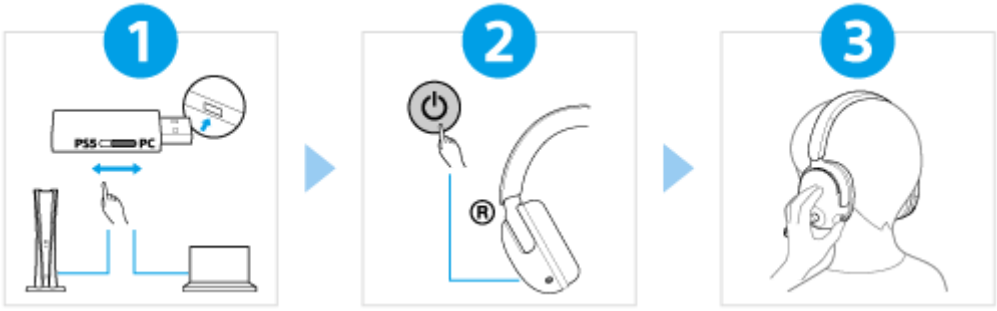
Wireless Gaming Headset
INZONE H5



Model: YY2976

Let’s start to use





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”



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.



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

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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.

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Wireless Gaming Headset
INZONE H5

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.

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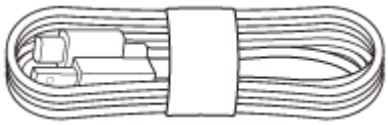
Wireless Gaming Headset
INZONE H5

Included items

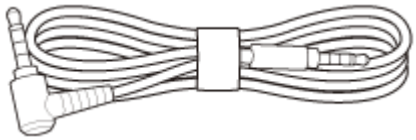
After opening the package, check that all of the items in the list are included. If any items are missing, contact your dealer.
Numbers in ( ) indicate the item amount.

Wireless Gaming Headset (1)

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



Headphone cable (1)



USB transceiver (YY2979) (1)

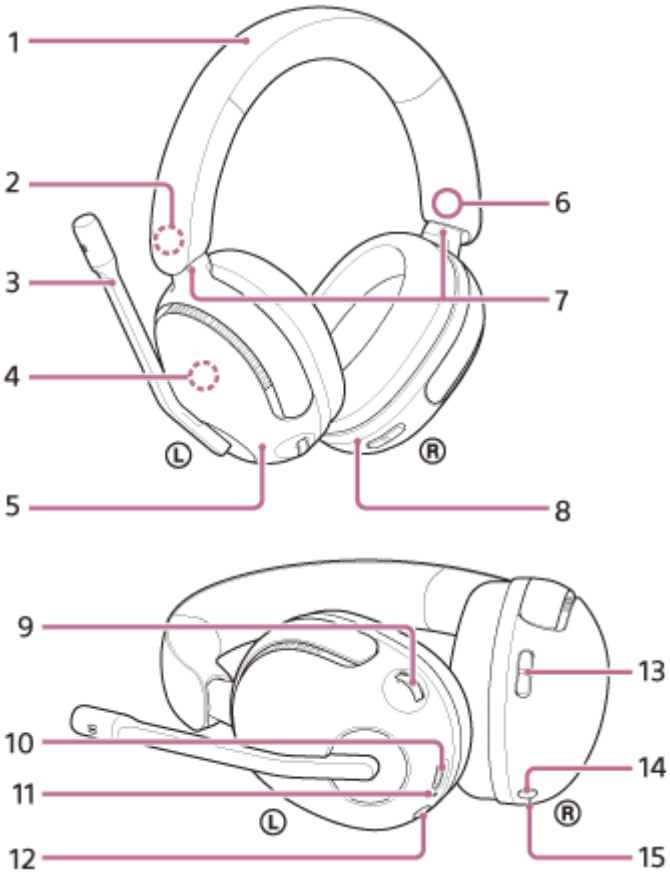


Documents (1 set)

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Wireless Gaming Headset
INZONE H5

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.

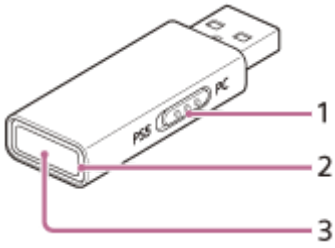
12. Headphone cable input jack
    Connect a computer using the supplied headphone cable. Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you may not hear the sound properly.

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

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Wireless Gaming Headset
INZONE H5

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

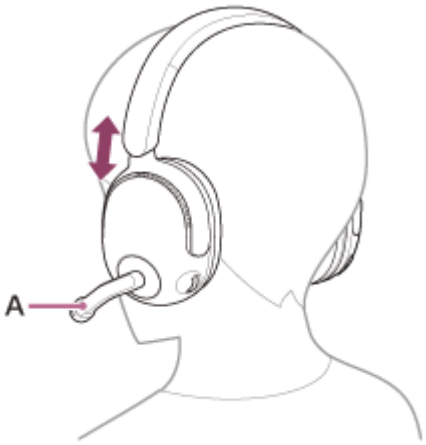
- Checking the remaining battery charge
- Initializing the headset to restore factory settings

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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 Ⓛ (left) mark on your left ear and the Ⓡ (right) mark on your right ear.
There is a boom microphone on the Ⓛ (left) mark side.



A: Boom microphone

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

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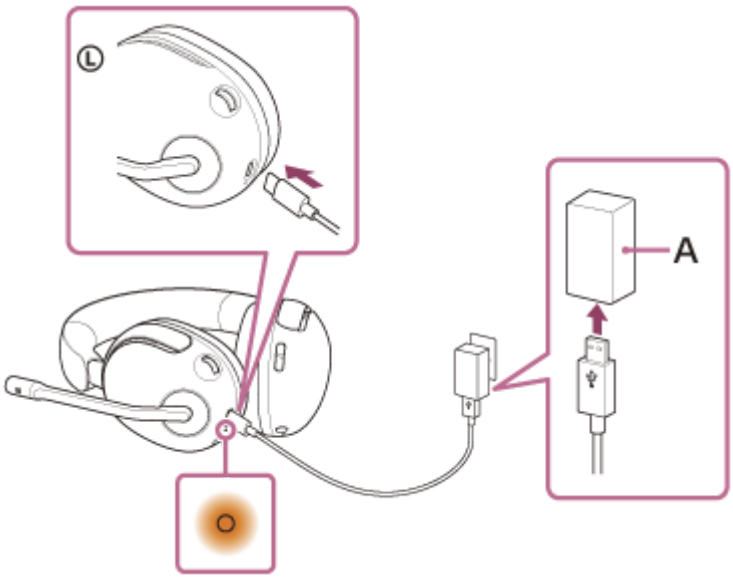
Wireless Gaming Headset
INZONE H5

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

PS5™

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.

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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.

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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

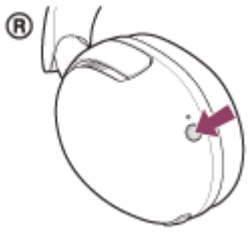
- About the indicator

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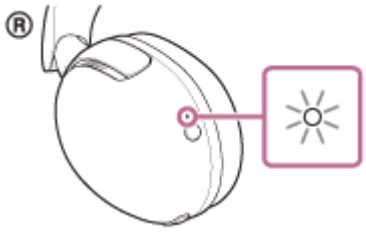
Wireless Gaming Headset
INZONE H5

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

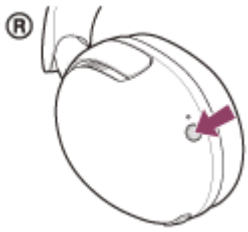
- Turning off the headset

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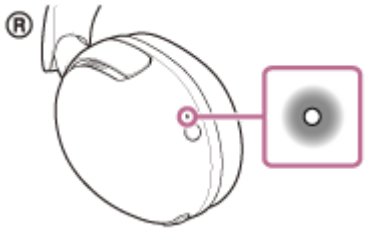
Wireless Gaming Headset
INZONE H5

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

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Wireless Gaming Headset
INZONE H5

Connecting the headset to a computer or PlayStation®5

Before starting the operation, make sure of the following:

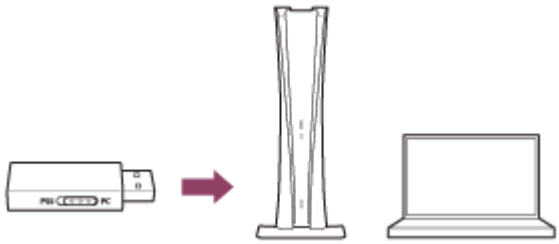
- The computer or PS5™ is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer or PS5 is in hand.

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.

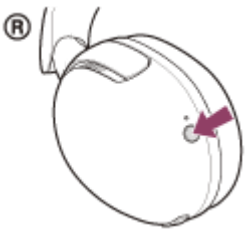
3 Connect the USB transceiver to a USB port of the computer or PS5.



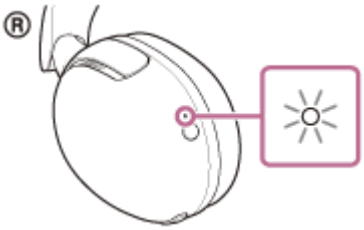
Note

- 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.

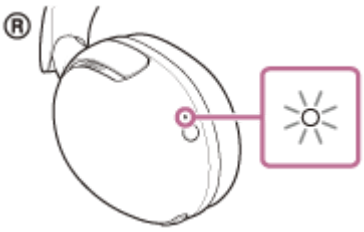
4 Press and hold the ⏻ (power) button for about 2 seconds or more to turn on the headset.



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.

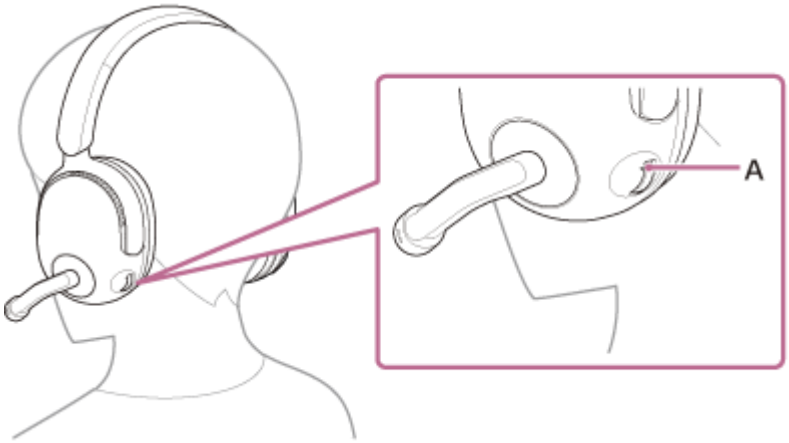
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What you can do while connected to a game console

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

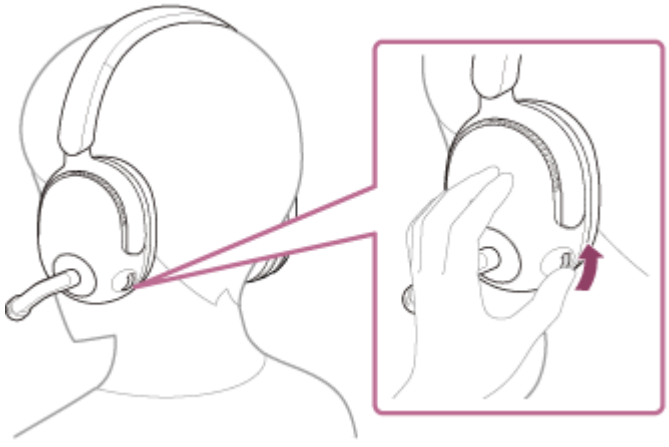
Adjusting the volume

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

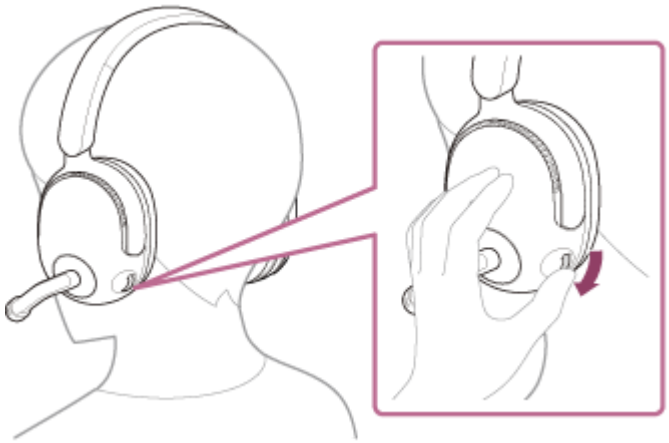


A: Tactile dot

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

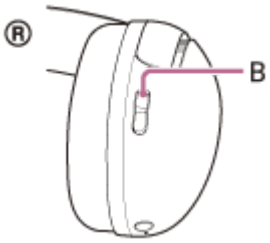


- Decrease the volume: Turn the VOL (volume) –/+ dial to the – side.



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

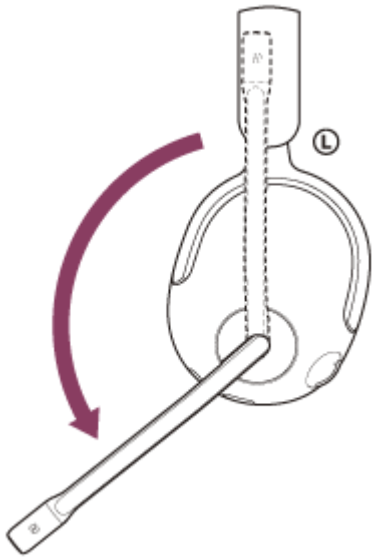
Note

- 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.

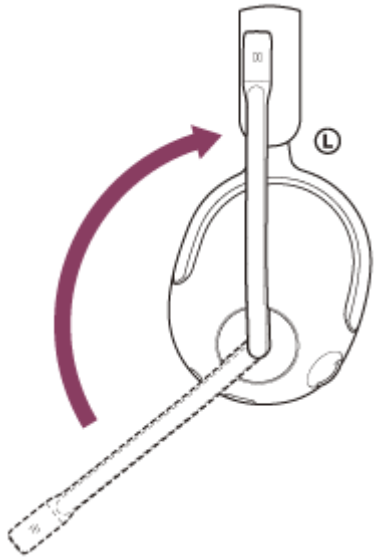
Switching the microphone on/off

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.

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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.

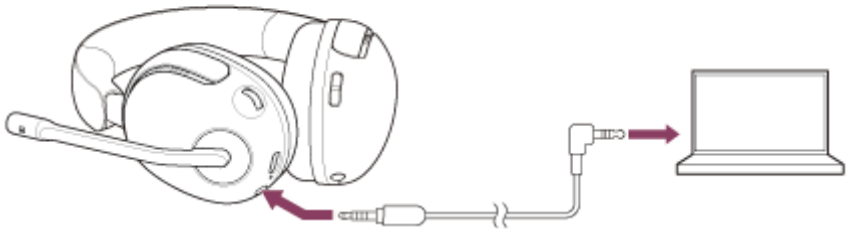
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Using the supplied headphone cable

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

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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.

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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”.**

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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

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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.



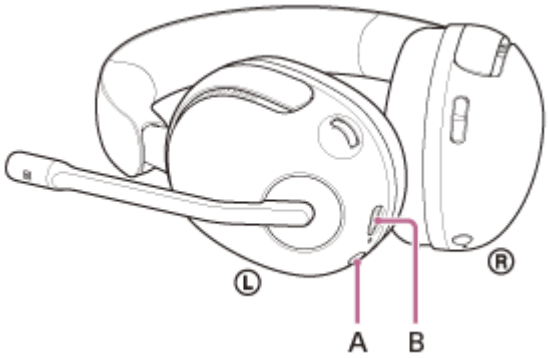
- Spilling a drink while eating or drinking.



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
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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

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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

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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

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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

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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

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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

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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.

Related Topic

- 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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Wireless Gaming Headset
INZONE H5

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

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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

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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

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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

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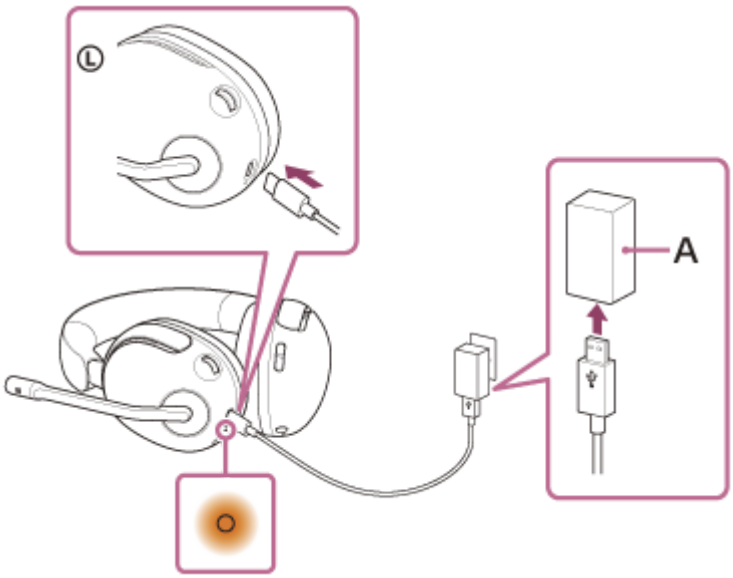
Wireless Gaming Headset
INZONE H5

Resetting the headset

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

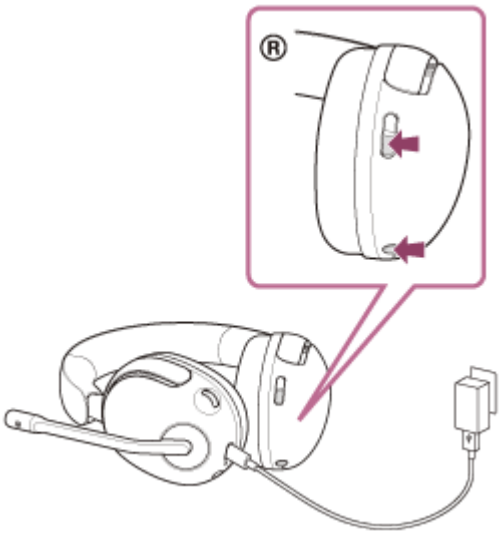
1 Connect the headset to an AC outlet.

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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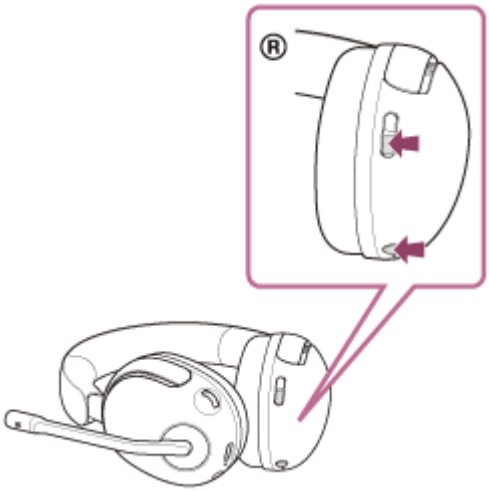
Initializing the headset to restore factory settings

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

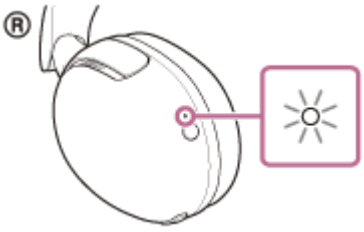
1. **Turn off the headset.**

   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

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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, π/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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