

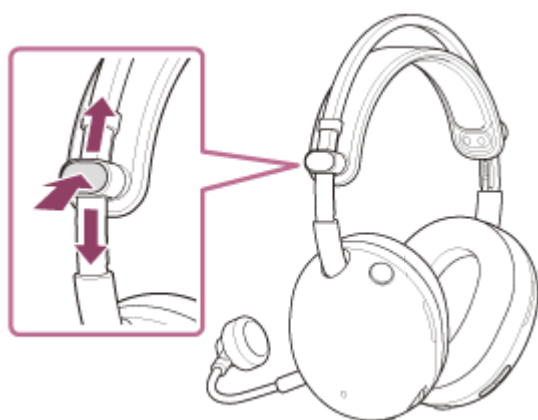
Wireless Noise Canceling Gaming Headset  
INZONE H9 II



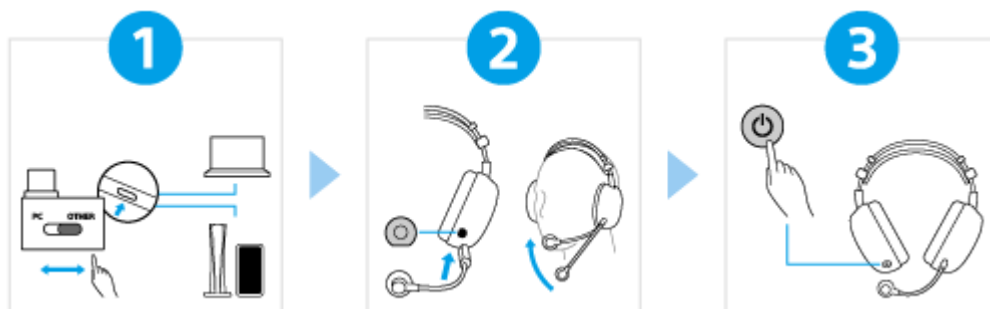
Model: YY2987

### Find out how to adjust headband size

Move the slider up and down while pressing the slider knobs on either side of the headband. Release your finger from the slider knob at the desired height to fix the slider in place. The height of the headband can be adjusted.



### 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 other devices: Set the slide switch to "OTHER"

2

### Put the headset on your ears and adjust the position of the boom microphone



Remove the boom microphone from the accessory box and insert it into the boom microphone input jack on the headset body. Make sure that you insert the plug until it clicks.

Also, adjust the position of the microphone so that the microphone part is at the mouth when the headset is worn.

3

### Turning on the headset



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

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

Audio output device such as games

[INZONE H9 II - Game]

Audio input/output device such as voice chat

[INZONE H9 II - Chat]

## To use all functions and improved performances

### PC software "INZONE Hub"



Use the latest version.

For download and further information on "INZONE Hub", refer to the following URL.

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

### Smartphone app "Sound Connect"

You can also use convenient headset functions on your smartphone.

Download the "Sound Connect" app and get the most out of what you have.



 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-G910N

### Getting started

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

[About the voice guidance](#)

### Supplied accessories

[Included items](#)

[Attaching the boom microphone](#)

### 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 to a computer, PlayStation®5, or USB Type-C compatible smartphone via the USB transceiver](#)

[Using the headset via the USB transceiver](#)

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

[Using the supplied headphone cable](#)

### Using by connecting to a Bluetooth device

[How to make a wireless connection to Bluetooth devices](#)

### Easy setup with app

[Connecting with the "Sound Connect" app](#)

## Android smartphone

- [Pairing and connecting with an Android smartphone using Bluetooth Classic](#)
- [Pairing and connecting with an Android smartphone using LE Audio](#)
- [Connecting to a paired Android smartphone](#)

## iPhone (iOS devices)

- [Pairing and connecting with an iPhone using Bluetooth Classic](#)
- [Connecting to a paired iPhone](#)

## Other Bluetooth devices

- [Pairing and connecting with a Bluetooth device](#)
- [Connecting to a paired Bluetooth device](#)

## Making phone calls

- [Receiving a call](#)
- [Making a call](#)
- [Functions for a phone call](#)

## Listening to music

- [Listening to music from a device via a Bluetooth connection](#)
- [Controlling the audio device \(Bluetooth connection\)](#)
- [About 360 Reality Audio](#)

## [Disconnecting Bluetooth connection \(after use\)](#)

## Sound quality mode

- [About the sound quality mode](#)

## [Supported codecs](#)

## Customizing the headset

### Using “INZONE Hub”

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

### Using the apps

- [What you can do with the “Sound Connect” app](#)
- [Installing the “Sound Connect” app](#)

└ [Accessing support information from the “Sound Connect” app](#)

[Apps and storage locations where the equalizer function can be set](#)

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

## Using the Ambient Sound Control function

### Noise canceling function

└ [What is noise canceling?](#)

└ [Using the noise canceling function](#)

### Listening to ambient sound

└ [Listening to ambient sound while playing games \(Ambient Sound Mode\)](#)

## Important information

[Precautions](#)

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

[Licenses](#)

[Trademarks](#)

[Customer support websites](#)

## Troubleshooting

[Troubleshooting](#)

[Resetting the headset](#)

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

## Specifications

[Specifications](#)

## 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 or other connected device using the supplied headphone cable.

### Enjoying chatting and calling on your smartphone

You can enjoy a voice chat and hands-free call while playing a game by connecting to a computer or PS5 with the USB transceiver and connecting to a smartphone at the same time via BLUETOOTH® connection.

### List of functions by connection

The available functions differ depending on the connection method as follows.

Functions	USB transceiver connection	Bluetooth connection	Headphone cable connected (power is turned on)	Headphone cable connected (power is turned off)	Remarks
Wireless Connection: USB transceiver	Active	Active	Inactive (*)	Inactive (*)	When the headphone cable is connected, wireless functions including Bluetooth cannot be used.
Wireless Connection: Bluetooth function	Active	Active	Inactive (*)	Inactive (*)	When the headphone cable is connected, wireless functions including Bluetooth cannot be used.
Main unit operation: Volume dial	Active	Active	Inactive	Inactive	
Main unit operation: GAME/CHAT BALANCE button	Active (*)	Inactive	Inactive	Inactive	Activated only when a computer is connected and the slide switch on the USB transceiver is set to "PC".
Main unit operation: Noise canceling/Ambient Sound Mode button	Active	Active	Active	Inactive	

Functions	USB transceiver connection	Bluetooth connection	Headphone cable connected (power is turned on)	Headphone cable connected (power is turned off)	Remarks
Main unit operation: Microphone on or off button	Active	Active	Active	Active (*)	When the headphone cable is connected and the power is turned off, the microphone on or off indicator does not light up even if the microphone is turned off.
Software: "INZONE Hub"	Active	Inactive (*)	Inactive	Inactive	Inactivated when the headset is connected to a computer via Bluetooth connection.
App: "Sound Connect"	Inactive (*)	Active	Inactive	Inactive	Inactivated when the headset is connected to a smartphone via a USB transceiver connection.
Other: Sidetone	Active	Active	Inactive	Inactive	
Other: Main unit equalizer	Active	Active	Inactive	Inactive	

## Related Topic

- [Connecting to a computer, PlayStation®5, or USB Type-C compatible smartphone via the USB transceiver](#)

## About the voice guidance

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You will hear the following voice guidances depending on the operating procedure performed and the headset status. In the factory settings, when you put the headset on your ears, you will hear the voice guidance in either English or Chinese.

You can change the language of the voice guidance using the “INZONE Hub” or “Sound Connect” app.

### “Pairing”

- When entering pairing mode

### “Low battery”

- When the remaining battery charge of the headset is low

### “Battery is empty”

- When automatically turning off due to low battery of the headset

### “Battery about XX %”/“Battery fully charged”

- When informing the remaining battery charge  
The “XX” value indicates the approximate remaining charge. Use it as a rough estimate.

### “Charging stopped. To resume charging, disconnect the USB cable and wait before trying again.”

- When abnormal charging or abnormal charging temperature occurs while using the headset during charging

#### 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 off the headset and on again.



Wireless Noise Canceling Gaming Headset  
INZONE H9 II

## Included items

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

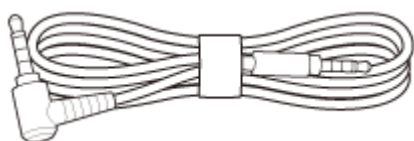
Numbers in parentheses indicate the number of items.

Wireless Noise Canceling Gaming Headset (1)

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



Headphone cable (1)



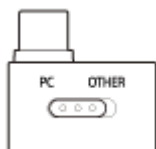
Detachable Boom Microphone (with windscreen) (1)



Soft pouch (1)



USB Type-C® Transceiver (YY2988) (1)



Documents (1 set)

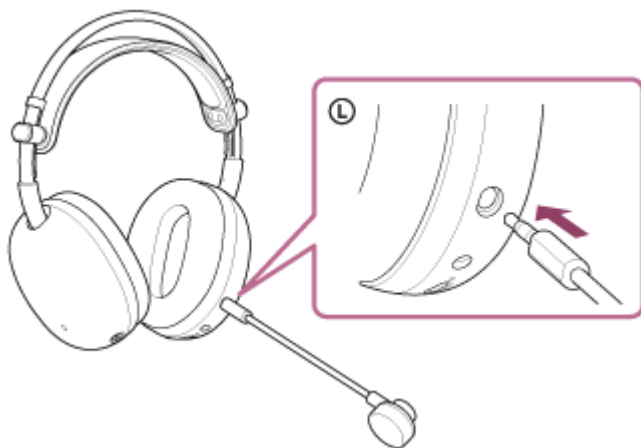


## Attaching the boom microphone

When making calls, be sure to attach the included boom microphone.

### 1 Attach the included boom microphone to the boom microphone input jack.

Make sure to match the plug and jack shapes when connecting.



#### Hint

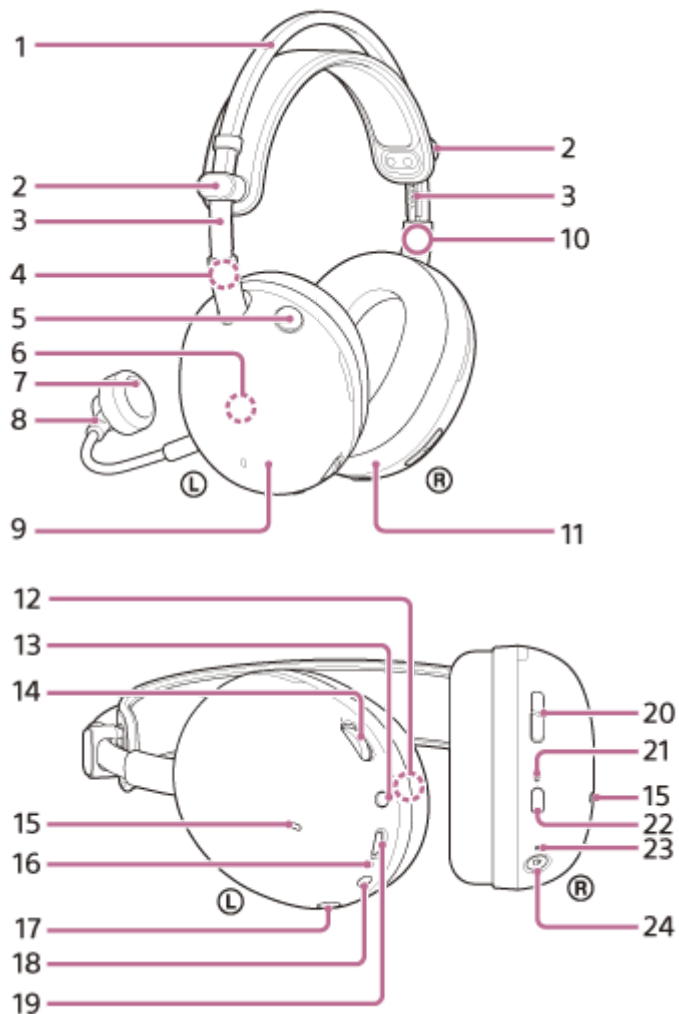
- The boom microphone can be removed when not in use.

#### Note

- Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you cannot use the microphone.

Wireless Noise Canceling Gaming Headset  
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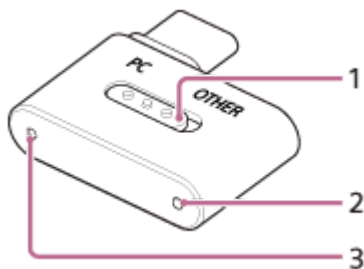
## Location and function of parts



1. Headband
2. Slider knobs (left, right)  
Slide to adjust the length of the headband.
3. Sliders (left, right)
4. Ⓛ (left) mark
5. Microphone on or off button  
Switches the microphones on or off.
6. Built-in antenna  
Proprietary 2.4 GHz and Bluetooth antennas are built into the headset.
7. Detachable Boom Microphone (with windscreen)  
Attach to the left unit.
8. Microphone on or off indicator (red)  
Lights up to indicate the microphone on or off status.

9. Left unit
10. ® (right) mark
11. Right unit
12. Serial number  
Located inside the left unit.
13. NC/AMB (noise canceling/Ambient Sound Mode) button
14. Volume dial –/+  
Adjust the volume of the headset during wireless connection. There is a tactile dot on the + side.
15. Noise canceling function microphones (left, right)  
Picks up the sound of the noise when the noise canceling function is in use.
16. Charging indicator (orange)  
Lights up or flashes to indicate the rechargeable battery and charging status.
17. Boom microphone input jack  
Connect the supplied boom microphone. Make sure that you insert the cable until it clicks. If the plug is not connected correctly, you cannot use the microphone.
18. Headphone cable input jack  
Connect a music player or other device with the included 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.
19. USB Type-C port  
Charge the battery using one of the following methods with the supplied USB Type-C cable.
- Connect the headset to your computer
  - Connect to an AC outlet using a commercially available USB AC adaptor
20. GAME/CHAT (GAME/CHAT BALANCE) button  
There is a game button and a chat button. When connected to a computer, adjust the volume balance between game sound and voice chat.
21. Bluetooth indicator (blue)  
Lights up or flashes to indicate the status of the Bluetooth connection.
22. Bluetooth button  
⌘ : Bluetooth mark
23. Power indicator (white)  
Lights up or flashes to indicate the power status and the connection status between the headset and the USB transceiver.
24. Power button  
⏻ : Power mark

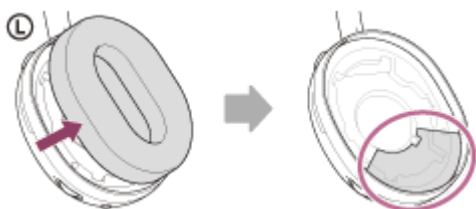
## **USB transceiver:**



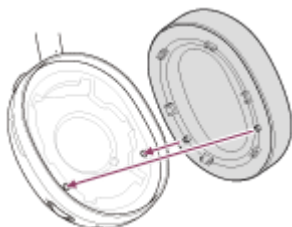
1. Slide switch  
Switches the headset connection to a computer or other device.
2. Connection indicator (white)
3. Connect button

## To check the serial number

- Make sure the headset is turned off and the USB Type-C cable is not connected.
- Remove the earpad from the left unit by pulling it straight off the housing. Avoid pulling it off at an angle. The serial number and safety marks are located on the lower center of the left unit.



- Attach the removed earpad to the left unit.  
Make sure that the direction of the two protrusions on the unit and the holes in the earpad are aligned, and firmly insert the six tabs into the unit until you hear a click.



### Note

- Do not remove the earpad unless necessary.
- Before removing the earpad, make sure the headset is turned off and the USB Type-C is not connected.
- Do not remove earpad in the presence of iron sand or other metal objects. Iron sand or other metal objects may adhere to the magnet inside the headset, causing the headset to malfunction.
- Be sure to attach the earpad in the correct direction. If the earpad is not attached in the correct direction, you may not get the desired acoustic performance.
- Any defects caused by failure to follow the above precautions are not covered by the product warranty.

## Related Topic

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



Wireless Noise Canceling Gaming Headset  
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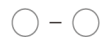
## About the indicator

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

- : Turns on in blue
- : Turns on in white
- : Turns on in orange
- : Turns on in red
- : Turns off

### Power indicator

**The indicator flashes twice in white.**



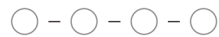
- When the headset is turned on

**The indicator lights up in white for about 2 seconds.**



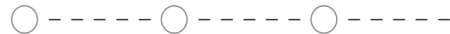
- When the headset is turned off

**The indicator flashes 4 times in white.**



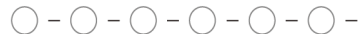
- When the initialization process is completed

**The indicator repeatedly flashes in white for about 30 seconds at 1-second intervals.**



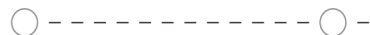
- When the wireless 2.4 GHz connection is not established

**The indicator repeatedly flashes quickly in white for about 5 seconds.**



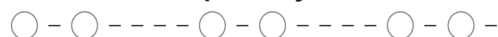
- When the wireless 2.4 GHz connection process is completed

**The indicator repeatedly flashes in white for about 30 seconds at 5-second intervals.**



- When the wireless 2.4 GHz connection is established

**The indicator repeatedly flashes twice in white for up to 5 minutes.**



- When the wireless 2.4 GHz connection is started

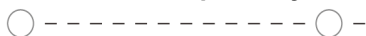


**The indicator repeatedly flashes slowly in white.**



- When software update is in progress

**The indicator repeatedly flashes in white for about 30 seconds at 5-second intervals.**



- When the headset is turned on while the headphone cable is connected

## **Bluetooth indicator**

**The indicator flashes 2 times in blue.**



- When turning on the Bluetooth mode

**The indicator lights up in blue for about 2 seconds.**



- When turning off the Bluetooth mode

**The indicator repeatedly flashes twice in blue for up to 5 minutes.**



- When pairing for a Bluetooth connection is started

**The indicator repeatedly flashes in blue for about 30 seconds at 1-second intervals.**



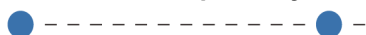
- When the Bluetooth connection is not established

**The indicator repeatedly flashes quickly in blue for about 5 seconds.**



- When the Bluetooth connection process is completed

**The indicator repeatedly flashes in blue for about 30 seconds at 5-second intervals.**



- When the Bluetooth connection is established

**The indicator repeatedly flashes quickly in blue.**



- When a call is incoming

## **Charging indicator**

**The indicator flashes 10 times in orange at an interval of about 1.5 seconds.**



- When the remaining battery charge of the headset is low

**The indicator lights up in orange for about 1 minute, and then turns off.**



- When the battery is fully charged when charging starts on the headset

**The indicator lights up in orange.**



- When the headset is charging

**The indicator turns off.**



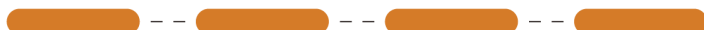
- When the battery becomes fully charged and charging is complete

**The indicator repeatedly flashes twice in orange.**



- When the battery temperature of the headset is abnormal

**The indicator repeatedly flashes slowly in orange.**



- When an error occurs while the headset is charging and the headset is not charged

## **Microphone on or off indicator**

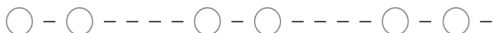
**The indicator lights up in red.**



- When the microphone is off

## **The connection indicator on the USB transceiver**

**The indicator repeatedly flashes twice in white for up to 5 minutes.**



- When the wireless 2.4 GHz connection is started

**The indicator repeatedly flashes in white for about 30 seconds at 1-second intervals.**



- When the wireless 2.4 GHz connection is not established

**The indicator lights up in white.**



- When the wireless 2.4 GHz connection is established

**The indicator repeatedly flashes slowly in white.**



- When software update is in progress

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### Related Topic

- [Charging the headset](#)
- [How to keep the software up-to-date \(for comfortable use of the headset\)](#)
- [Initializing the headset to restore factory settings](#)

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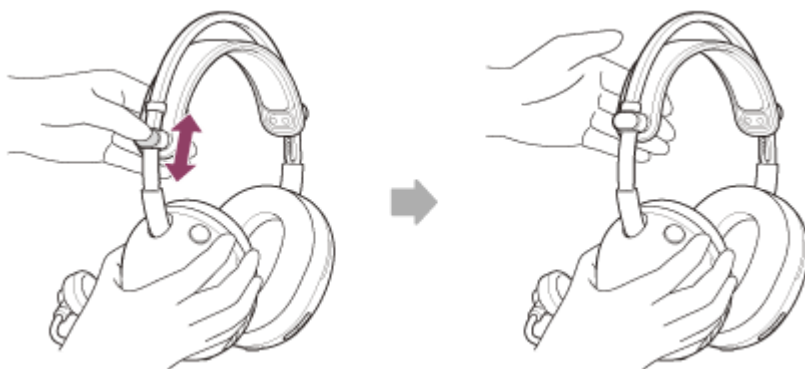
## Wearing the headset

### 1 Attach the boom microphone.

### 2 Adjust the slider height.

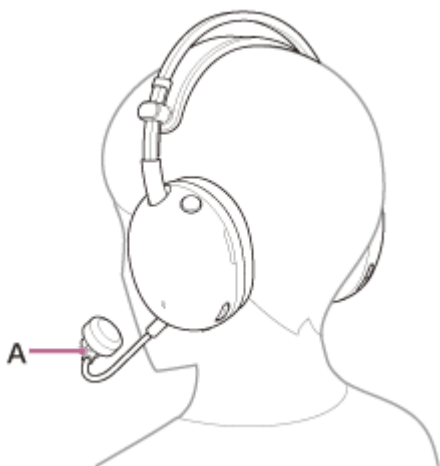
Move the slider up and down to adjust the headband height.

The slider part moves when the slider knob is pressed. The slider is locked when your finger is released from the slider knob.



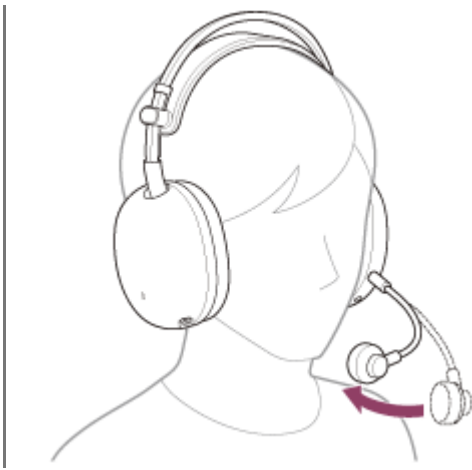
### 3 Put the headset on your ears.

Put the headset unit with the L-mark on your left ear and the headset unit with the R-mark on your right ear. A boom microphone (A) is attached to the left unit.



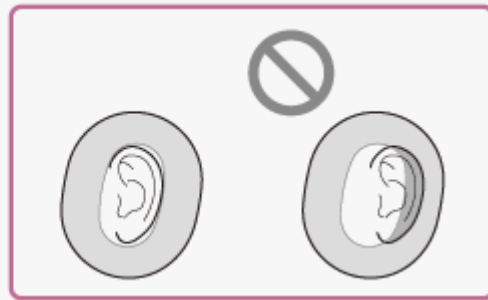
### 4 Adjust the position of the boom microphone so that it is near your mouth.

The microphone should be adjusted at the same height as the chin and about 1 to 4 fingers away from the mouth (up to 35 mm (1.38 in)).



### Hint

- If you are concerned about breathing noise, make sure the windscreen is installed and position the microphone away from your mouth. It is recommended to test the microphone once with “INZONE Hub” or your app.
- If the headset is not worn properly on your ears, it may cause ear pain and the noise canceling effect may not be achieved properly. Be careful not to let the cushion part of the earpads apply pressure on your ears.



### Related Topic

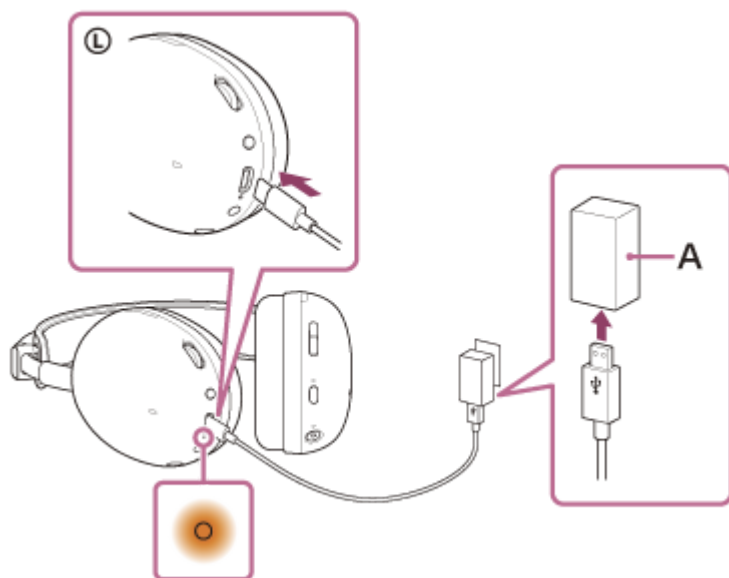
- [Attaching the boom microphone](#)
- [Controlling the audio device \(Bluetooth connection\)](#)
- [What you can do with “INZONE Hub”](#)
- [What you can do with the “Sound Connect” app](#)

## Charging the headset

The headset contains a built-in lithium-ion rechargeable battery. Use the supplied USB Type-C cable to charge the headset before use.

### 1 Connect the headset to an AC outlet.

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



The charging indicator on the headset lights up in orange.  
When charging is complete, the charging indicator turns off automatically.

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

## About the charging time

The required time for fully charging the headset is about 3.5 hours (\*).

(\*) Time required for charging the empty battery to its full capacity. The charging time may differ depending on the conditions of use.

## About using the headset while charging

The headset can also be used with a USB AC adapter connected to an AC outlet.

Do not charge the headset when there is liquid such as water or sweat, or foreign matter such as dust on the USB Type-C cable or USB Type-C port. Doing so may result in accidents such as burns or serious injury due to fire, electric shock, overheating, or ignition. Note the following when using the headset while charging.

- If you feel any abnormalities, stop using the headset immediately.
- Check that there is no dust or foreign objects in the port.
- If the USB Type-C cable or USB Type-C port gets wet with liquid such as drinking water or sweat while charging, immediately disconnect the USB Type-C cable from the connected device. Charging will stop.



## 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

### Recommended personal computer OS version

Windows®: Windows 10 or later

Mac: macOS 13 or later

#### Hint

- The headset can be also charged by connecting the headset to a running computer using the supplied USB Type-C cable.
- You can charge the headset while it is in use by using the following connection methods.
  - Connect the headset to an AC outlet using the USB AC adapter
  - Connect the headset to a personal computer with a USB charging compatible terminal as standard equipment

#### 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, start charging once again after changing the computer settings.
- 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 hours will improve after several charge and discharge cycles. 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 in orange flashes in orange. 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 the Sony support contact or 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 may not immediately light up in orange when 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 the Sony support contact or 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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## Related Topic

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

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## Available operating time

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

### Gaming headset

Purpose of use	USB Type-C transceiver connection status	Bluetooth connection status	Noise canceling function/Ambient Sound Mode	Available operating time
Game (*)	Game	Not applicable	Noise canceling function: Active	Maximum 24 hours
Game (*)	Game	Not applicable	Ambient Sound Mode: Active	Maximum 24 hours
Game (*)	Game	Not applicable	Inactive	Maximum 40 hours
Game and chat	Game and chat	Not applicable	Noise canceling function: Active	Maximum 20 hours
Game and chat	Game and chat	Not applicable	Ambient Sound Mode: Active	Maximum 20 hours
Game and chat	Game and chat	Not applicable	Inactive	Maximum 30 hours
Game and chat	Game	Chat (Bluetooth Classic calling mSBC)	Noise canceling function: Active	Maximum 18 hours
Game and chat	Game	Chat (Bluetooth Classic calling mSBC)	Ambient Sound Mode: Active	Maximum 18 hours
Game and chat	Game	Chat (Bluetooth Classic calling mSBC)	Inactive	Maximum 24 hours
Game and chat	Game	Chat (Bluetooth LE Audio calling LC3)	Noise canceling function: Active	Maximum 18 hours
Game and chat	Game	Chat (Bluetooth LE Audio calling LC3)	Ambient Sound Mode: Active	Maximum 18 hours
Game and chat	Game	Chat (Bluetooth LE Audio calling LC3)	Inactive	Maximum 24 hours
Game + Chat + Music	Game and chat	Music playback (Bluetooth Classic SBC)	Noise canceling function: Active	Maximum 18 hours
Game + Chat + Music	Game and chat	Music playback (Bluetooth Classic SBC)	Ambient Sound Mode: Active	Maximum 18 hours

Purpose of use	USB Type-C transceiver connection status	Bluetooth connection status	Noise canceling function/Ambient Sound Mode	Available operating time
Game + Chat + Music	Game and chat	Music playback (Bluetooth Classic SBC)	Inactive	Maximum 24 hours
Game + Chat + Music	Game and chat	Music playback (Bluetooth Classic AAC)	Noise canceling function: Active	Maximum 18 hours
Game + Chat + Music	Game and chat	Music playback (Bluetooth Classic AAC)	Ambient Sound Mode: Active	Maximum 18 hours
Game + Chat + Music	Game and chat	Music playback (Bluetooth Classic AAC)	Inactive	Maximum 24 hours
Game + Chat + Music	Game and chat	Music playback (Bluetooth LE Audio LC3)	Noise canceling function: Active	Maximum 18 hours
Game + Chat + Music	Game and chat	Music playback (Bluetooth LE Audio LC3)	Ambient Sound Mode: Active	Maximum 18 hours
Game + Chat + Music	Game and chat	Music playback (Bluetooth LE Audio LC3)	Inactive	Maximum 24 hours

(\*) When the microphone is not being used for a call, the headset automatically shuts down unnecessary blocks and reduces power to extend operating time. However, depending on the game console or app you use, power may not be saved even when not being used for calls.

- The headset can be used for about 60 minutes after 5 minutes of charging.

### Headphone cable connected/power is turned on

Noise canceling function/Ambient Sound Mode	Available operating time
Noise canceling function: Active	Maximum 30 hours
Ambient Sound Mode: Active	Maximum 30 hours
Inactive	Maximum 48 hours

#### Note

- Usage hours may be different from the time described above depending on the conditions of use.

### Related Topic

- [Supported codecs](#)

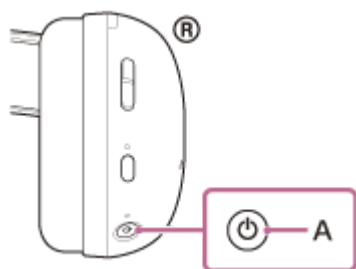
## Checking the remaining battery charge

You can check the remaining battery charge of the rechargeable battery in the following ways.

### Checking with the power button

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

When you press the power button (A) 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. This is a rough estimate.

The indicator also flashes in orange for about 15 seconds if the remaining battery charge is 20% or lower when the headset is turned on.

### Notification with voice guidance

A notification sound is emitted and the charging indicator flashes in orange for about 15 seconds. If you hear the voice guidance say, “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

The icon indicating the remaining battery charge is displayed on the “INZONE Hub” screen in 4 levels: 100%, 70%, 50%, and 20%.

### When you are using an iPhone (iOS 13 or later)

When the headset is connected to an iPhone via an HFP Bluetooth connection, you can check the remaining battery charge of the headset on an iPhone. For details, refer to the operating instructions supplied with the iPhone.

- HFP: Hands-free Profile

The remaining charge which is displayed may differ from the actual remaining charge in some cases. This is a rough estimate.

### When you are using an Android™ smartphone (OS 8.1 or later)

When the headset is connected to an Android smartphone via HFP or LE Audio Bluetooth connection, you can check the remaining battery charge of the headset on the smartphone. For more details, refer to the operating instructions supplied with the Android smartphone.

The remaining charge which is displayed may differ from the actual remaining charge in some cases. This is a rough estimate.

#### Hint

- You can also check the remaining battery charge of the headset with the “Sound Connect” app. Android smartphones and iPhone both support this app.

#### Note

- If the headset and smartphone are not connected with HFP or LE Audio, the remaining battery charge will not be correctly displayed.
- The remaining battery charge may not be properly displayed in the following cases:
  - When the headset has not been used for a long period of time.
  - For example, immediately after a software update.In this case, repeatedly charge and discharge the battery multiple times to properly display the remaining battery charge.

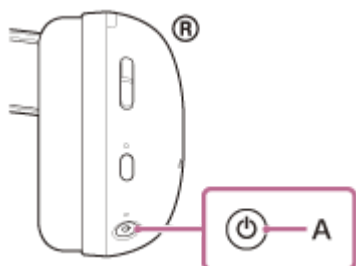
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#### Related Topic

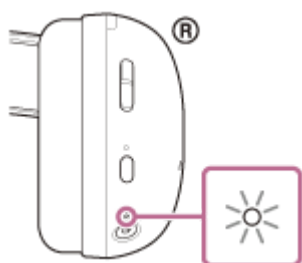
- [About the indicator](#)
- [What you can do with “INZONE Hub”](#)
- [What you can do with the “Sound Connect” app](#)

## Turning on the headset

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



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

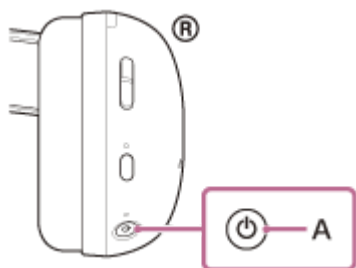


### Related Topic

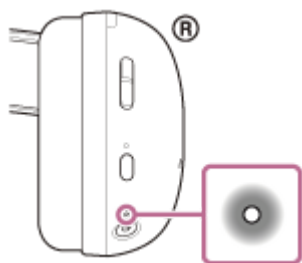
- [Turning off the headset](#)
- [What you can do with "INZONE Hub"](#)
- [What you can do with the "Sound Connect" app](#)

## Turning off the headset

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



You will hear a notification sound indicating that the headset is turning off.  
The power indicator lights up in white 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 and Bluetooth connection are terminated.
  - The headset is not in Bluetooth pairing mode.
  - The headset is not charging.

This setting can be changed using the “INZONE Hub” or “Sound Connect” app.

- After turning off the headset, the power button does not accept any controls for 3 seconds. To turn the headset back on, wait 3 seconds, then press and hold the power button again for about 2 seconds.

### Related Topic

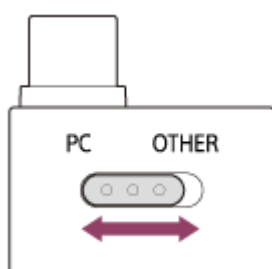
- [Turning on the headset](#)
- [What you can do with “INZONE Hub”](#)
- [What you can do with the “Sound Connect” app](#)

## Connecting to a computer, PlayStation®5, or USB Type-C compatible smartphone via the USB transceiver

Before starting the operating procedure, check the following.

- The computer, PS5, or USB Type-C compatible smartphone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions of the computer, PS5, or USB Type-C compatible smartphone is at hand.

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



- 2 Turn on the computer, PS5, or USB Type-C compatible smartphone.

- 3 Connect the USB transceiver to a USB port of the computer, PS5, or USB Type-C compatible smartphone.



### Note

- If the device does not recognize the headset microphone, make sure the slide switch of the USB transceiver is set correctly.
- If the wireless 2.4 GHz connection does not work, pair the headset with the USB transceiver manually. Press and hold the connect button on the USB transceiver and the power button on the headset for about 5 seconds or more. Press the connect button with an object with a thin tip that will not break, like a paperclip.
- 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.

## Using the headset via the USB transceiver

### 1 Put the headset on your ears.

See [“Wearing the headset”](#) for how to put the headset on your ears.

### 2 Check the connection status of the USB transceiver.

Connect the USB transceiver to a USB port of the computer, PS5, or USB Type-C compatible smartphone. The headset automatically connects to the USB transceiver via a wireless 2.4 GHz connection. When the connection is complete, you will hear a notification sound indicating that the connection is established from the headset. The indicator on the USB transceiver also lights up in white.

When the connection is not established, the indicator on the USB transceiver repeatedly flashes in white at about 1-second intervals for about 30 seconds.

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

- Audio output device such as games  
[INZONE H9 II – Game]
- Audio input/output device such as voice chat  
[INZONE H9 II – Chat]

#### Note

- If you cannot select the audio output or audio input/output device when connected to a computer, make sure that the slide switch on the USB transceiver is set to “PC”.
- If the device does not recognize the headset microphone, make sure the slide switch of the USB transceiver is set correctly.
- If the wireless connection does not work, pair the headset with the USB transceiver manually. Press and hold the connect button on the USB transceiver and the power button on the headset for about 5 seconds or more.  
Press the connect button with an object with a thin tip that will not break, like a paperclip.
- If the volume is turned down on the computer or USB Type-C compatible smartphone while connected via the USB transceiver, the volume cannot be turned up very high using the headset. To turn the volume up higher, adjust the volume on the computer or USB Type-C compatible smartphone.

## Related Topic

- [Connecting to a computer, PlayStation®5, or USB Type-C compatible smartphone via the USB transceiver](#)

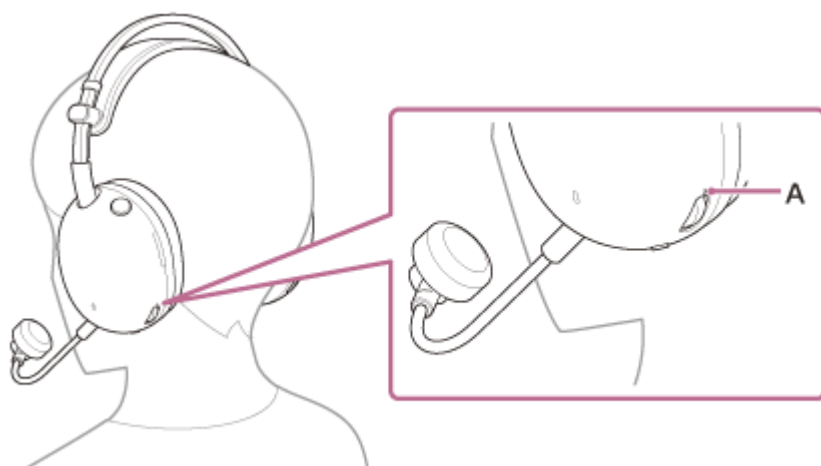


## What you can do while connected to a game console

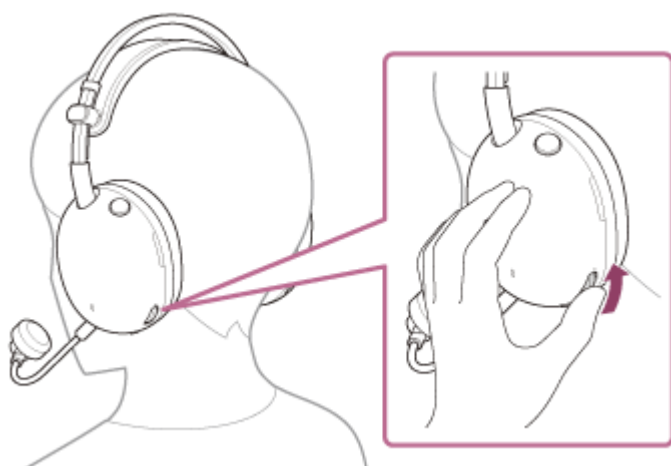
When you connect the headset to a game console such as computer or PS5, you can do the following.

### Adjusting the volume

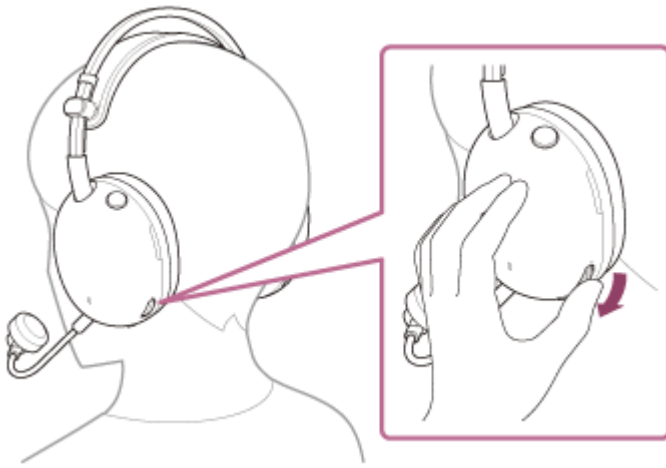
You can adjust the volume to the desired level with the volume dial.  
The + side has a tactile dot (A).



- To increase the volume  
Turn the volume dial to the + side.

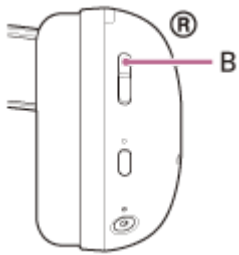


- To lower the volume  
Turn the volume dial to the – side.



## 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 BALANCE button (B). 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.



### Note

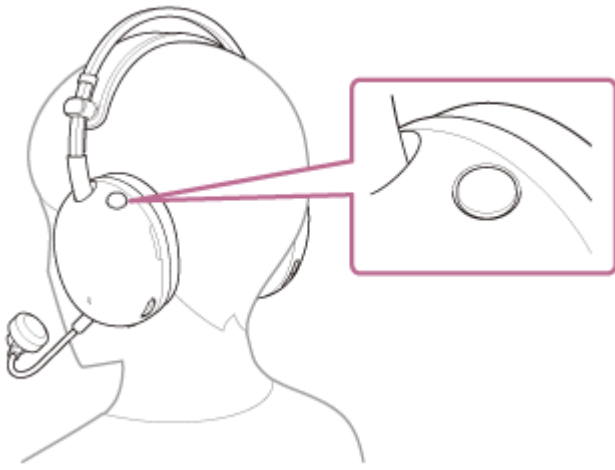
- Some games may not support the GAME/CHAT BALANCE button.
- The GAME/CHAT BALANCE button is only enabled when connected to a computer and the slide switch on the USB transceiver is set to "PC". The volume balance with a Bluetooth device cannot be adjusted.
- Set the audio output destination for each application on your computer as follows.  
If the settings are incorrect, the volume balance between the game sound and voice chat is not adjusted properly.
  - Gaming apps  
[INZONE H9 II – Game]
  - Chat apps  
[INZONE H9 II – Chat]
- Be careful since when you press the chat button while the audio output device of the computer is set as follows, the volume of games will be increased.  
[INZONE H9 II – Chat]
- Depending on the caller's voice characteristics or the ambient environmental noises, the call sound quality may be reduced.

## Switching the microphone on or off

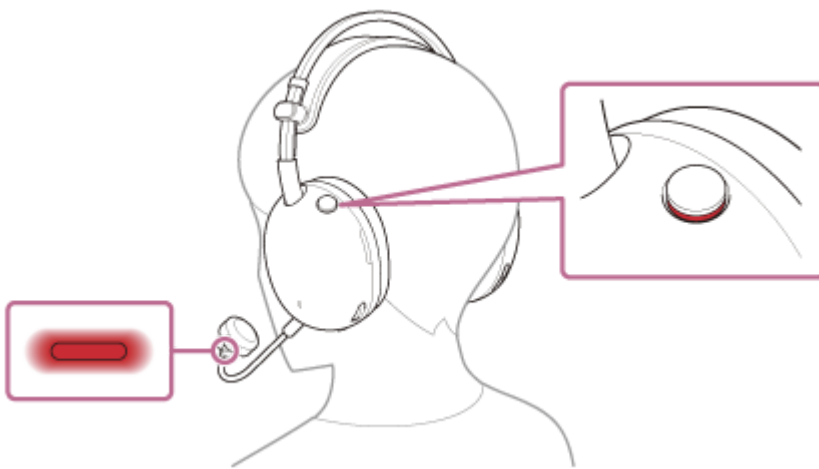
When the microphone is not in use, press the microphone on or off button so that the button is pushed out. The microphone is turned off and the microphone cannot be used. A red line appears on the side of the button and the microphone on or off indicator on the tip of the microphone lights up in red.

When using the microphone, press the microphone on or off button so that the button is pressed in. The microphone off state is released and the microphone can be used. The red line on the side of the button disappears and the microphone on or off indicator on the tip of the microphone turns 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.
- If the headset is turned off and the headphone cable is connected, the microphone on or off indicator does not light up even if the microphone is off.

#### Related Topic

- [Location and function of parts](#)

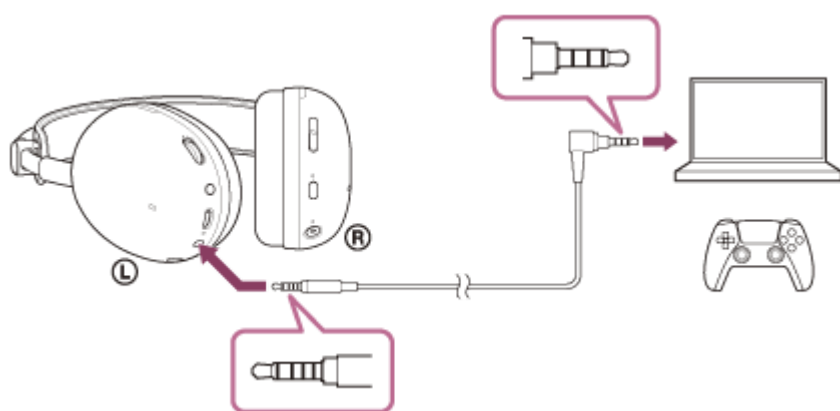
## Using the supplied headphone cable

You can use the headset as noise canceling headphones while the headset is connected to a device via the supplied headphone cable and the headset is turned on.

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

Connect the 5-pole straight plug to the headset side and the 4-pole L-type plug to the device side.  
The connecting device side is a CTIA compliant cable with 4-pole specifications including the microphone.

- CTIA: Cellular Telephone Industry Association



### To adjust the volume

Operate on the side of the computer or other connected device.

### To switch the microphone on or off

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

When the headset is turned off, the microphone itself is muted, but the microphone on or off indicator does not light up.

#### Hint

- You can listen to music even if the headset is turned off. In this case, the noise canceling function cannot be used.
- To use the noise canceling function/Ambient Sound Mode, turn the headset on.

#### 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 a headphone cable, the following functions cannot be used.
  - USB transceiver
  - Volume adjustment function
  - GAME/CHAT BALANCE adjustment function
  - Bluetooth function
- The noise canceling/Ambient Sound Mode button cannot be used when the headset is turned off.

---

## Related Topic

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

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## How to make a wireless connection to Bluetooth devices

---

You can enjoy hands-free calling and voice chat with the headset wirelessly by using your Bluetooth device's Bluetooth function.

It can be used while connecting to a computer or PS5 via wireless 2.4 GHz connection.

### Pairing

To use the Bluetooth function, you must register both devices that will connect with each other in advance. This process of registration is called "pairing".

Pair the headset with the device manually.

### Connecting to a paired device

Once a device is paired, it is not necessary to pair it again. Connect to devices already paired with the headset using the methods necessary for each device.

---

#### Related Topic

- [Pairing and connecting with an Android smartphone using Bluetooth Classic](#)
- [Connecting to a paired Android smartphone](#)
- [Pairing and connecting with an iPhone using Bluetooth Classic](#)
- [Connecting to a paired iPhone](#)
- [Pairing and connecting with a Bluetooth device](#)
- [Connecting to a paired Bluetooth device](#)

## Connecting with the “Sound Connect” app

Launch the “Sound Connect” app on your Android smartphone/iPhone to connect the headset to a smartphone or iPhone.



### Note

- The connection with some smartphones and iPhone devices may become unstable when connecting using the “Sound Connect” app. In that case, follow the procedures in [“Connecting to a paired Android smartphone”](#), or [“Connecting to a paired iPhone”](#) to connect to the headset.

### Related Topic

- [Pairing and connecting with an Android smartphone using Bluetooth Classic](#)
- [Connecting to a paired Android smartphone](#)
- [Pairing and connecting with an iPhone using Bluetooth Classic](#)
- [Connecting to a paired iPhone](#)
- [What you can do with the “Sound Connect” app](#)
- [Installing the “Sound Connect” app](#)

## Pairing and connecting with an Android smartphone using Bluetooth Classic

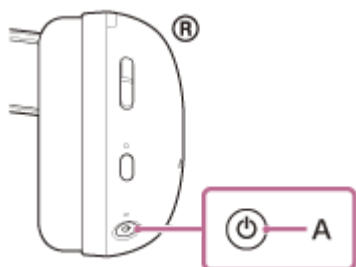
The operating procedure to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

Before starting the operating procedure, check the following.

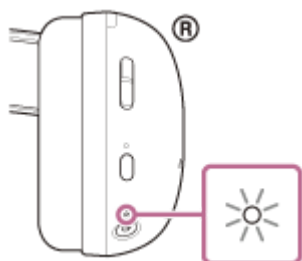
- The Android smartphone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the Android smartphone is at hand.

### 1 Turn on the headset.

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



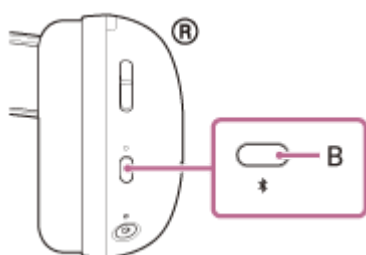
You will hear a notification sound indicating that the headset is turned on.  
The power indicator flashes in white twice.



When the Bluetooth indicator turns off, proceed to step 2.  
When the Bluetooth indicator lights up in blue, proceed to step 3.

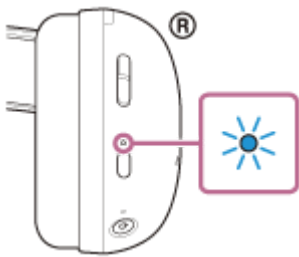
### 2 Turn on the Bluetooth mode.

Press and hold the Bluetooth button (B) for about 2 seconds.



You will hear a notification sound indicating that the Bluetooth mode is turned on.  
The Bluetooth indicator flashes in blue twice, and then flashes slowly.





The headset enters pairing mode automatically in the following cases: Proceed to step 4.

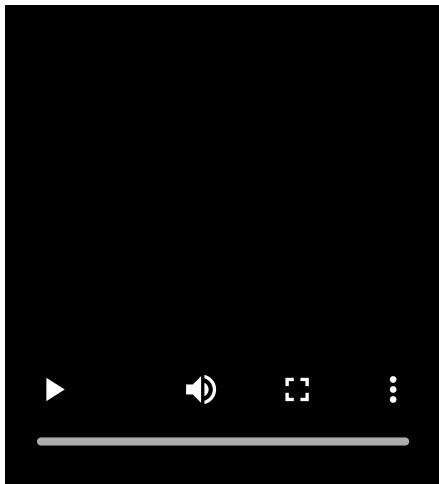
- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

### 3 Enter pairing mode on this headset.

Press and hold the Bluetooth button for about 5 seconds.

The Bluetooth indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, "Pairing".

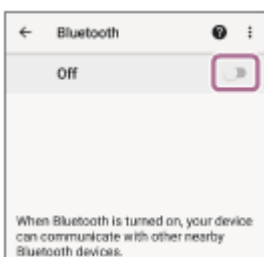


### 4 Unlock the screen of the Android smartphone if it is locked.

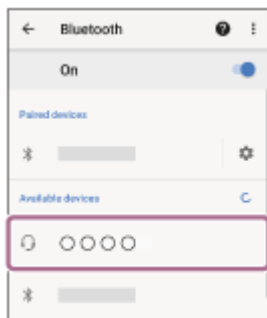
### 5 On your Android smartphone screen, select the following items. [Settings] - [Device connection] - [Bluetooth]



### 6 Touch the switch to turn on the Bluetooth function.



## 7 Touch [INZONE H9 II].

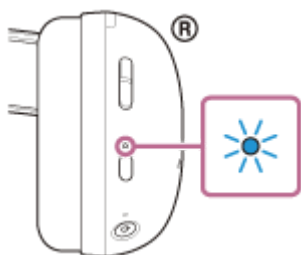


If Passkey (\*) input is required, input “0000”.

The headset and smartphone are paired and connected with each other.

The Bluetooth indicator flashes quickly in blue for about 5 seconds, then changes to a slow flashing. You will hear a notification sound indicating that the connection is established from the headset.

(\*) A Passkey may be called “Passcode”, “PIN code”, “PIN number”, or “Password”.



If they are not connected, see [“Connecting to a paired Android smartphone”](#).

If [INZONE H9 II] does not appear on your Android smartphone screen, try again from step 5.

### Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- To delete all Bluetooth pairing information, see [“Initializing the headset to restore factory settings”](#).

### Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operating procedure again from step 2.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - If pairing information is deleted, such as after a repair
  - When a 9th device is paired  
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the connected Bluetooth device
  - When the headset is initialized  
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired Android smartphone](#)
- [Listening to music from a device via a Bluetooth connection](#)

- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

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## Pairing and connecting with an Android smartphone using LE Audio

LE Audio is a sound communication standard for Bluetooth technology.

An LE Audio connection prioritizes low latency, resulting in a lower connection stability compared to a Classic Audio connection. If you experience sound stuttering due to poor reception, reconnect using Classic Audio.

Both the Android smartphone and the headset must support LE Audio.

### Devices supporting LE Audio

For the latest information on compatible devices, refer to the following pages.

- Support page (For models of countries and regions excluding Chinese mainland)
- “Sound Connect” download page (For models of Chinese mainland)

### About LE Audio

- LE Audio supports the “LC3” codec. When connection is established using LE Audio, you can enjoy sound from an Android smartphone with less sound delay.

#### 1 Install the “Sound Connect” app on the Android smartphone, and connect the headset via Bluetooth connection.

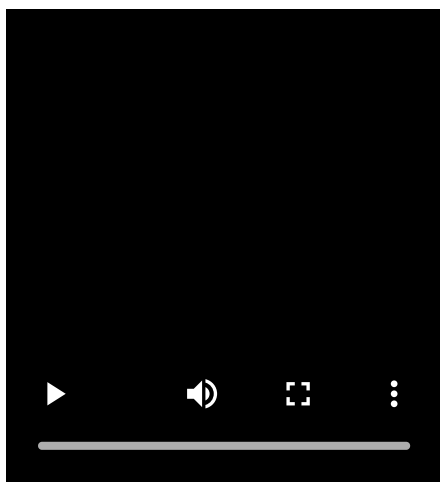
For details on how to connect via Bluetooth connection, see “[Connecting with the “Sound Connect” app](#)” or “[Pairing and connecting with an Android smartphone using Bluetooth Classic](#)”.

#### 2 Launch the “Sound Connect” app and select the following items. [LE Audio connection setting for headphones] - [LE Audio Priority]

#### 3 On your Android smartphone screen, select the following items to delete pairing information on Classic Audio. [Settings] - [Device connection] - [Bluetooth] - [Paired devices] - [INZONE H9 II]

#### 4 Press and hold the Bluetooth button for about 5 seconds to enter pairing mode.

You will hear a notification sound indicating that the headset enters pairing mode.  
The Bluetooth indicator repeatedly flashes in blue twice in a row.



- 5 On your Android smartphone screen, select the following items to open the Bluetooth settings screen.  
[Settings] - [Device connection]
- 6 Select [Pair new device].
- 7 Select [Available devices] - [INZONE H9 II].  
  
The headset and Android smartphone are paired and connected with each other.  
You will hear a notification sound indicating that the connection is established.
- 8 Touch the setting icon displayed next to the connected [INZONE H9 II].
- 9 Check that [LE Audio] is turned on.  
  
If it is turned off, touch the switch to turn on [LE Audio].
- 10 On the “Sound Connect” app screen, check that [LE Audio] is displayed under the headset name.

## To finish LE Audio

Reconnect the headset with the Android smartphone using Classic Audio.

Launch the “Sound Connect” app and select the following items.

[LE Audio connection setting for headphones] - [Classic Audio only (conventional connection method)]

### Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.
- If sound stuttering occurs or the connection is otherwise unstable, reconnect using Classic Audio. After connecting, set the sound quality mode to [Prioritize Sound Quality] or [Prioritize Stable Connection].

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## Related Topic

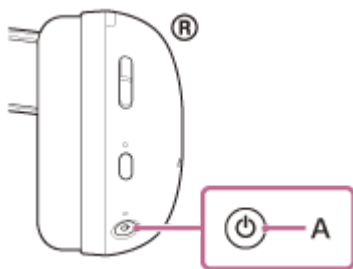
- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired Android smartphone](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Customer support websites](#)
- [Initializing the headset to restore factory settings](#)

## Connecting to a paired Android smartphone

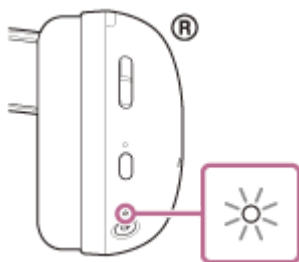
**1** Unlock the screen of the Android smartphone if it is locked.

**2** Turn on the headset, then turn on the Bluetooth mode.

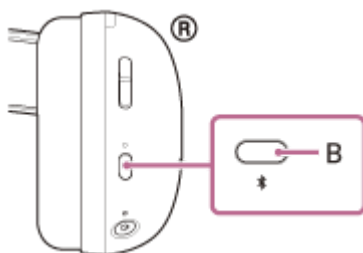
Press and hold the power button (A) for about 2 seconds or more to turn on the headset.



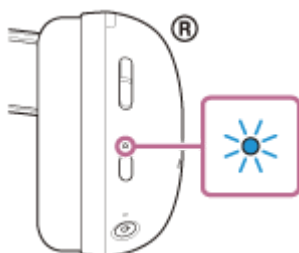
You will hear a notification sound indicating that the headset is turned on.  
The power indicator flashes in white twice.



When the Bluetooth indicator turns off, press and hold the Bluetooth button (B) for about 2 seconds to turn on the Bluetooth function.



You will hear a notification sound indicating that the Bluetooth mode is turned on.  
The Bluetooth indicator flashes in blue twice, and then flashes slowly.



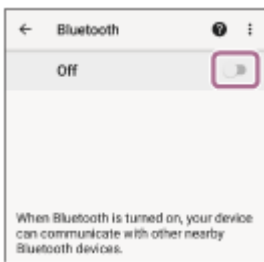
If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

Check the connection status on the Android smartphone. If it is not connected, proceed to step 3.

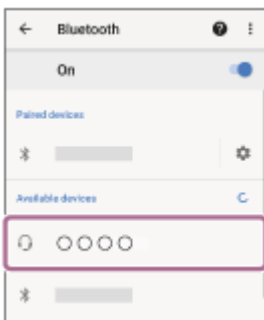
- 3 On your Android smartphone screen, select the following items.  
[Settings] - [Device connection] - [Bluetooth]**



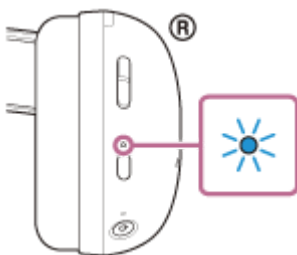
- 4 Touch the switch to turn on the Bluetooth function.**



- 5 Touch [INZONE H9 II].**



The Bluetooth indicator flashes quickly in blue for about 5 seconds, then changes to a slow flashing. You will hear a notification sound indicating that the connection is established from the headset.



### Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the Android smartphone.

### Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.

- If you cannot connect your smartphone to the headset, delete the headset pairing information on your smartphone and perform pairing again. As for the operating procedures on your smartphone, refer to the operating instructions supplied with the smartphone.

---

## Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an Android smartphone using Bluetooth Classic](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

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## Pairing and connecting with an iPhone using Bluetooth Classic

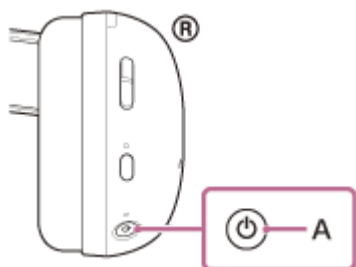
The operating procedure to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

Before starting the operating procedure, check the following.

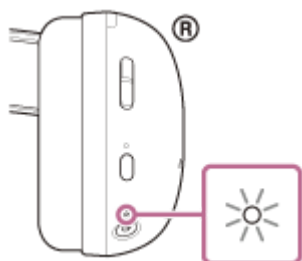
- The iPhone is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the iPhone is in hand.

### 1 Turn on the headset.

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



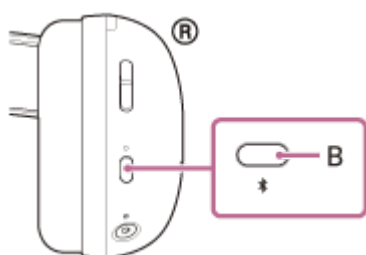
You will hear a notification sound indicating that the headset is turned on.  
The power indicator flashes in white twice.



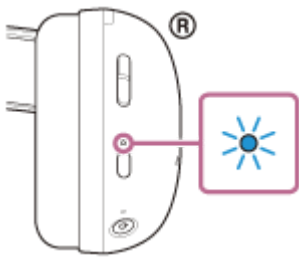
When the Bluetooth indicator turns off, proceed to step 2.  
When the Bluetooth indicator lights up in blue, proceed to step 3.

### 2 Turn on the Bluetooth mode.

Press and hold the Bluetooth button (B) for about 2 seconds.



You will hear a notification sound indicating that the Bluetooth mode is turned on.  
The Bluetooth indicator flashes in blue twice, and then flashes slowly.



The headset enters pairing mode automatically in the following cases: Proceed to step 4.

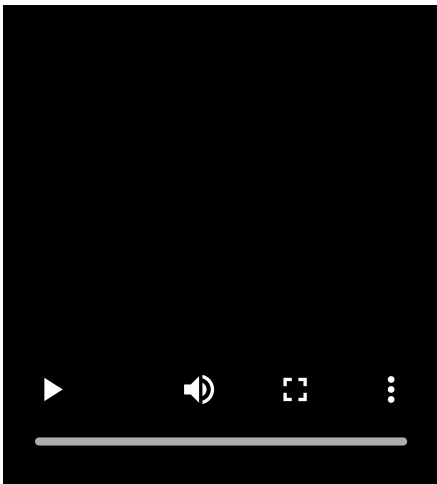
- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

### 3 Enter pairing mode on this headset.

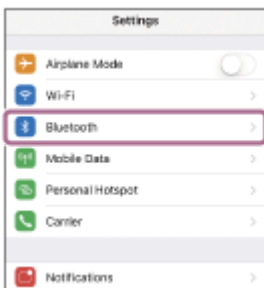
Press and hold the Bluetooth button for about 5 seconds.

The Bluetooth indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, "Pairing".



### 4 Unlock the screen of the iPhone if it is locked.

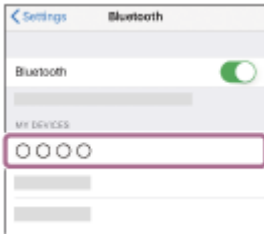
### 5 On your iPhone screen, go to [Settings] and touch [Bluetooth].



### 6 Touch the switch to turn on the Bluetooth function.



## 7 Touch [INZONE H9 II].

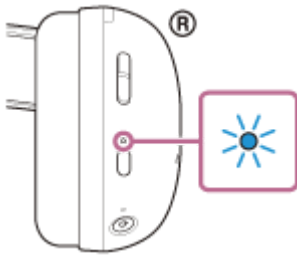


If Passkey (\*) input is required, input "0000".

The headset and iPhone are paired and connected with each other.

The Bluetooth indicator flashes quickly in blue for about 5 seconds, then changes to a slow flashing. You will hear a notification sound indicating that the connection is established from the headset.

(\*) A Passkey may be called "Passcode", "PIN code", "PIN number", or "Password".



If they are not connected, see ["Connecting to a paired iPhone"](#).

If [INZONE H9 II] does not appear on the display of the iPhone, try again from step 5.

### Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the iPhone.
- To delete all Bluetooth pairing information, see ["Initializing the headset to restore factory settings"](#).

### Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operating procedure again from step 2.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - If pairing information is deleted, such as after a repair
  - When a 9th device is paired  
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the connected Bluetooth device
  - When the headset is initialized  
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

---

## Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired iPhone](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

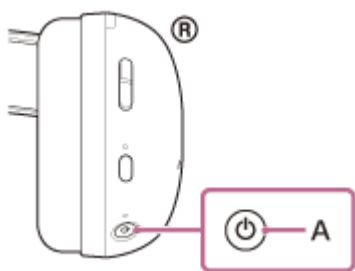
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## Connecting to a paired iPhone

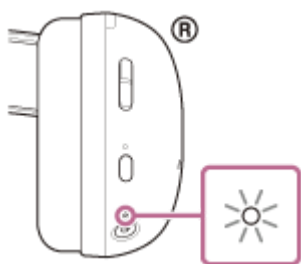
**1** Unlock the screen of the iPhone if it is locked.

**2** Turn on the headset, then turn on the Bluetooth mode.

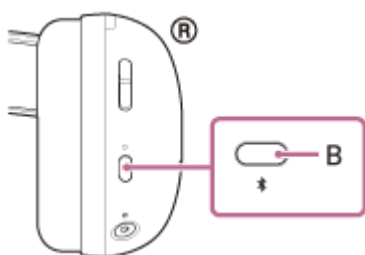
Press and hold the power button (A) for about 2 seconds or more to turn on the headset.



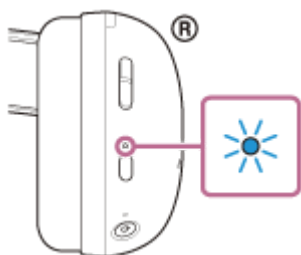
You will hear a notification sound indicating that the headset is turned on.  
The power indicator flashes in white twice.



When the Bluetooth indicator turns off, press and hold the Bluetooth button (B) for about 2 seconds to turn on the Bluetooth function.



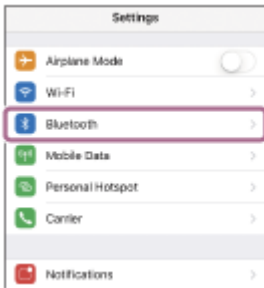
You will hear a notification sound indicating that the Bluetooth mode is turned on.  
The Bluetooth indicator flashes in blue twice, and then flashes slowly.



If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

Check the connection status on the iPhone. If it is not connected, proceed to step 3.

**3 On your iPhone screen, go to [Settings] and touch [Bluetooth].**



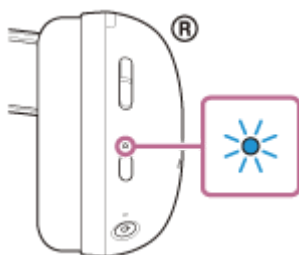
**4 Touch the switch to turn on the Bluetooth function.**



**5 Touch [INZONE H9 II].**



The Bluetooth indicator flashes quickly in blue for about 5 seconds, then changes to a slow flashing. You will hear a notification sound indicating that the connection is established from the headset.



**Hint**

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the iPhone.

**Note**

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your iPhone to the headset, delete the headset pairing information on your iPhone and perform pairing again. For the operating procedures on your iPhone, refer to the operating instructions supplied with the iPhone.

---

## Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with an iPhone using Bluetooth Classic](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

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## Pairing and connecting with a Bluetooth device

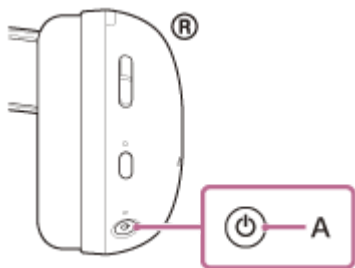
The operating procedure to register the device that you wish to connect to is called “pairing”. First, pair a device to use it with the headset for the first time.

Before starting the operating procedure, check the following.

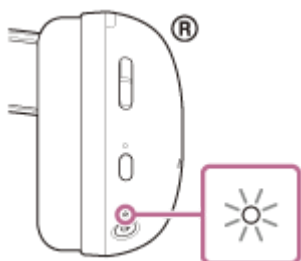
- The Bluetooth device is placed within 1 m (3.2 ft) of the headset.
- The headset is charged sufficiently.
- The operating instructions for the Bluetooth device is in hand.

### 1 Turn on the headset.

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



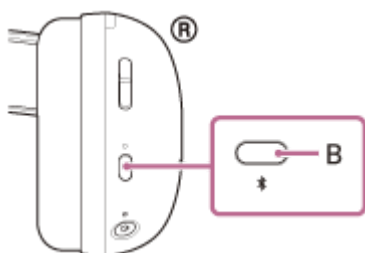
You will hear a notification sound indicating that the headset is turned on.  
The power indicator flashes in white twice.



When the Bluetooth indicator turns off, proceed to step 2.  
When the Bluetooth indicator lights up in blue, proceed to step 3.

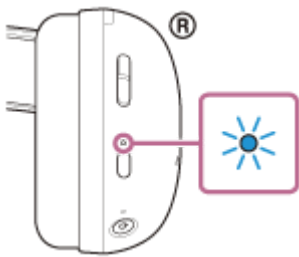
### 2 Turn on the Bluetooth mode.

Press and hold the Bluetooth button (B) for about 2 seconds.



You will hear a notification sound indicating that the Bluetooth mode is turned on.  
The Bluetooth indicator flashes in blue twice, and then flashes slowly.





The headset enters pairing mode automatically in the following cases: Proceed to step 4.

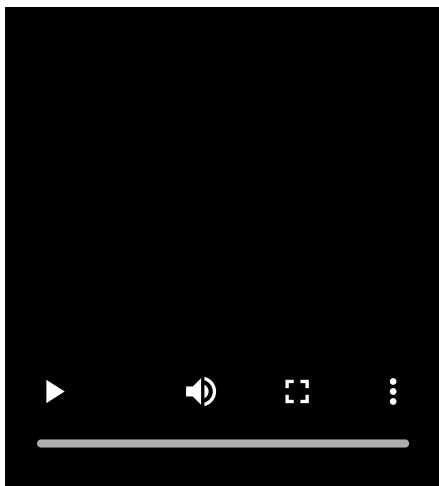
- When you pair the headset with a device for the first time after purchasing the headset
- After initializing the headset and clearing all pairing information

When you want to pair an additional device, if the headset already has pairing information for other devices, proceed to step 3.

### 3 Enter pairing mode on this headset.

Press and hold the Bluetooth button for about 5 seconds.

The Bluetooth indicator repeatedly flashes in blue twice in a row. You will hear the voice guidance say, "Pairing".



### 4 Perform the pairing procedure on the Bluetooth device to search for this headset.

[INZONE H9 II] will be displayed on the list of detected devices on the screen of the Bluetooth device.

If it is not displayed, repeat from step 3.

### 5 Select [INZONE H9 II] displayed on the screen of the Bluetooth device for pairing.

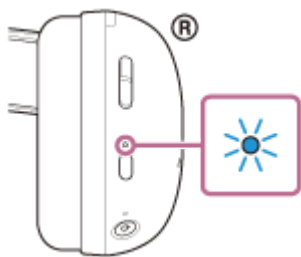
If Passkey (\*) input is required, input "0000".

(\*) A Passkey may be called "Passcode", "PIN code", "PIN number", or "Password".

### 6 Make the Bluetooth connection from the Bluetooth device.

Some devices automatically connect with the headset when pairing is complete.

The Bluetooth indicator flashes quickly in blue for about 5 seconds, then changes to a slow flashing. You will hear a notification sound indicating that the connection is established from the headset.



If they are not connected, see [“Connecting to a paired Bluetooth device”](#).

### Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the Bluetooth device.
- To delete all Bluetooth pairing information, see [“Initializing the headset to restore factory settings”](#).

### Note

- If pairing is not established within 5 minutes, pairing mode is canceled. In this case, start the operating procedure again from step 2.
- Once Bluetooth devices are paired, there is no need to pair them again, except in the following cases:
  - If pairing information is deleted, such as after a repair
  - When a 9th device is paired  
The headset can be paired with up to 8 devices. If you pair a 9th device, the pairing information with the oldest connection date and time will be overwritten with the information for the new device.
  - When the pairing information for the headset has been deleted from the connected Bluetooth device
  - When the headset is initialized  
All of the pairing information will be deleted. In this case, delete the pairing information for the headset from the connected device and then pair them again.

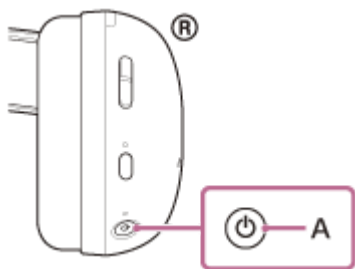
### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Connecting to a paired Bluetooth device](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)
- [Initializing the headset to restore factory settings](#)

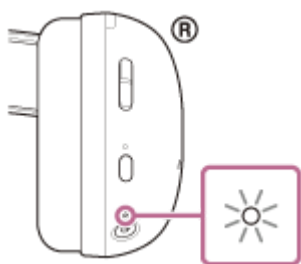
## Connecting to a paired Bluetooth device

### 1 Turn on the headset, then turn on the Bluetooth mode.

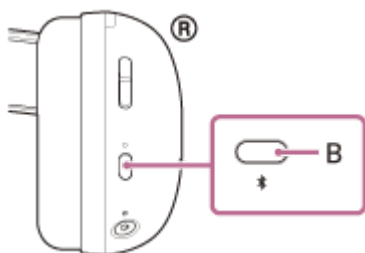
Press and hold the power button (A) for about 2 seconds or more to turn on the headset.



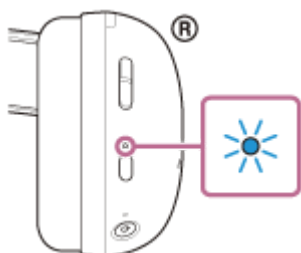
You will hear a notification sound indicating that the headset is turned on.  
The power indicator flashes in white twice.



When the Bluetooth indicator turns off, press and hold the Bluetooth button (B) for about 2 seconds to turn on the Bluetooth function.



You will hear a notification sound indicating that the Bluetooth mode is turned on.  
The Bluetooth indicator flashes in blue twice, and then flashes slowly.



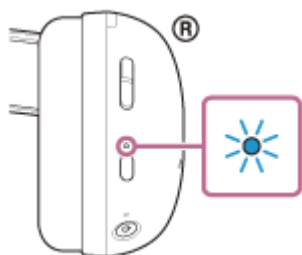
If the headset has automatically connected to the last connected device, you will hear a notification sound indicating that the connection is established.

Check the connection status on the Bluetooth device. If it is not connected, proceed to step 2.

## 2 Make the Bluetooth connection from the Bluetooth device.

For the operating procedures on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

The Bluetooth indicator flashes quickly in blue for about 5 seconds, then changes to a slow flashing. You will hear a notification sound indicating that the connection is established from the headset.



### Hint

- The above operating procedure is an example. For more details, refer to the operating instructions supplied with the Bluetooth device.

### Note

- If the last-connected Bluetooth device is placed near the headset, the headset may connect automatically to the device by simply turning on the headset. If this is the case, deactivate the Bluetooth function on the last-connected device or turn off the power.
- If you cannot connect your Bluetooth device to the headset, delete the headset pairing information on your Bluetooth device and perform pairing again. For the operating procedures on your Bluetooth device, refer to the operating instructions supplied with the Bluetooth device.

### Related Topic

- [How to make a wireless connection to Bluetooth devices](#)
- [Pairing and connecting with a Bluetooth device](#)
- [Listening to music from a device via a Bluetooth connection](#)
- [Disconnecting Bluetooth connection \(after use\)](#)

## Receiving a call

You can talk on the phone hands-free via a Bluetooth connection on a smartphone that supports the following Bluetooth profiles.

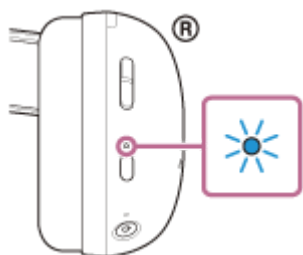
- HFP: Hands-free Profile
- HSP: Headset Profile
- CCP: Call Control Profile (\*)

(\*) LE Audio call profile.

- When connecting via Bluetooth Classic, if your smartphone supports both HFP and HSP, set it to HFP.
- The operating procedure may vary depending on the smartphone. Refer to the operating instructions supplied with the smartphone.
- Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

## Ring tone

When an incoming call arrives, a ring tone will be heard from the headset, and the Bluetooth indicator flashes quickly in blue.



Depending on the connected device or the application you are using, the indicator may not flash when an incoming call arrives.

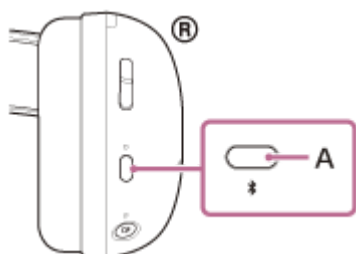
You will hear either of following ring tones, depending on your smartphone.

- Ring tone set on the headset
- Ring tone set on the smartphone
- Ring tone only for a Bluetooth connection set on the smartphone

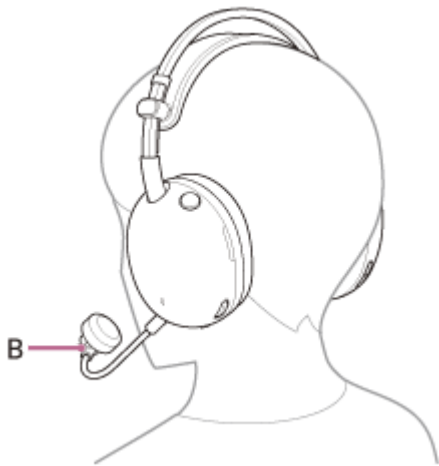
**1 Connect the headset to a smartphone via a Bluetooth connection beforehand.**

**2 When you hear the ring tone, press the Bluetooth button (A) on the headset and receive the call.**

When you receive an incoming call during music playback, playback pauses and a ring tone will be heard from the headset.



You can talk using the boom microphone (B) of the headset.

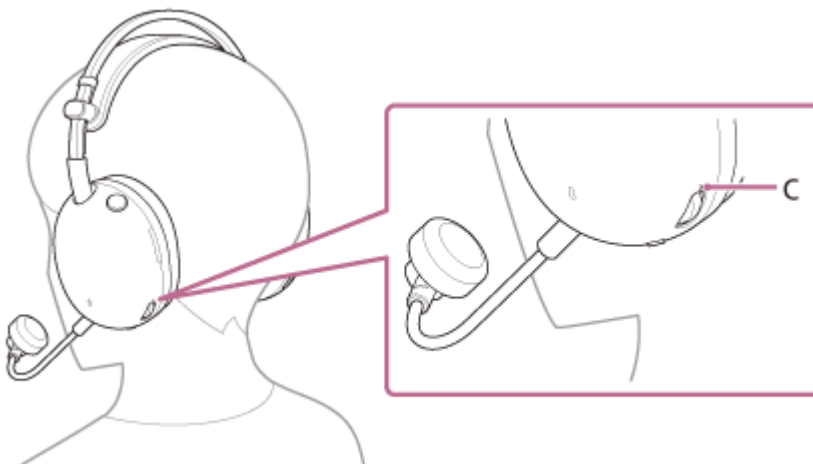


### **If no ring tone is heard via the headset**

- The headset may not be connected with the smartphone over HFP, HSP or CCP. Check the connection status on the smartphone.
- Check the volume of the headset.
- If music playback does not pause automatically, operate the headset to pause playback.

### **3 Adjust the volume using the volume dial of the headset.**

There is a tactile dot (C) on the + side.



### **4 When you finish your phone call, press the Bluetooth button on the headset to end the call.**

If you received a call during music playback, music playback resumes automatically after ending the call.

#### **Hint**

- Adjust the volume with the connected device and headset.

#### **Note**

- If your voice does not reach the other party, check the following.
  - Microphone is not turned off
  - The boom microphone is inserted until it clicks
- Depending on the connected device or playback application you are using, when you receive an incoming call during music playback, playback may not resume automatically even after you finish the call.

- Use a smartphone at least 50 cm (1.6 ft) away from the headset. Noise may result if the smartphone is too close to the headset.
- Your voice will be heard from the headset through the headset's boom microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction.

---

### Related Topic

- [Location and function of parts](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Making a call](#)
- [Functions for a phone call](#)

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## Making a call

You can talk on the phone hands-free via a Bluetooth connection on a smartphone that supports the following Bluetooth profiles.

- HFP: Hands-free Profile
- HSP: Headset Profile
- CCP: Call Control Profile (\*)

(\*) LE Audio call profile.

- When connecting via Bluetooth Classic, if your smartphone supports both HFP and HSP, set it to HFP.
- The operating procedure may vary depending on the smartphone. Refer to the operating instructions supplied with the smartphone.
- Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

### 1 Connect the headset to a smartphone via a Bluetooth connection.

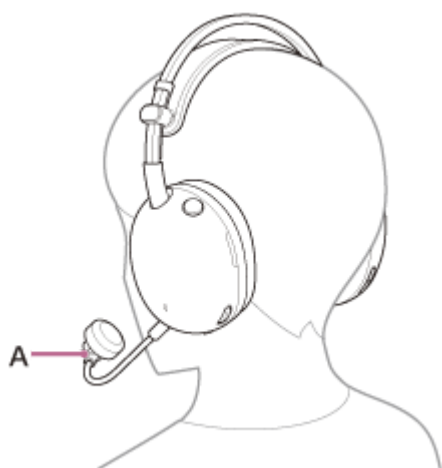
### 2 Operate your smartphone to make a call.

When you make a call, the dial tone is heard from the headset.

If you make a call during music playback, playback pauses.

If no dial tone is heard via the headset, switch the call device to the headset using your smartphone.

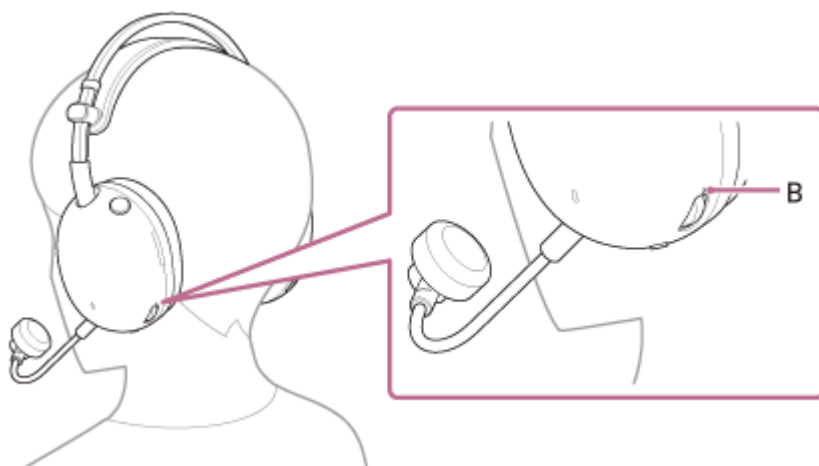
You can talk using the boom microphone (A) of the headset.



### 3 Adjust the volume using the volume dial of the headset.

There is a tactile dot (B) on the + side.





**4 When you finish your phone call, press the Bluetooth button on the headset to end the call.**

If you made a call during music playback, music playback resumes automatically after ending the call.

**Hint**

- Adjust the volume with the connected device and headset.

**Note**

- If your voice does not reach the other party, check the following.
  - Microphone is not turned off
  - The boom microphone is inserted until it clicks
- Depending on the connected device or playback application you are using, when you make a call during music playback, playback may not resume automatically even after you finish the call.
- Use a smartphone at least 50 cm (1.6 ft) away from the headset. Noise may result if the smartphone is too close to the headset.
- Your voice will be heard from the headset through the headset's boom microphone (Sidetone function). In this case, ambient sounds or the sounds of the headset operating procedure may be heard through the headset, but this is not a malfunction.

**Related Topic**

- [Location and function of parts](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Receiving a call](#)
- [Functions for a phone call](#)

## Functions for a phone call

The functions available during a call may vary depending on the profile supported by your smartphone. In addition, even if the profile is the same, the available functions may vary depending on the smartphone.

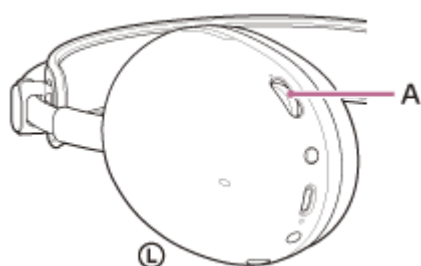
Depending on the connected device or the application you are using, the functions may not work properly even if you try to operate them with the headset.

Refer to the operating instructions supplied with the smartphone.

### When the supported profiles are HFP and CCP

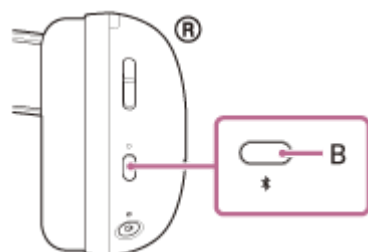
- HFP: Hands-free Profile
- CCP: Call Control Profile

You can use the volume dial (A) to perform the following operating procedures.



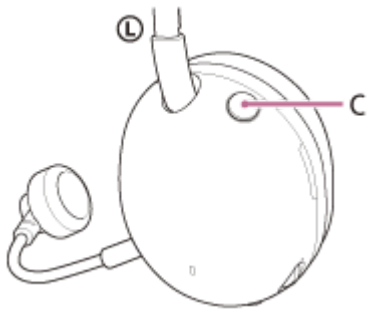
- To increase the volume  
Turn the volume dial to the + side.
- To lower the volume  
Turn the volume dial to the – side.

You can use the Bluetooth button (B) to perform the following operating procedures.



- To receive a call  
During an incoming call, press the Bluetooth button once briefly.
- To reject a call  
During an incoming call, press and hold the Bluetooth button for about 2 seconds.
- To finish a call  
During a call, press the Bluetooth button once briefly.
- To cancel an outgoing call  
During an outgoing call, press the Bluetooth button once briefly.

You can use microphone on or off button (C) to perform the following operating procedures.



- To turn on the microphone  
Press the microphone on or off button so that the button is pressed in.
- To turn off the microphone  
Press the microphone on or off button so that the button is pushed out.

### **When the supported profile is HSP**

- HSP: Headset Profile

**You can use the volume dial to perform the following operating procedures.**

- To increase the volume  
Turn the volume dial to the + side.
- To lower the volume  
Turn the volume dial to the – side.

**You can use the Bluetooth button to perform the following operating procedures.**

- To receive a call  
During an incoming call, press the Bluetooth button once briefly.
- To finish a call  
During a call, press the Bluetooth button once briefly.
- To cancel an outgoing call  
During an outgoing call, press the Bluetooth button once briefly.

**You can use microphone on or off button to perform the following operating procedures.**

- To turn on the microphone  
Press the microphone on or off button so that the button is pressed in.
- To turn off the microphone  
Press the microphone on or off button so that the button is pushed out.

---

### **Related Topic**

- [Location and function of parts](#)
- [Receiving a call](#)
- [Making a call](#)

## Listening to music from a device via a Bluetooth connection

If your Bluetooth device supports the following profiles, you can enjoy listening to music and control the device from your headset via a Bluetooth connection.

- A2DP: Advanced Audio Distribution Profile  
You can enjoy high-quality music wirelessly.
- AVRCP: Audio Video Remote Control Profile  
You can adjust the volume and other settings.

The operating procedure may vary depending on the Bluetooth device. Refer to the operating instructions supplied with the Bluetooth device.

**1 Connect the headset to a Bluetooth device.**

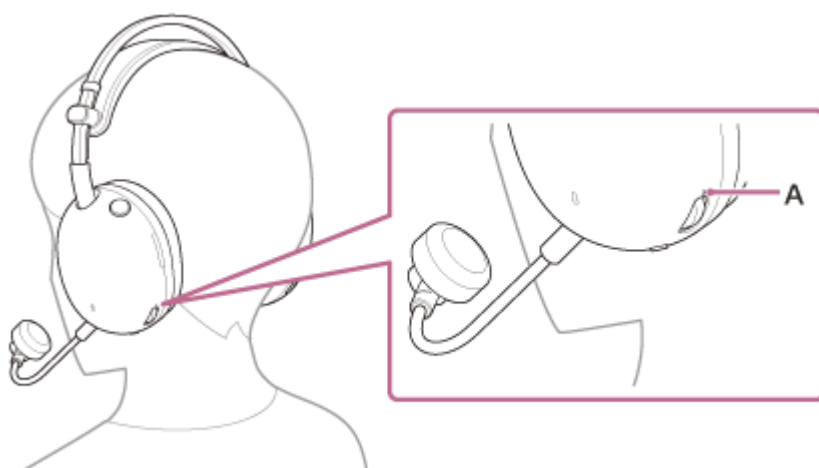
**2 Put the headset on your ears.**

See "[Wearing the headset](#)" for how to put the headset on your ears.

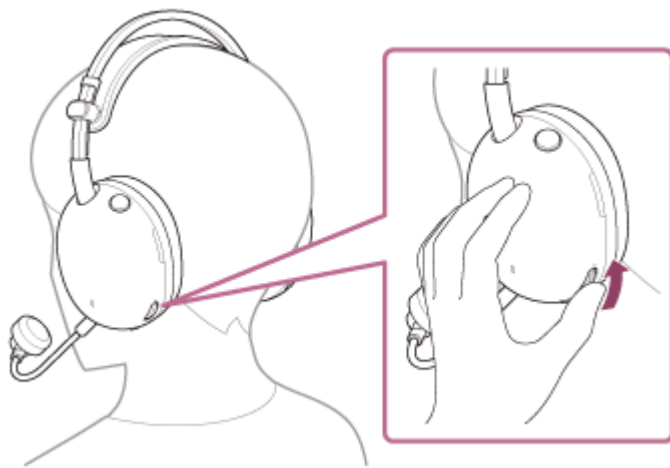
**3 Operate the Bluetooth device to start playback and adjust the volume to a moderate level.**

**4 Adjust the volume using the volume dial of the headset.**

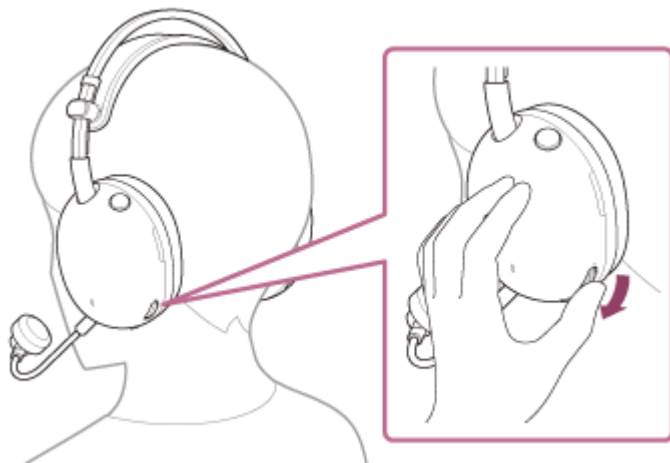
There is a tactile dot (A) on the + side.



- To increase the volume  
Turn the volume dial to the + side.



- To lower the volume  
Turn the volume dial to the – side.



When the volume reaches the maximum or minimum, you will hear a notification sound.

#### Hint

- The headset supports SCMS-T content protection. You can enjoy music and other audio on the headset from a device such as a portable TV that supports SCMS-T content protection.
- Adjust the volume with the connected device and headset.

#### Note

- If the communication condition is poor, the Bluetooth device may malfunction in response to the operating procedure on the headset.

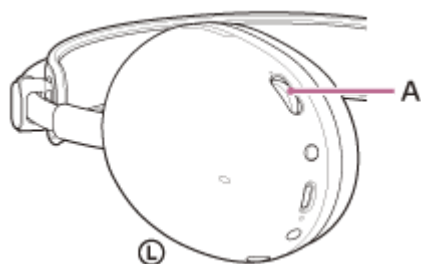
#### Related Topic

- [Location and function of parts](#)
- [How to make a wireless connection to Bluetooth devices](#)
- [Controlling the audio device \(Bluetooth connection\)](#)
- [Using the noise canceling function](#)
- [What you can do with "INZONE Hub"](#)
- [What you can do with the "Sound Connect" app](#)

## Controlling the audio device (Bluetooth connection)

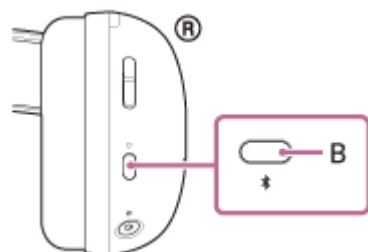
If your Bluetooth device supports the AVRCP profile's operating function, the following operating procedures are available. The available functions may vary depending on the Bluetooth device, so refer to the operating instructions supplied with the device.

You can use the volume dial (A) to perform the following operating procedures.



- To increase the volume  
Turn the volume dial to the + side.
- To lower the volume  
Turn the volume dial to the – side.

You can use the Bluetooth button (B) to perform the following operating procedures.



- To play music  
While paused, press the Bluetooth button once briefly.
- To pause music  
During playback, press the Bluetooth button once briefly.
- To skip to the beginning of the next track  
Press the Bluetooth button twice quickly. ( ● ● )
- To skip to the beginning of the previous track (or the current track during playback)  
Press the Bluetooth button 3 times quickly. ( ● ● ● )

### Note

- If the communication condition is poor, the Bluetooth device may malfunction in response to the operating procedure on the headset.
- The available functions may vary depending on the connected device, the music software, or app used. In some cases, the device may function differently or may not work even if the above operating procedures described are performed.

---

## Related Topic

- [Location and function of parts](#)
- [What you can do with “INZONE Hub”](#)
- [What you can do with the “Sound Connect” app](#)

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## About 360 Reality Audio

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### What is 360 Reality Audio?

360 Reality Audio is a new music experience using Sony's 360 three-dimensional audio technology.

Positional information is attached to each sound source such as vocals, chorus, and musical instruments, and are placed in a spherical space.

Listeners can experience a three-dimensional sound field as if they are immersed in a live performance of the artists.

### Conditions of use

Download and use a music streaming service app that supports 360 Reality Audio on your smartphone or tablet equipped with iOS or Android. The app may require a fee.

By optimizing the sound field and the acoustic feature of headset with the "Sound Connect" app, you can enjoy a more realistic sense of reality.

For details on 360 Reality Audio, refer to the following website:

<https://www.sony.net/360RA/>

#### Note

- Service is not available in certain countries and regions.



## Disconnecting Bluetooth connection (after use)

### 1 Disconnect the Bluetooth connection by operating the Bluetooth device.

You will hear a notification sound indicating that the Bluetooth connection is disconnected.

### 2 Turn off the Bluetooth mode or turn off the headset.

When turning off the Bluetooth mode, you will hear a notification sound indicating that the Bluetooth mode is turned off.

When turning off the headset, you will hear a notification sound indicating that the headset is turning off.

#### Hint

- When you finish playing music, the Bluetooth connection may terminate automatically depending on the Bluetooth device.

#### Related Topic

- [Turning off the headset](#)

## About the sound quality mode

---

The following 2 sound quality modes during Bluetooth playback can be selected. You can change the settings and check the sound quality mode with the “Sound Connect” app.

This is effective during music playback via a Bluetooth connection.

**Prioritize Sound Quality:** Prioritizes the sound quality (default).

**Prioritize Stable Connection:** Prioritizes a stable connection.

- When you want to prioritize the sound quality, select [Prioritize Sound Quality].
- If the connection is unstable, such as when only intermittent sound is being produced, select [Prioritize Stable Connection].

### Note

- The playback time may shorten depending on the sound quality and the conditions under which you are using the headset.
- Depending on the ambient conditions in the area where you are using the headset, intermittent sound may still occur even if [Prioritize Stable Connection] is selected.

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### Related Topic

- [What you can do with the “Sound Connect” app](#)

## Supported codecs

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A codec is an “audio coding algorithm” used when transmitting sound wirelessly via a Bluetooth connection.

The headset supports the following codecs.

When connected using Classic Audio via an A2DP connection (for music playback): SBC, AAC

When connected using LE Audio: LC3

- SBC

This is an abbreviation for Subband Codec.

SBC is the standard audio coding technology used in Bluetooth devices.

All Bluetooth devices support SBC.

- AAC

This is an abbreviation for Advanced Audio Coding.

AAC is mainly used in Apple products such as iPhone that can provide a higher sound quality than that of SBC.

- LC3

This is an abbreviation for Low Complexity Communication Codec.

LC3 is a codec for LE Audio and achieves low latency transmission.

When music is sent in SBC or AAC from a device connected via Classic Audio, the headset automatically plays music in the same codec.

If the connected device supports a codec of higher sound quality than SBC, you may need to set the device beforehand to enjoy music with the desired codec from the supported codecs. If the connected device supports a higher quality codec than SBC, you can enjoy music in your preferred codec from the supported codecs.

Refer to the operating instructions supplied with the device regarding setting the codec.

---

### Related Topic

- [About the sound quality mode](#)

## 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.

- Checking and updating the headset software version
- Displaying the remaining battery charge of the headset
- Adjusting the volume during music playback or phone call
- Setting the volume balance between a game and chat
- Selecting the Equalizer setting
- Customizing the Equalizer setting
- Adjusting the dynamic range
- Switching spatial sound on or off
- Personalizing the spatial sound settings
- Adjusting the noise canceling function and Ambient Sound Mode (ambient sound control)
- Selecting the switching pattern when switching the noise canceling function and Ambient Sound Mode on the headset
- Setting the noise cancelling function and Ambient Sound Mode when turning on the headset
- Adjusting the microphone volume
- Adjusting the sidetone volume
- Displaying the on or off status of the microphone
- Testing microphone
- Setting the microphone input volume to be constant (AUTO GAIN CONTROL)
- Creating and saving sound profile
- Exporting and importing sound profile
- Integrating with gaming apps
- Setting the auto power off
- Setting the Bluetooth boot mode when the headset is turned on
- Registering the product
- Switching the voice guidance language
- Turning on or off the notification sound and voice guidance

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 H9 II - Chat], the sound settings are disabled. Check that it is set to [INZONE H9 II - Game].
- When using the headphone cable, the “INZONE Hub” software cannot be used.

## Installing “INZONE Hub”

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- 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”.**

## What you can do with the “Sound Connect” app

When you connect the smartphone with the “Sound Connect” app installed and the headset via a Bluetooth connection, the functions listed below are available.

- Checking the headset software version
- Displaying the remaining battery charge of the headset
- Adjusting the volume during music playback or phone call
- Selecting the Equalizer setting
- Customizing the Equalizer setting
- Adjusting the noise canceling function and Ambient Sound Mode (Ambient Sound Control)
- Selecting the switching pattern when switching the noise canceling function and Ambient Sound Mode on the headset
- Setting the 360 Reality Audio function
- Setting LE Audio connection for the headset
- Displaying the connection of the Bluetooth connection codec
- Setting the Bluetooth connection mode (sound quality mode)
- Turning off the headset
- Switching the voice guidance language
- Turning on or off the notification sound and voice guidance
- Setting the auto power off
- Recording and displaying information on the usage of the headset
- Playing and pausing music, skipping to beginning of the previous track or the current track, and skipping to the beginning of the next track
- Backing up and restoring the settings

### Hint

- The operating procedure of the “Sound Connect” app differs depending on the audio device. The app specifications and screen design may change without prior notice.

### Related Topic

- [Installing the “Sound Connect” app](#)
- [About the voice guidance](#)
- [Wearing the headset](#)
- [Supported codecs](#)
- [Checking the remaining battery charge](#)
- [Using the noise canceling function](#)
- [Listening to ambient sound while playing games \(Ambient Sound Mode\)](#)
- [About 360 Reality Audio](#)

## Installing the “Sound Connect” app

---

**1 Download the “Sound Connect” app, and install the app on your smartphone.**

Models for countries and regions excluding Chinese mainland, you can download from the Google Play™ store or App Store.



**2 After installing the app, launch the “Sound Connect” app.**

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### Related Topic

- [What you can do with the “Sound Connect” app](#)

## Accessing support information from the “Sound Connect” app

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You can access the latest support information from the “Sound Connect” app.

- 1** Tap [Help] on the “Sound Connect” app screen to see the support page.
- 2** Select the desired item.



## Apps and storage locations where the equalizer function can be set

The headset has two types of equalizers: one that is enabled via “INZONE Hub”, and one that is maintained on the headset via the “Sound Connect” app. The equalizer is enabled according to the headset connection method as shown below.

Connection	Apps that can set the equalizer function	Where to save the equalizer settings	Remarks
USB transceiver: PC (1)	INZONE Hub	INZONE Hub equalizer	
USB transceiver: OTHER (1)	Sound Connect	Main unit equalizer	Settings can be made using “Sound Connect” app only when connected via Bluetooth. The equalizer settings registered in “Sound Connect” app are stored in the main unit and remain valid even when Bluetooth is not connected.
Bluetooth function (1)(2)	Sound Connect	Main unit equalizer	
Headphone cable connected: Power is turned on	Not supported	Not supported	
Headphone cable connected: Power is turned off	Not supported	Not supported	

(1) When a USB transceiver and Bluetooth function are connected simultaneously, the equalizer is activated in each path.

(2) The equalizer does not work on call audio using the standard calling app installed in the initial version of the smartphone.

### Note

- The main unit equalizer cannot be used when the USB transceiver is connected to a device other than a computer with the switch set to “PC”. When connecting to a device other than a computer, be sure to change the switch on the USB transceiver to “OTHER”.

## 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.

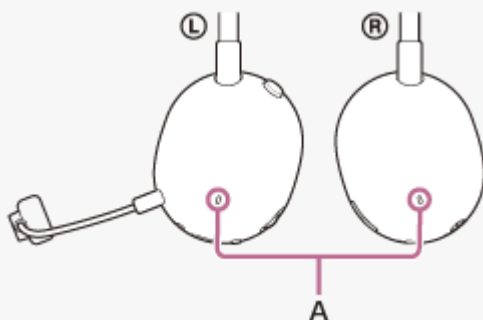
<https://www.sony.net/inzonehub-support>

## What is noise canceling?

The noise canceling function reduces external surrounding noises such as noises in vehicles or noises from air conditioners indoors. This technology generates antiphase sound to cancel external surrounding noises.

### Note

- Depending on the type of noise or if it is used in a very quiet environment, you may not feel the noise canceling effects, or you may feel that some noise is increased.
- When you are wearing the headset, depending on how you wear the headset, the noise canceling effects may be decreased or a beeping sound (feedback) may be heard. In this case, take off the headset and put it on again.
- The noise canceling function works primarily on noise in the low frequency band such as vehicles and air conditioning. While noise is reduced, it is not completely canceled.
- When you use the headset in a car or a bus, noise may occur depending on street conditions.
- Smartphones may cause interference and noise. Should this occur, move the headset further away from the smartphone.
- Do not cover the microphone part (A) on the left or right headset unit with your hand, etc. The effect of the noise canceling function or Ambient Sound Mode may not work properly or a beeping sound (feedback) may occur. If this happens, remove your hand or any other object from the left or right microphone area.



For details on how to use the noise canceling function, refer to the following Related Topic.

### Related Topic

- [Using the noise canceling function](#)

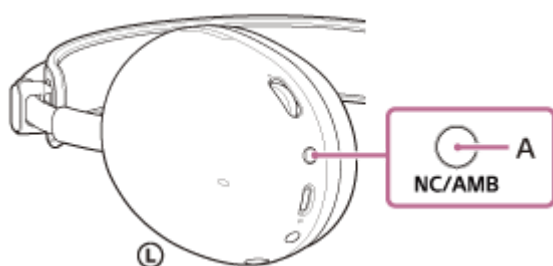
## Using the noise canceling function

You can use the noise canceling function to enjoy gaming or music without being disturbed by ambient noise.

### 1 Turn on the headset.

You will hear a notification sound indicating that the headset is turned on.

### 2 Press the noise canceling/Ambient Sound Mode button (A) to change the settings of the noise canceling function.



Each time the button is pressed, the function switches as follows.

The noise canceling function is enabled and Ambient Sound Mode is disabled.  
You will hear a notification sound indicating that the function has switched.



Ambient Sound Mode is enabled and the noise canceling function is disabled.  
You will hear a notification sound indicating that the function has switched.

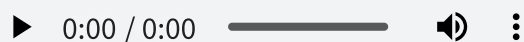


The noise canceling function and Ambient Sound Mode are disabled.  
You will hear a notification sound indicating that the function has switched.

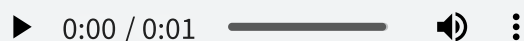
## Check the notification sound

It may not play on any browsers except the latest ones.

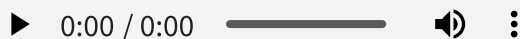
- When the noise canceling function is enabled



- When Ambient Sound Mode is enabled



- When the noise canceling function and Ambient Sound Mode are disabled



### Hint

- The noise canceling function can be used even if the connection is changed from a USB transceiver or from a Bluetooth connection to a headphone cable connection.
- In the factory settings, the noise canceling function is disabled when the headset is turned on. This setting can be changed using the “INZONE Hub” or “Sound Connect” app.
- You can also enable or disable the noise canceling function, and change the settings of the noise canceling function and Ambient Sound Mode with the “INZONE Hub” or “Sound Connect” app.
- The “INZONE Hub” or “Sound Connect” app allows you to set a combination of the following three modes. If you select multiple modes, you can switch between them sequentially by pressing the noise canceling/Ambient Sound Mode button.
  - Noise canceling function enabled
  - Ambient Sound Mode enabled
  - Noise canceling function and Ambient Sound Mode disabled

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### Related Topic

- [Location and function of parts](#)
- [Turning on the headset](#)
- [Wearing the headset](#)
- [What is noise canceling?](#)
- [Listening to ambient sound while playing games \(Ambient Sound Mode\)](#)
- [What you can do with “INZONE Hub”](#)
- [What you can do with the “Sound Connect” app](#)

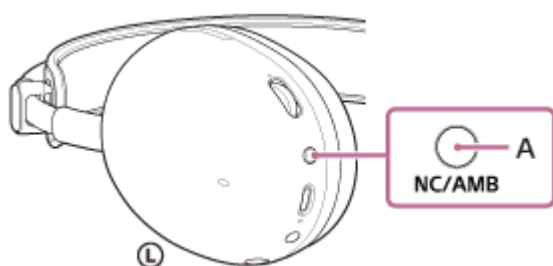
## Listening to ambient sound while playing games (Ambient Sound Mode)

You can hear ambient sound through the microphones embedded in the left and right units of the headset while enjoying games.

### 1 Turn on the headset.

You will hear a notification sound indicating that the headset is turned on.

### 2 Press the noise canceling/Ambient Sound Mode button (A) to switch to the Ambient Sound Mode.



Each time the button is pressed, the function switches as follows.

The noise canceling function is enabled and Ambient Sound Mode is disabled.  
You will hear a notification sound indicating that the function has switched.



Ambient Sound Mode is enabled and the noise canceling function is disabled.  
You will hear a notification sound indicating that the function has switched.

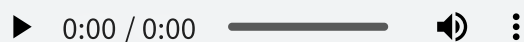


The noise canceling function and Ambient Sound Mode are disabled.  
You will hear a notification sound indicating that the function has switched.

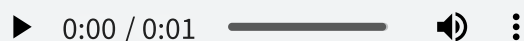
## Check the notification sound

It may not play on any browsers except the latest ones.

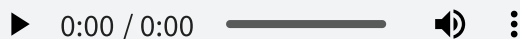
- When the noise canceling function is enabled



- When Ambient Sound Mode is enabled



- When the noise canceling function and Ambient Sound Mode are disabled



### Hint

- Ambient Sound Mode settings changed with the “INZONE Hub” or “Sound Connect” app are stored in the headset. Once you change the settings, you can enjoy music with the stored settings just by enabling Ambient Sound Mode. This feature is available for devices that do not have the “INZONE Hub” or “Sound Connect” app installed.
- In the factory settings, the Ambient Sound Mode is disabled when the headset is turned on. This setting can be changed using the “INZONE Hub” or “Sound Connect” app.
- The “INZONE Hub” or “Sound Connect” app allows you to set a combination of the following three modes. If you select multiple modes, you can switch between them sequentially by pressing the noise canceling/Ambient Sound Mode button.
  - Noise canceling function enabled
  - Ambient Sound Mode enabled
  - Noise canceling function and Ambient Sound Mode disabled

### Note

- Depending on the ambient conditions and the type and volume of audio playback, ambient sounds may not be heard even when using Ambient Sound Mode. Remove the headset in areas where you are required to hear ambient sound. It is dangerous to wear the headset on roads where cars or bicycles are passing.
- If the headset is not being worn properly on your ears, the Ambient Sound Mode may not work correctly. Wear the headset properly.
- Depending on the surrounding environment, wind noise may increase when Ambient Sound Mode is activated. In that case, lower the volume of Ambient Sound Mode using the “INZONE Hub” or “Sound Connect” app. If the wind noise is still significant, disable Ambient Sound Mode.
- When Ambient Sound Mode is activated, if your fingers or hair touch the noise canceling function microphones, you may hear a loud sound.

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### Related Topic

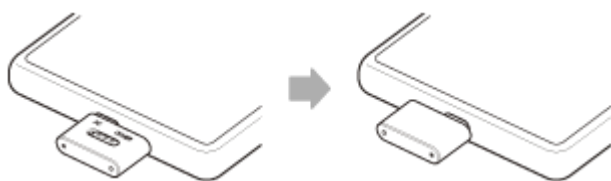
- [Location and function of parts](#)
- [Turning on the headset](#)
- [Wearing the headset](#)
- [Using the noise canceling function](#)
- [What you can do with “INZONE Hub”](#)
- [What you can do with the “Sound Connect” app](#)

## Precautions

### About smartphone radio waves and USB transceiver communication

When connecting the USB transceiver to a smartphone, radio interference may occur depending on the radio wave conditions of the smartphone. This may result in noise, audio dropout, or connection may not be possible. In such a case, perform the following steps.

- Move to a location where your smartphone's signal situation improves.
- Move the headset closer to the smartphone.
- Flip the side of the USB transceiver that has the slide switch and plug it back in.



### On the USB transceiver/Bluetooth communications

- The USB transceiver and Bluetooth devices use the same frequency band of 2.4 GHz as wireless LAN IEEE 802.11ax/b/g/n). Therefore, if you use the headset near a wireless LAN device, radio interference may occur and result in noise, audio dropouts, or disabled connection. In such a case, perform the following steps.
  - Change the frequency band of your smartphone and wireless LAN device to 5 GHz (IEEE 802.11ac).  
For details, refer to the operating instructions supplied with the wireless LAN device.
- Bluetooth wireless technology is a short-range wireless technology that enables communication between digital devices, such as smartphones and computers. The maximum communication distance may vary depending on the presence of obstacles (people, metal objects, walls, etc.) or the electromagnetic environment.
- Microwaves emitting from a Bluetooth device may affect the operation of electronic medical devices. Turn off the headset and other Bluetooth devices in the following locations, as it may cause an accident:
  - in hospitals, near priority seating in trains, locations where inflammable gas is present, near automatic doors, or near fire alarms.
- 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.
- The audio playback on the headset may be delayed from that on the transmitting device due to the characteristics of wireless technology. As a result, the sound may not be in sync with the image when playing games or viewing movies.
- The headset supports security functions that comply with the Bluetooth standard as a means of ensuring security during communication using Bluetooth wireless technology. However, depending on the configured settings and other factors, this security may not be sufficient. Be careful when communicating using Bluetooth wireless technology.
- Sony shall assume no responsibility for any damages or loss resulting from information leaks that occur when using Bluetooth communications.
- Bluetooth connections with all Bluetooth devices cannot be guaranteed.
  - Bluetooth devices connected with the headset must comply with the Bluetooth standard prescribed by Bluetooth SIG, Inc., and must be certified as compliant.
  - Even if a connected device complies with the Bluetooth standard, the characteristics or specifications of the Bluetooth device may sometimes prevent it from connecting or cause differences in control methods, display, or operating procedure.
  - When using the headset to perform hands-free talking on the phone, noise may occur depending on the connected device or the communication environment.



- 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.
- The headset tightly seals the ears. Forcibly pressing the headset against your ears or quickly pulling it off can result in eardrum damage. When putting on 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 put a smartphone with the USB transceiver connected into pants pocket or other clothing pocket. A strong external force applied to the transceiver may cause deformation or malfunction of the USB port part of your smartphone.
- Depending on the signal conditions of your smartphone or the surrounding environment, you may not be able to use the headset.
- 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**

- Dust and dirt on the exterior of the headset can be wiped off with pure water type wet wipes. Do not use the following items as they may damage the surface finish and lead to malfunction or breakage.
  - Wet wipes containing alcohol
  - Thinner
  - Benzine and other similar substances

## **Do not use the headset near medical devices**

- Radio waves can affect cardiac pacemakers and medical devices. Do not use the headset and charging case in crowded places such as crowded trains or inside a medical institution.
- The headset has magnets. Magnets may affect pacemakers, programmable shunt valves for hydrocephalus treatment, and other medical devices. Keep the headset away from people using these medical devices. Consult your doctor before using the headset if you use any such medical devices.

## **Keep the headset away from magnetic cards**

- The headset has magnets. If a magnetic card comes near the headset and charging case, the card magnet may be affected or become deactivated.

## **Keep out of reach of infants**

- There is a risk that they may swallow the USB transceiver and 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

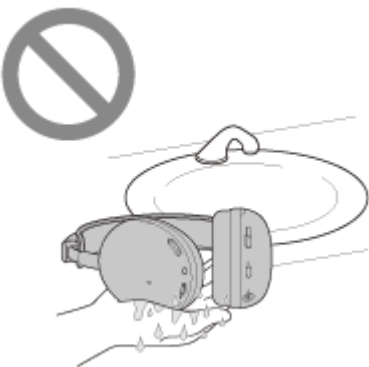
### On waterproof performance of the headset

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 expose the headset to moisture or dirt.

- 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.



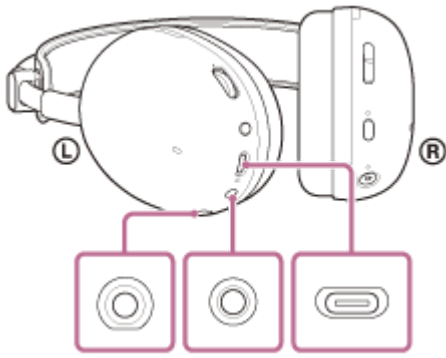
- Spilling a drink while eating or drinking.



### **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. Stand the headset upright and keep applying a dry cloth until no more water comes out from inside to each terminal of the headset (headphone cable input jack, USB Type-C port, and boom microphone input jack). Later, leave the headset in a shaded, well-ventilated place until it is completely dry.





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Wireless Noise Canceling Gaming Headset  
INZONE H9 II

## Customer support websites

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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 and regions:

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



## Troubleshooting

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If you have any problems, please follow the process below.

**1. Turn the headset off, charge it, and then turn it on again.**



**2. Restart the device being connected such as your computer or smartphone.**



**3. Access the Sony support site from the menu of the “Sound Connect” app to search for the cause and solution of the issue, or check the support site below.**

<https://www.sony.net/support/WH-G910N/>



**4. Reset the headset.**



**5. Initialize the headset.**



**6. Should any problems persist, consult the Sony support contact below or your nearest Sony dealer.**

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

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### Related Topic

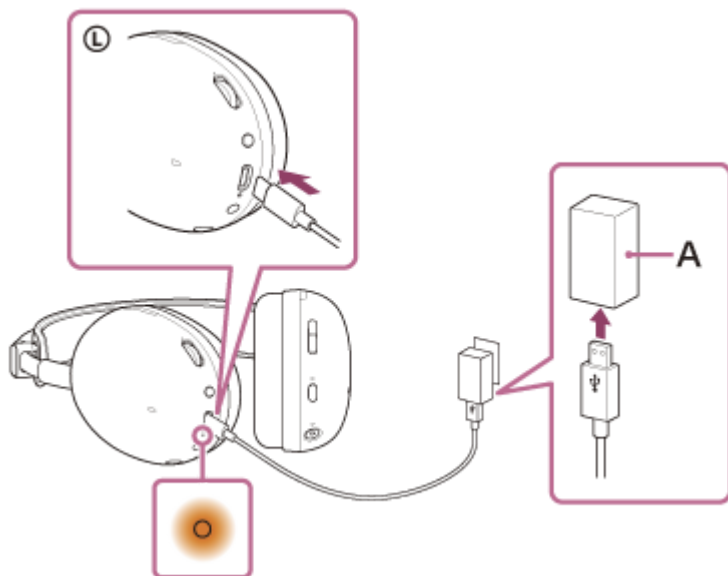
- [Charging the headset](#)
- [Customer support websites](#)
- [Resetting the headset](#)
- [Initializing the headset to restore factory settings](#)

## Resetting the headset

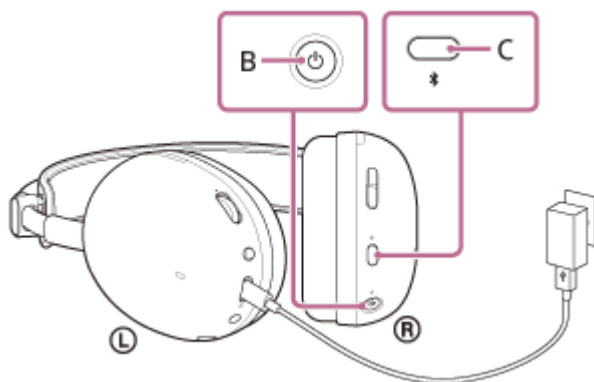
If the headset cannot be turned on or cannot be operated even when it is turned on, reset the headset.

### 1 Connect the headset to an AC outlet.

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



### 2 Press and hold the power button (B) and the Bluetooth button (C) for about 5 seconds.



When the charging indicator goes out, the reset is complete. Release the power button and the Bluetooth button.  
The charging indicator lights up again.

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.

- Initializing the headset to restore factory settings

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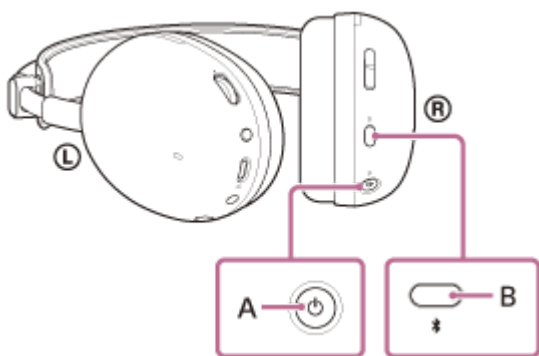
## Initializing the headset to restore factory settings

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

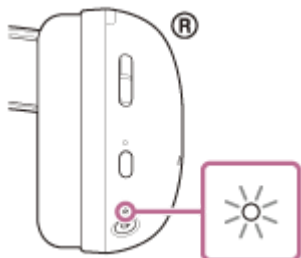
**1 Turn off the headset.**

Remove the USB Type-C cable.

**2 Press and hold the power button (A) and the Bluetooth button (B) for about 10 seconds or more.**



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



This operating procedure resets the volume settings and other settings to the factory settings and deletes all pairing information. In this case, delete the pairing information for the headset from the connected device and then pair them again.

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

### Related Topic

- [Resetting the headset](#)

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## Specifications

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### 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 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) (without Microphone)  
Approx. 3.2 g (0.12 oz) (USB Type-C Transceiver)  
Approx. 13 g (0.46 oz) (Detachable Boom Microphone (with windscreen))

**Impedance:**

440  $\Omega$  (1 kHz) (when connecting via the headphone cable with the headset turned on)  
21  $\Omega$  (1 kHz) (when connecting via the headphone cable with the headset turned off)

**Sensitivity:**

111 dB/mW (when connecting via the headphone cable with the headset turned on)  
100 dB/mW (when connecting via the headphone cable with the headset turned off)

**Frequency response:**

5 Hz- 20 000 Hz (when connecting via the headphone cable with the unit turned off)

### Communication specification

**Communication system:**

Bluetooth Specification version 5.3

**Output:**

Bluetooth Specification Power Class 1

**Maximum communication range:**

Line of sight approx. 10 m (32.8 ft) (1)

**Frequency band:**

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

Wireless Transmitter Receiver Section: 2.4 GHz band (2.400 0 GHz - 2.483 5 GHz)

**Compatible Bluetooth profiles (2):**

A2DP/AVRCP/HFP/HSP

TMAP/CSIP/MCP/VCP/CCP

**Supported Codec (3):**

SBC

AAC

LC3

**Transmission range (A2DP):**

20 Hz - 20 000 Hz (Sampling frequency 44.1 kHz)

(1) 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.

(2) Bluetooth standard profiles indicate the purpose of Bluetooth communications between devices.

(3) Codec: Audio signal compression and conversion format

Design and specifications are subject to change without notice.

**Eco and energy saving:**

Power Consumption (Off Mode) : not available

Power Consumption (Standby Mode / Low Power Mode) : 0.5 W

Power Consumption (Networked Standby Mode) - Terminals : 0.5 W (Audio cable, Bluetooth® function, 2.4 GHz, maximum power consumption configuration)

Off Mode / Standby Mode / Low Power Mode Activated : This unit enters low power mode immediately after charging is completed when connected to the AC adaptor.

Networked Standby Mode Activated - Terminals : This unit enters networked standby mode immediately after playback is paused. \*When this unit is connected to the AC adaptor, networked standby mode and low power mode are considered to be the same state, as the power consumption in networked standby mode is 0.5W or less.

Wireless Network(s) On/Off Switch : You can connect to the unit with a paired transceiver (YY2988) when the unit turns on.

You can turn off the wireless function by inserting the supplied headphone cable into the headphone cable input jack.

Remove the headphone cable to turn on the wireless function.

Technical characteristics of the AC adaptor that can be used with the product : A commercially available USB AC adaptor capable of supplying an output current of 0.5 A (500 mA) or more.

**Compatible iPhone models**

iPhone 15 Pro Max

iPhone 15 Pro

iPhone 15 Plus

iPhone 15

iPhone 14 Pro Max

iPhone 14 Pro

iPhone 14 Plus

iPhone 14

iPhone SE (3rd generation)

iPhone 13 Pro Max

iPhone 13 Pro

iPhone 13

iPhone 13 mini

iPhone 12 Pro Max

iPhone 12 Pro

iPhone 12

iPhone 12 mini  
iPhone SE (2nd generation)  
iPhone 11 Pro Max  
iPhone 11 Pro  
iPhone 11  
iPhone XS Max  
iPhone XS  
iPhone XR  
iPhone X  
iPhone 8 Plus  
iPhone 8

(As of November 2024)

Depending on the iOS supported by the above models, the “Sound Connect” app may not be usable.

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