occur depending on the connected device. It is not recommended to charge the battery while the headphone cable is connected.
- If connecting the headphone cable to the headset while it is turned on, the headset will turn off automatically.

Related Topic

- [What you can do while connected to a game console](#)

What you can do with “INZONE Hub”

When you connect a computer with the “INZONE Hub” software installed and the headset with the USB transceiver, you can do the following.

- Adjust volume
- Select the Equalizer setting
- Customize the Equalizer setting
- Set the volume balance between game and chat
- Adjust the dynamic range (dynamic range control)
- Create/save sound profile
- Export/import sound profile
- Adjust the microphone volume
- Adjust the sidetone volume
- Microphone test
- Set the microphone input volume to be constant (auto gain control)
- Set the spatial sound
- Set the auto power off
- Display the remaining battery charge of the headset
- Display the on/off status of the microphone
- Check/update the headset software version
- Switch the voice guidance language

For details on “INZONE Hub”, refer to the following URL.

<https://www.sony.net/inzonehub-support>

Note

- When the audio output device of the computer is set to [INZONE H5 - CHAT], the sound settings are disabled. Check that it is set to [INZONE H5 - GAME].
- When using the headphone cable, the “INZONE Hub” software cannot be used.

Wireless Gaming Headset
INZONE H5

Installing “INZONE Hub”

- 1 Download the “INZONE Hub” software from the support site and install it on your computer.**

For details, refer to the following URL:

<https://www.sony.net/inzonehub-support>

Compatible OS: Windows 10 or later

- 2 After installing, launch “INZONE Hub”.**

Wireless Gaming Headset
INZONE H5

How to keep the software up-to-date (for comfortable use of the headset)

Install the latest headset software using “INZONE Hub” to enjoy new functions or to resolve a certain number of issues with the headset.

Always use the headset with the latest software installed.

For details on the latest headset software and how to update the software, refer to the information on the support website.

<https://www.sony.net/inzonehub-support>

Precautions

On the USB transceiver

- Because the USB transceiver and wireless LAN (IEEE 802.11ax/b/g/n) use the same frequency band (2.4 GHz), microwave interference may occur and result in noise, audio dropouts, or communications being disabled if this headset is used near a wireless LAN device. In such a case, perform the following steps.
 - When connecting the headset to the USB transceiver, use the headset at least 10 m (32.8 ft) away from the wireless LAN device.
 - If this headset is used within 10 m (32.8 ft) of a wireless LAN device, turn off the wireless LAN device.
 - Use this headset and the USB transceiver near each other as much as possible.
- This product emits radio waves when used in wireless mode. When used in wireless mode on an airplane, follow flight crew directions regarding permissible use of products in wireless mode.
- Depending on the device to be connected, it may require some time to start communications.

Note on static electricity

- If you use the headset when the air is dry, you may experience discomfort due to static electricity accumulated on your body. This is not a malfunction of the headset. You can reduce the effect by wearing clothes made of natural materials that do not easily generate static electricity.

Notes on wearing the headset

- After use, remove the headset from your ears slowly.
- Because the headset achieves a tight seal over the ears, forcibly pressing it against your ears or quickly pulling it off can result in eardrum damage. When wearing the headset, the speaker diaphragm may produce a click sound. This is not a malfunction.

Other notes

- When the volume is increased too much, sound may leak. Be careful not to bother others. As a guide, use at a volume that allows you to be called and answer even in a noisy place.
- Do not subject the headset to excessive shock as it is a precision device.
- Do not breathe into the driver unit.
- Do not apply weight or pressure to the headset for long periods, including when it is stored, as it may cause deformation.
- If you experience discomfort while using the headset, stop using it immediately.
- The earpads may be damaged or deteriorate with long-term use and storage.
- Be careful not to hit your eyes with the boom microphone when putting on, taking off or using the headset.
- Earpads are consumables. If the earpads deteriorate or are damaged through long-term use and storage, contact your nearest Sony dealer.

Cleaning the headset

- When the headset exterior is dirty, wipe it clean with a soft dry cloth. If the headset is particularly dirty, soak a cloth in diluted neutral detergent and wring it well before using it to clean the headset (excluding the earpads). Do not use solvents such as thinner, benzene, or alcohol, as they may damage the finish on the surface of the headset or cause other damages.

Do not use the headset near medical devices

- Radio waves can affect cardiac pacemakers and medical devices. Do not use the headset in crowded places such as crowded trains or inside a medical institution.
- The headset has magnet(s) which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment, or other medical devices. Do not place the headset close to persons who use such medical devices. Consult your doctor before using the headset if you use any such medical device.

Keep the headset away from the magnetic card

- The headset has magnets. If you bring a magnetic card close to the headset, the card magnet may be affected and become unusable.

Keep out of reach of infants

- There is a risk that they may swallow small parts. Keep out of reach of infants after use.

About the temperature rise

- While charging the headset, or when using the headset for a long time, the temperature of the headset may rise, but this is not a malfunction.

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To prevent burning or malfunction due to getting wet

On waterproof performance of the headset

The headset is not waterproof. If water or foreign matter enters the headset, this can result in burnout or malfunction. Avoid situations such as the following and be careful not to get moisture or dirt on the headset.

- Using the headset in the rain or snow.



- Touching the headset without drying wet hands after doing housework in the kitchen or washing hands in the washroom.



- Touching the headset with sweaty hands, or using the headset in situations where the headset may get soaked in sweat.





- Putting the headset in a bag with a cold PET bottle.



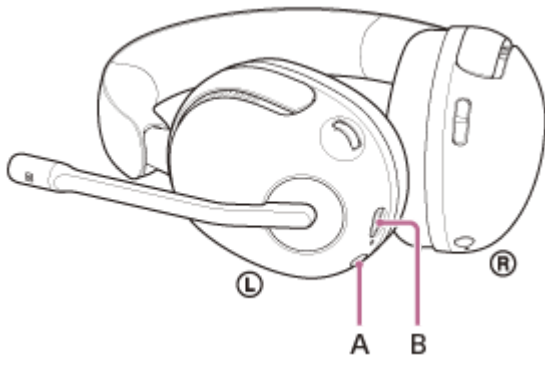
- Spilling a drink while eating or drinking.



If the headset gets wet, or water enters the headset

If a wet headset is charged or turned on, this can result in burnout or malfunction. Position the headset upright and put a dry cloth under the headphone cable input jack and USB Type-C port until no more water comes out from the inside. After that, leave the headset in a shaded, well-ventilated place until it is completely dry.





A: Headphone cable input jack

B: USB Type-C port

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Wireless Gaming Headset
INZONE H5

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Wireless Gaming Headset
INZONE H5

Customer support websites

For customers in the U.S.A, Canada, and Latin America:

<https://www.sony.com/am/support>

For customers in European countries:

<https://www.sony.eu/support>

For customers in China:

<https://service.sony.com.cn>

For customers in other countries/regions:

<https://www.sony-asia.com/support>

What can I do to solve a problem?

Before asking for repair, check the following items again.

- Find the symptoms of the issue in this Help Guide, and try any corrective actions listed.
- Charge the headset.
You may be able to resolve some issues by charging the headset battery.
- Restart the device that is being connected to the headset.
You may be able to resolve some issues by restarting the connected device such as your computer or PS5™.
- Reset the headset.
- Initialize the headset.
This operation resets volume settings, etc. to the factory settings.
- Look up information on the issue on the customer support website.

If the operations above do not work, consult your nearest Sony dealer.

Related Topic

- [Charging the headset](#)
- [Customer support websites](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Wireless Gaming Headset
INZONE H5

Unable to turn on the headset.

- Make sure the battery is fully charged.
 - The headset cannot be turned on when the headphone cable is connected to the headphone cable input jack. Remove the headphone cable and turn on the headset.
 - Reset the headset.
 - Initialize the headset.
-

Related Topic

- [Charging the headset](#)
- [Checking the remaining battery charge](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Charging cannot be done.

- Be sure to use the supplied USB Type-C cable.
- Check that the USB Type-C cable is firmly connected to the headset and the USB AC adaptor, computer or PS5™, or the USB AC adaptor is firmly connected to the AC outlet.
- Check that the computer is turned on. Wake the computer up if the computer is in standby (sleep) or hibernation mode.
- Check that the PS5 is not in rest mode. If it is in rest mode, exit this mode or change the PS5 settings so that the USB ports on the PS5 can be used for charging even when in rest mode.
- Update the OS of the computer or the system software of the PS5 to the latest version.
- Restart the computer or PS5, and check whether the situation has improved.
- It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.
- Reset the headset.
- Initialize the headset.

Related Topic

- [Charging the headset](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Charging time is too long.

- When charging with a computer, check that the headset and the computer are directly connected, and not via a USB hub.
 - Check that you are using the supplied USB Type-C cable.
 - It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range.
 - Restart the computer or PS5™ and try the USB connection procedure again in cases other than those stated above.
 - If the problem is not improved even after restarting the computer or PS5 and trying the USB connection procedure again, connect the headset to an AC outlet to charge it.
-

Related Topic

- [Charging the headset](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

The available operating time is short (the duration of the battery is short).


- If the headset is not used for a long time, the rechargeable battery usage hours may be reduced. However, the battery life will improve after charging and discharging several times. If you store the headset for a long time, charge the battery once every 6 months to avoid over-discharge.
 - It is recommended to charge in a place with an ambient temperature between 15 °C and 35 °C (59 °F - 95 °F). Efficient charging may not be possible beyond this range. If the problem persists, consult your nearest Sony dealer.
 - If the usage hours of the built-in rechargeable battery decrease significantly, the battery should be replaced. Consult your nearest Sony dealer.
-


Related Topic

- [Available operating time](#)
- [Checking the remaining battery charge](#)

No sound, low sound level

While connected to a game console (computer or PS5™) via a USB transceiver

- Check that both the headset and the connected device are turned on.
- Adjust the volume of the headset and the connected device. Turn up the volume if it is too low.
- Check that the USB transceiver is inserted as firmly as needed.
- Switch the slide switch of the USB transceiver to “PC” or “PS5” according to the connected device.
- Connect the USB transceiver directly to the computer or PS5, and not via a USB hub.
- When the computer’s volume setting is muted or low, change the computer’s volume setting.
- When the chat volume is low, ask the chat partner to change the microphone volume.
- The volume balance between a game and chat may be leaning toward either the game volume or the chat volume being louder. Adjust the volume balance between a game and chat with the GAME/CHAT (GAME/CHAT BALANCE) button on the headset. You can also check the volume balance between game and chat with “INZONE Hub” and PS5.
- Make sure that the output setting of the computer is set to [INZONE H5 - Game] or [INZONE H5 - Chat].
- Make sure the in-game output setting is set to [INZONE H5 - Game] or [INZONE H5 - Chat].
- Make sure that the headset is connected to the USB transceiver connected to the computer or PS5.
 - Whether the connection indicator (white) on the USB transceiver is lit
 - Whether the headset is displayed on “INZONE Hub” and various settings can be made when connected to a computer
- If the headset cannot be connected to the USB transceiver connected to the computer or PS5, follow the procedure below to perform pairing again with the USB transceiver.
 1. Connect the USB transceiver to a computer or PS5.
 2. Press and hold the connect button on the USB transceiver and the  (power) button on the headset for about 5 seconds or more.

When you enter pairing mode, a notification sound is emitted from the headset, and the connection indicator (white) on the USB transceiver and the  (power) indicator (white) repeatedly flashes twice in a row. You will hear the voice guidance say, “Pairing”.

When pairing is complete, a notification sound is emitted from the headset and the connection indicator (white) on the USB transceiver lights up.
- Restart the computer or PS5 you are using.
- Connect the connected device to the headset once again.
- Reset the headset.
- Initialize the headset.

While connected to a computer or other connected device with a headphone cable

- Check that the connected device is turned on.
- Adjust the volume on the connected device. Turn up the volume if it is too low.
- Check that the connected device is playing back.
- Check that the headphone cable is connected firmly.

Note

- Connection is not guaranteed with the USB ports of TVs, etc.

- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

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Sound skips frequently, noise can be heard, distorted sound, and echoes can be heard by the other party

While connected to a game console (computer or PS5™) via a USB transceiver

- Under the following conditions, noise or audio dropout may occur, or the connection may be disabled.
 - When there is a human body between the headset and the game console
When this is the case, turn the game console to face the same direction as the antenna of the headset to improve the communications.
 - When there is an obstacle, such as metal or a wall, between the headset and the game console
 - When there is a distance between the headset and the game console
 - When using in places with wireless LAN, where wireless communication devices such as Bluetooth are nearby, where many wireless communication devices are used nearby, where a microwave oven is used, electromagnetic waves are generated, etc.
 - In places where there are other wireless communication audio devices or other people nearby
- Sometimes, the sound may be distorted or interrupted by external radio interference and other factors. If any of this is the case, try the following.
 - If connected to a computer, make a wired connection using a headphone cable.
 - If connected to a computer, remove the USB transceiver from the USB port and then insert it into another USB port on your computer.
 - Use the 5 GHz band instead of the 2.4 GHz band for Wi-Fi on smartphones, computers, etc.
 - Turn off any 2.4 GHz band devices that are not in use.
 - Set your smartphone in airplane mode.
 - If connected to a PS5, connect the USB transceiver to the USB port on the front of the PS5.
 - Move USB 3.0 compatible devices, cables, etc. connected to the computer or PS5 away from the USB transceivers.
 - If there are unused USB devices or USB cables, remove them from the computer or PS5.
 - If there is metal nearby, connect the USB transceiver as far away from the metal as possible.
 - Use the headset and USB transceiver as close together as possible.
To avoid obstructions, it is recommended to connect the USB transceiver on the same side (left side) as the built-in antenna of the headset.
- When playing games on your computer, this issue can be improved by closing unnecessary applications or windows, or restarting your computer.
- Connect the headset to the USB transceiver again.
- Reset the headset.
- Initialize the headset.

While connected to a computer or other connected device with a headphone cable

- If you connect the headphone cable and charge at the same time, noise may occur depending on the connected device. If noise occurs, remove the USB Type-C cable.
- If the other party points out that they hear echoes while using the headset with the headphone cable connected, lower the volume of the computer or other connected devices to which the headphone cable is connected, or reduce the sensitivity of the microphone.
If the symptoms persist, use a wireless connection.

About the antennas

- Remove any obstacles between the antenna of the connecting game console and the built-in antenna of the headset. The antenna of the headset is built into the part shown in the dotted line below.



A: Built-in antenna

Related Topic

- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

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Cannot hear the other person or the call volume is low during calls/The other person cannot hear you or their call volume is low during calls.


- Check that both the headset and the connected device are turned on.
- Adjust the volume of the headset and the connected device. Turn up the volume if it is too low.
- Make sure the in-game voice chat output setting is set to [INZONE H5 - Chat].
- Check the call settings of the in-game voice chat and video calling application.
- If the boom microphone of the headset is raised, lower the boom microphone and adjust its position so that it is near your mouth.
- Adjust the GAME/CHAT (GAME/CHAT BALANCE) button to the chat side.
- Make sure that the microphone setting is set to [INZONE H5 - Chat] in the sound settings of the computer.
- When connected to a computer, adjust the microphone volume with "INZONE Hub".
- Connect the headset to the USB transceiver again.
- Reset the headset.
- Initialize the headset.

Related Topic

- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Pairing cannot be done.

- Bring the headset and the game console that the USB transceiver is connected to within 1 m (3.2 ft) of each other.
- Restart the connected computer or PS5™, and pair it with the headset again.
- If the headset cannot be connected to the USB transceiver connected to the computer or PS5, follow the procedure below to perform pairing again with the USB transceiver.
 1. Connect the USB transceiver to a computer or PS5.
 2. Press and hold the connect button on the USB transceiver and the  (power) button on the headset for about 5 seconds or more.


When you enter pairing mode, a notification sound is emitted from the headset, and the connection indicator (white) on the USB transceiver and the  (power) indicator (white) repeatedly flashes twice in a row. You will hear the voice guidance say, "Pairing".


When pairing is complete, a notification sound is emitted from the headset and the connection indicator (white) on the USB transceiver lights up.
- Reinsert the USB transceiver.
- Reset the headset.
- Initialize the headset.

Related Topic

- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Unable to connect to a game console (PC or PlayStation®5)

- Check that both the headset and the connected device are turned on.
- Switch the slide switch of the USB transceiver to “PC” or “PS5” according to the connected device.
- Check that the USB transceiver is inserted firmly.
- Connect the USB transceiver directly to the computer or PS5™, and not via a USB hub.
- If connected to a computer, remove the USB transceiver from the USB port and then insert it into another USB port on your computer.
- Follow the procedure below to perform pairing again with the USB transceiver.
 1. Connect the USB transceiver to a computer or PS5.
 2. Press and hold the connect button on the USB transceiver and the  (power) button on the headset for about 5 seconds or more.

When you enter pairing mode, a notification sound is emitted from the headset, and the connection indicator (white) on the USB transceiver and the  (power) indicator (white) repeatedly flashes twice in a row. You will hear the voice guidance say, “Pairing”.

When pairing is complete, a notification sound is emitted from the headset and the connection indicator (white) on the USB transceiver lights up.
- Restart your computer or PS5 and connect the USB transceiver again.
- If the operations above do not work, try the following.
 1. Turn off the connected devices such as your computer and PS5.
 2. Remove the USB transceiver and reconnect it.
 3. Turn on the computer or PS5.
- Reset the headset.
- Initialize the headset.

Related Topic

- [Connecting the headset to a computer or PlayStation®5](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Wireless Gaming Headset
INZONE H5

The headset cannot be operated.

- Reset the headset.
 - If the headset does not operate properly even if you reset the headset, initialize the headset.
-

Related Topic

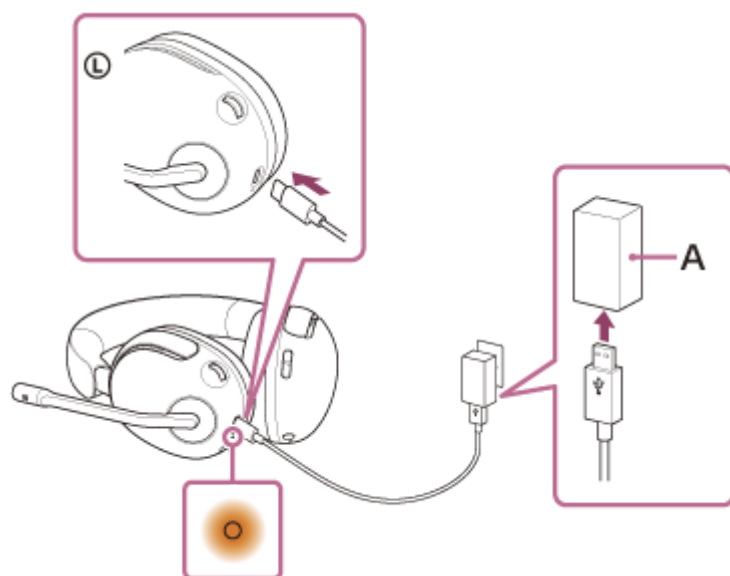
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

Resetting the headset

If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset.

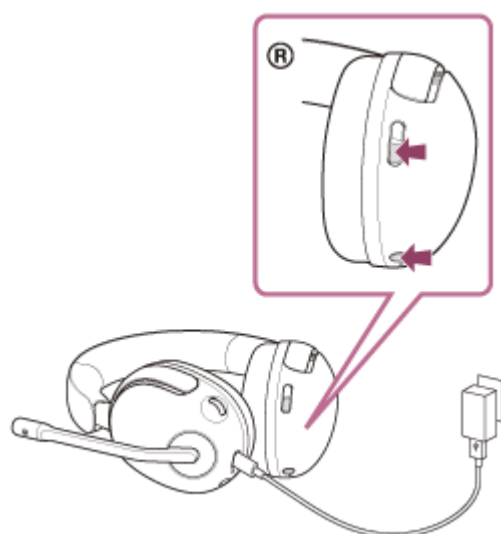
1 Connect the headset to an AC outlet.


Use the supplied USB Type-C cable and a commercially available USB AC adaptor.
The charging indicator (orange) lights up.



A: USB AC adaptor

2 Press and hold the (power) button and the CHAT button for about 5 seconds.



After the charging indicator (orange) turns off, release the  (power) button and the CHAT button.
The headset will be reset.

The pairing information and other settings are retained.

If the headset does not operate correctly even after resetting, initialize the headset to restore factory settings.

Related Topic

- [Initializing the headset to restore factory settings](#)

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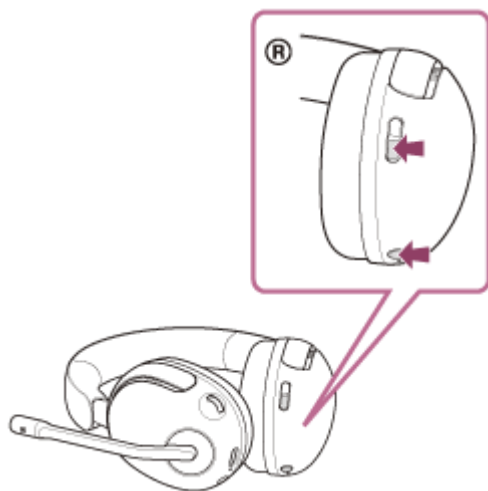
Initializing the headset to restore factory settings


If the headset does not operate correctly even after resetting, initialize the headset.

1 Turn off the headset.

Remove the USB Type-C cable.

2 Press and hold the  (power) button and the CHAT button for about 10 seconds.



When initializing is complete, the  (power) indicator (white) flashes 4 times.



This operation resets volume settings, etc. to the factory settings.

If the headset does not operate correctly even after initializing, consult your nearest Sony dealer.

Related Topic

- [Resetting the headset](#)

Wireless Gaming Headset
INZONE H5

Specifications

Headset

Power source:

DC 5 V (Using a commercially available USB AC Adaptor)
Using built-in lithium-ion batteries (Product Operation Power: DC 3.85 V)

Operating temperature:

0 °C to 40 °C (32 °F to 104 °F)

Charging time:

Approx. 3.5 hours

Note

- Charging and usage hours may be different depending on the conditions of use.

Charging temperature:

5 °C to 35 °C (41 °F to 95 °F)

Mass:

Approx. 260 g (9.18 oz)

Headphones

Type:

Closed, dynamic

Impedance:

21 Ω (1 kHz) (when connecting via the headphone cable)

Sensitivity:

89 dB/mW (when connecting via the headphone cable)

Frequency response:

5 Hz - 20 000 Hz (IEC) ¹⁾

Cable:

Approx. 1.5 m, L-shaped gold-plated 4-pole mini plug

Communication specification

Modulation system:

GFSK, $\pi/4$ -DQPSK, 8DPSK

Maximum communication range:

Line of sight approx. 10 m (32.8 ft) ²⁾

Frequency band:

2.4 GHz band (2.400 0 GHz - 2.483 5 GHz)

1) IEC = International Electrotechnical Commission

2) The actual range will vary depending on factors such as obstacles between devices, magnetic fields around a microwave oven, static electricity, reception sensitivity, antenna's performance, operating system, software application, etc.

Design and specifications are subject to change without notice.

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SONY®**LIMITED WARRANTY**

Video & Audio

U.S. and Canada only – 1 year

Sony Electronics Inc. solely for purchases made in the United States and Sony of Canada Ltd. solely for purchases made in Canada (collectively "Sony") warrants this product against defects in material or workmanship for the original owner and any subsequent end user owner(s) ("You" or "Your") for the time period set forth above as set forth herein. Pursuant to this Limited Warranty, Sony will, at its option, (i) repair the product using new or refurbished parts or (ii) replace the product with a new or recertified/refurbished product of the same (or similar) model. For purposes of this Limited Warranty, "recertified" or "refurbished" means a product or part that has been returned to its original specifications. **In the event of a defect, these are Your exclusive remedies.** Sony does not warrant that the operation of the product will be uninterrupted or error-free.

Term: For the time period set forth above from the original date of purchase of the product when purchased directly from Sony or Sony authorized dealer (To determine if a dealer is in the Sony authorized dealer network, please visit US: www.sony.com/retailers; Canada: <https://dealerlocator.sony.ca/locator>; or contact Sony directly), Sony will, at its option, repair or replace with a new, recertified or refurbished product or part, any product or part determined to be defective.

This Limited Warranty covers only the hardware components packaged with the product. It does not cover separate accessories, technical assistance for hardware or software usage and it does not cover any software products whether or not contained in the product, and other included content; any such software or other included content is provided "AS IS" unless expressly provided for in any enclosed software Limited Warranty or End User License Agreement. Please refer to the End User License Agreement(s) included with the product for Your rights and obligations with respect to the software or other included content. If You purchased an extended service plan, please refer to the service plan for the coverage, duration and terms of service. Extended service plans are not governed by this Limited Warranty.

To obtain warranty service, You must deliver the product, in either its original packaging or packaging affording an equal degree of protection to a Sony authorized service center together with a dated purchase receipt in order to obtain warranty service. Sony cannot guarantee that it will be able to repair any product under this warranty or make a product exchange without risk to or loss of software or data. **It is Your responsibility to remove or backup any removable media or parts, data, software or other materials You may have stored or preserved on Your product. It is likely that any media or parts, data, software, or other materials (like pictures, music, videos, etc.) will be lost or reformatted during service and Sony will not be responsible for any such damage or loss.** Contact the following for specific instructions on how to obtain warranty service for Your product:

For purchases made in the UNITED STATES:Visit Sony's Website: www.sony.com/support

Or call the Customer Experience Center: 1-800-222-SONY (7669)

To register Your product or for contact information to purchase accessories or parts go to Sony's Website

For purchases made in CANADA:Visit Sony's Website: www.sony.ca/support

Or call the Customer Experience Center: 1-877-899-SONY (7669)

To register Your product or for contact information to purchase accessories or parts go to Sony's Website

On-site service for televisions of certain dimensions may be available to a customer living within a 50km radius of an authorized Sony service facility, provided the residence can be accessed by an on-road service vehicle.

Repair/Replacement Warranty: This Limited Warranty shall apply to any repair, replacement part or replacement, recertified or refurbished product for the remainder of the original Limited Warranty period or for ninety (90) days, whichever is longer. Any parts or product replaced under this Limited Warranty will become the property of Sony. Any replacement, recertified or refurbished product provided under this Limited Warranty may, at Sony's option, vary in color and/or cosmetic design from the original product and may not include any original engraving or similar customization/personalization.

Sony is not responsible for, and this Limited Warranty does not cover, any damage arising from a failure to operate the product within its intended uses, or otherwise follow the owner's manual and safety instructions relating to the product's use and installation. Sony is not responsible for any labor or parts costs you incur relating to repairs or services from providers/servicers other than from a Sony authorized service center. This Limited Warranty only covers product issues caused by defects in material or workmanship during ordinary consumer use. This Limited Warranty does not cover products purchased from sources other than Sony or a Sony authorized dealer (including non-authorized online auctions), or issues due to: (i) outdoor exposure and other acts of nature; (ii) power surges; (iii) accidental damage; (iv) abuse; (v) limitations of technology; (vi) cosmetic damage; (vii) contact with liquid, heat, humidity or perspiration, sand, smoke, or foreign materials; (viii) damage, malfunction and/or failure to product resulting from use of parts or supplies not sold or authorized by Sony; (ix) damage, malfunction and/or failure to product resulting from servicing not authorized or performed by Sony or a Sony authorized service center; (x) computer or internet viruses, bugs, worms, or Trojan Horses; (xi) malfunctions due to peripherals/accessories; (xii) modifications of or to any part of the product, including "rooting" or other modifications to control the behavior of the product or any factory installed operating system; (xiii) consumable parts such as batteries; or (xiv) any product where the factory-applied serial number has been altered or removed from the product. Further, to the extent this product incorporates use of a display, please note that a display contains hundreds of thousands of individual pixels, and displays typically contain a small number of pixels that do not function properly. This Limited Warranty does not cover up to .01% pixel outages (small dot picture elements that are dark or incorrectly illuminated).

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Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to You. This Limited Warranty gives You specific legal rights and You may have other rights which vary from jurisdiction to jurisdiction.

For purchases made in the U.S.: Read the following Dispute Resolution/Arbitration provision carefully. It details Your rights and instructions should a dispute related to the product arise.

What Happens If We Have A Dispute: Should a dispute or claim arise related to the product, Your purchase and/or use of the product, the terms of this Limited Warranty, or any service provided under the terms of this Limited Warranty (including any repair or replacement) ("Dispute"), You and Sony agree that the **Dispute shall be resolved exclusively through binding arbitration. YOU UNDERSTAND AND ACKNOWLEDGE THAT BY AGREEING TO ARBITRATION, YOU ARE GIVING UP THE RIGHT TO LITIGATE (OR PARTICIPATE IN AS A PARTY OR CLASS MEMBER) IN ANY DISPUTES IN COURT. You also agree that ANY DISPUTE RESOLUTION PROCEEDING WILL ONLY CONSIDER YOUR INDIVIDUAL CLAIMS, AND BOTH PARTIES AGREE NOT TO HAVE ANY DISPUTE HEARD AS A CLASS ACTION, REPRESENTATIVE ACTION, CONSOLIDATED ACTION, OR PRIVATE ATTORNEY GENERAL ACTION.** Despite the above, You have the right to litigate any Dispute on an individual basis in small claims court or other similar court of limited jurisdiction, to the extent the amount at issue does not exceed \$15,000, and as long as such court has proper jurisdiction and all other requirements (including the amount in controversy) are satisfied.

Arbitration Instructions. To begin Arbitration, either You or Sony must make a written demand to the other for arbitration. The Arbitration will take place before a single arbitrator. The arbitration will be administered in keeping with the Expedited Procedures of the Commercial Arbitration Rules and the Supplementary Proceedings for Consumer-Related disputes ("Rules") of the American Arbitration Association ("AAA"), when applicable and in effect when the claim is filed. You may get a copy of AAA's Rules by contacting AAA at (800) 778-7879 or visiting www.adr.org. The filing fees to begin and carry out arbitration will be shared between You and Sony, but in no event shall You fees ever exceed the amount allowable by the special rules for Consumers Disputes provided for by AAA, at which point Sony will cover all additional administrative fees and expenses. This does not prohibit the Arbitrator from giving the winning party their fees and expenses of the arbitration when appropriate pursuant to the Rules. Unless You and Sony agree differently, the arbitration will take place in the county and state where You live, and applicable federal or state law shall govern the substance of any Dispute during the arbitration. However, the Federal Arbitration Act, 9 U.S.C. § 1, et seq., will govern the arbitration itself and not any state law on arbitration. The Arbitrator's decision will be binding and final, except for a limited right of appeal under the Federal Arbitration Act.

Opt-Out Instructions. IF YOU DO NOT WISH TO BE BOUND BY THE BINDING ARBITRATION PROVISION, THEN: (1) You must notify Sony in writing within 30 days of the date that You purchased the product; (2) Your written notification must be mailed to Sony Electronics Inc., 16535 Via Esprillo, MZ 1105, San Diego CA 92127, Attn: Legal Department; AND (3) Your written notification must include (a) Your NAME, (b) Your ADDRESS, (c) the DATE You purchased the product, and (d) a clear statement that "YOU DO NOT WISH TO RESOLVE DISPUTES WITH ANY SONY ELECTRONICS ENTITY THROUGH ARBITRATION AND/OR BE BOUND BY THE CLASS ACTION WAIVER."

Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and You will continue to enjoy the benefits of the Limited Warranty.

Sony Electronics Inc. exclusivement pour les achats effectués aux États-Unis et Sony du Canada Ltée. exclusivement pour les achats effectués au Canada (collectivement « Sony ») garantit ce produit contre les défauts de matériaux ou de fabrication pour le propriétaire d'origine et tous les propriétaires utilisateurs finaux suivants (« Vous » ou « Vos ») pendant la période définie ci-dessus et comme indiqué dans les présentes. Conformément à cette Garantie limitée, Sony, à son gré, (i) réparera le produit en utilisant des pièces neuves ou remises en état ou (ii) remplacera le produit par un produit neuf ou recertifié/remis en état du même modèle (ou similaire). Aux fins de la présente Garantie limitée, les termes « recertifié » ou « remis en état » désignent un produit ou une pièce qui a retrouvé ses spécifications d'origine. **En cas de défaut, ce sont Vos recours exclusifs.** Sony ne garantit pas le fonctionnement ininterrompu ou sans erreur du produit.

Modalité : Pendant la période définie ci-dessus à compter de la date d'achat du produit directement chez Sony ou un vendeur autorisé Sony (pour déterminer si un vendeur fait partie du réseau de vendeurs autorisés de Sony, veuillez visiter, pour les É.-U. : www.sony.com/retailers; pour le Canada : <http://dealerlocator.sony.ca/locator>; ou contactez Sony directement), Sony, à son gré, réparera ou remplacera par un produit ou une pièce recertifiée(e) ou remis(e) en état tout produit ou pièce défectueux(e).

Cette garantie limitée couvre uniquement les composants matériels emballés avec le produit. Elle ne couvre pas les accessoires séparés, l'assistance technique pour l'utilisation du matériel ou du logiciel et elle ne couvre pas les produits logiciels contenus ou non dans le produit, et tout autre contenu inclus; tout logiciel ou autre contenu inclus est fourni « EN L'ÉTAT » sauf indication contraire conformément à la Garantie limitée du logiciel joint ou à la Licence d'utilisation de l'utilisateur final. Veuillez vous reporter à la Licence d'utilisation de l'utilisateur final incluse avec le produit pour connaître vos droits et obligations en ce qui concerne le logiciel ou tout autre contenu inclus. Si vous avez acheté un plan de services étendu, veuillez vous reporter au plan de services pour connaître l'étendue de la couverture, la durée et les conditions d'utilisation. Les plans de services étendus ne sont pas régis par cette Garantie limitée.

Pour obtenir un service de garantie, vous devez livrer le produit, dans son emballage d'origine ou un emballage offrant un niveau de protection équivalent, à un centre de service autorisé Sony accompagné du reçu d'achat daté afin d'accéder au service de garantie. Sony n'est pas en mesure de garantir la réparation d'un produit au titre de ladite garantie ou l'échange d'un produit sans risque d'altérer le logiciel ou de perdre des données. **Il relève de votre responsabilité de retirer ou sauvegarder tout média ou toute pièce amovible, toutes données, tout logiciel ou autre matériel stocké ou conservé sur votre produit. Il est probable que tout média ou toute pièce, toutes données, tout logiciel ou autre matériel (comme des images, de la musique, des vidéos, etc.) soit perdu ou reformaté pendant le service et Sony ne pourra être tenu pour responsable dudit dommage ou de ladite perte.** Contactez les services suivants pour des instructions spécifiques sur la façon d'obtenir un service de garantie pour votre produit :

Pour les achats effectués aux ÉTATS-UNIS :

Visitez le site Web Sony : www.sony.com/support

Ou appelez le centre d'expérience client : 1-800-222-SONY (7669)

Pour enregistrer votre produit ou obtenir des coordonnées pour acheter des accessoires ou des pièces, rendez-vous sur le site Web Sony

Pour les achats effectués au CANADA :

Visitez le site Web Sony : www.sony.ca/support

Ou appelez le centre d'expérience client : 1-877-899-SONY (7669)

Pour enregistrer votre produit ou obtenir des coordonnées pour acheter des accessoires ou des pièces, rendez-vous sur le site Web Sony

Un service sur place pour les téléviseurs de certaines dimensions est disponible pour les clients vivant dans un rayon de 50 km d'un local de service Sony autorisé, à condition que le lieu de résidence soit accessible à un véhicule de service.

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LIMITATIONS DES DOMMAGES-INTÉRÊTS : SONY NE PEUT PAS ÊTRE TENU RESPONSABLE DES DOMMAGES ACCESSOIRES OU CONSÉCUTIFS RÉSULTANT DE L'INEXÉCUTION D'UNE GARANTIE EXPRESSE OU IMPLICITE OU D'UNE CONDITION SUR CE PRODUIT. TOUT RECouvreMENT DE SONY NE POURRA PAS EXCÉDER LE PRIX D'ACHAT D'ORIGINE DU PRODUIT VENDU PAR SONY OU UN VENDEUR SONY AUTORISÉ.

DURÉE DES GARANTIES OU DES CONDITIONS IMPLICITES : SAUF DANS LA MESURE OÙ CELA EST INTERDIT PAR LA LOI EN VIGUEUR, TOUTE GARANTIE IMPLICITE DE VALEUR MARCHANDE OU D'ADAPTATION À UN USAGE PARTICULIER SUR CE PRODUIT EST LIMITÉE À LA DURÉE DE LADITE GARANTIE LIMITÉE.

Certaines juridictions n'autorisent pas l'exclusion ou la limitation des dommages accessoires ou consécutifs, ou autorisent les limitations de durée d'une garantie implicite, ainsi les limitations ou exclusions ci-dessus peuvent ne pas s'appliquer à vous. Ladite Garantie limitée vous octroie des droits spécifiques reconnus par la loi et vous pouvez bénéficier d'autres droits qui varient d'une juridiction à une autre.

Pour les achats effectués aux États-Unis : Lisez attentivement la clause de résolution/d'arbitrage des litiges suivante. Vos droits et les étapes à suivre en cas de litige lié au produit y sont détaillés.

Que se passe-t-il en cas de litige : En cas de litige ou de réclamation lié(e) au produit, à votre achat et/ou à l'utilisation du produit, aux clauses de ladite Garantie limitée, ou à un service fourni conformément aux conditions de ladite Garantie limitée (incluant une réparation ou un remplacement) (« Litige »), vous et Sony acceptez que le litige soit résolu exclusivement à travers un arbitrage exécutoire. **VOUS COMPRENEZ ET RECONNAISSEZ QU'EN ACCEPTANT L'ARBITRAGE VOUS AVEZ LE DROIT D'INTENTER UNE ACTION EN JUSTICE POUR (OU DE PARTICIPER EN TANT QUE PARTIE OU MEMBRE DU RECOURS À) LA RÉSOLUTION DES LITIGES DEVANT UN TRIBUNAL. Vous acceptez également que TOUTE PROCÉDURE DE RÈGLEMENT DES DIFFÉRENDS CONSIDÉRERA UNIQUEMENT VOS REVENDICATIONS INDIVIDUELLES, ET LES DEUX PARTIES ACCEPTENT QU'UN LITIGE NE SOIT PAS ENTENDU COMME UN RECOURS COLLECTIF OU UN RECOURS DU PROCUREUR GÉNÉRAL.** Malgré les indications ci-dessus, vous avez le droit d'intenter une action en justice de manière individuelle devant la Cour des petites créances ou une Cour similaire à la compétence limitée, dans la mesure où le montant en question n'excède pas 15 000 \$, et aussi longtemps que la dite Cour soit compétente et que toutes les autres exigences (incluant le montant en litige) soient satisfaites.

Consignes d'arbitrage. Pour commencer l'arbitrage, vous ou Sony devez faire une demande d'arbitrage écrite à l'autre partie. L'arbitrage aura lieu devant un seul arbitre. L'arbitrage sera géré en suivant les Procédures accélérées des Règles d'arbitrage commercial et les Procédures additionnelles (les « Règles ») de l'association américaine d'arbitrage (« AAA ») pour les différends de consommateur, si elles sont applicables et en vigueur au moment où la réclamation est traitée. Vous pouvez demander une copie des Règles de l'AAA en contactant l'AAA au (800) 778-7879 ou en visitant le site Web www.adr.org. Les droits de dépôt pour commencer et mener l'arbitrage seront partagés entre vous et Sony, mais vos frais ne devront en aucun cas excéder le montant permis par les règles spécifiques de l'AAA pour les Différends de consommateur, après quoi Sony couvrira tous les frais administratifs et dépenses additionnels. Ce paragraphe n'interdit pas à l'arbitre de restituer à la partie ayant obtenu gain de cause les frais et dépenses qu'elle a engagés dans l'arbitrage lorsque les Règles le permettent. Sauf si Sony et vous en conveniez autrement, l'arbitrage aura lieu dans le pays et l'État où vous vivez, et la loi fédérale ou d'État applicable régira le fond du différend pendant l'arbitrage. Cependant, la Loi sur l'arbitrage fédéral 9 U.S.C. § 1, et seq., régira l'arbitrage et non une quelconque loi d'État sur l'arbitrage. La décision de l'arbitre sera obligatoire et définitive, sauf dans le cadre d'un droit d'appel limité conformément à la Loi sur l'arbitrage.

Consignes d'exclusion. SI VOUS NE SOUHAITEZ PAS ÊTRE CONTRAINT PAR LA CLAUSE D'ARBITRAGE OBLIGATOIRE, ALORS : (1) Vous devez en informer Sony par écrit dans les 30 jours à compter de la date d'achat du produit; (2) Votre notification écrite doit être envoyée par courrier à Sony Electronics Inc., 16535 Via Esprillo, MZ 1105, San Diego CA 92127, à l'attention de : Service juridique; ET (3) Votre notification écrite doit inclure (a) votre NOM (b) votre ADRESSE, (c) la DATE d'achat du produit, et (d) une déclaration claire stipulant que « VOUS NE SOUHAITEZ PAS RÉSOLURE LES DIFFÉRENDS AVEC UNE ENTITÉ SONY ELECTRONICS À TRAVERS L'ARBITRAGE ET/OU ÊTRE CONTRAINT PAR LA RENONCIATION À INITIER OU PARTICIPER À UN RECOURS COLLECTIF ». Décider de ne pas adhérer à cette procédure de résolution des différends n'affectera en aucun cas la couverture de la Garantie limitée et vous continuerez à bénéficier des avantages de la garantie limitée.