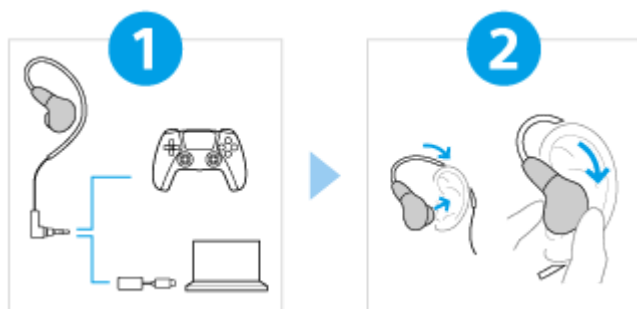


Gaming Headphones  
INZONE E9



Model: YY2989

## Let's start to use



**1**

### Connecting the headphones and supplied USB Type-C audio box properly



Connect the headphones and the supplied USB Type-C audio box to each device properly as shown.

Headphones - PS5®

Headphones - USB Type-C audio box - computer

**2**

### Wearing the headphones



Place the hanger behind your ear and put the headphone unit into your ear. Then, move the headphone up, down, left and right to slide the earbud tip deep into the ear canal.

## To use all functions and improved performances



Update the computer software “INZONE Hub” to the latest version.

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

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

IER-G900

### Getting started

#### Supplied accessories

- └ [Included items](#)
- └ [Setting the headphones in the carrying case](#)
- └ [Replacing the earbud tips](#)

#### Parts and controls

- └ [Location and function of parts](#)

#### Wearing the headphones

- └ [Wearing the headphones](#)

### Using by connecting to a game console

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

### Customizing the headphones

#### Using “INZONE Hub”

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

### Important information

[Precautions](#)

[Handling the headphone cable](#)

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

[Licenses](#)

[Trademarks](#)

[Customer support websites](#)

Troubleshooting

[Troubleshooting](#)

Specifications

[Specifications](#)

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## 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.

### Gaming Headphones (1)

### Carrying case (1)



### Hybrid silicone rubber earbud tips (XS (2), S (2), M (2), XL (2)) (\*)

(\*) XS was previously listed as the SS size, and XL was previously listed as the LL size.

- M-sized earbud tips come attached to the left and right units of the headphones at the time of purchase.
  - The size of the earbud tips can be determined based on the color of the inside of the earbud tips.



**XS size:** red

**S size:** orange

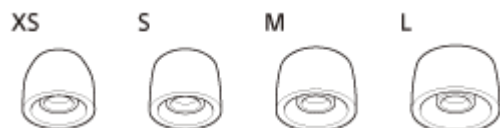
**M size:** green

**XL size:** purple

### Noise isolation earbud tips (XS (2), S (2), M (2), L (2)) (\*\*)

(\*\*) XS was previously listed as the SS size.

- The size of the earbud tips can be determined based on the color of the inside of the earbud tips.



**XS size:** red

**S size:** orange

**M size:** green

**L size:** light blue

### Cable band (1)



### USB Type-C® audio box (1)



### Documents (1 set)

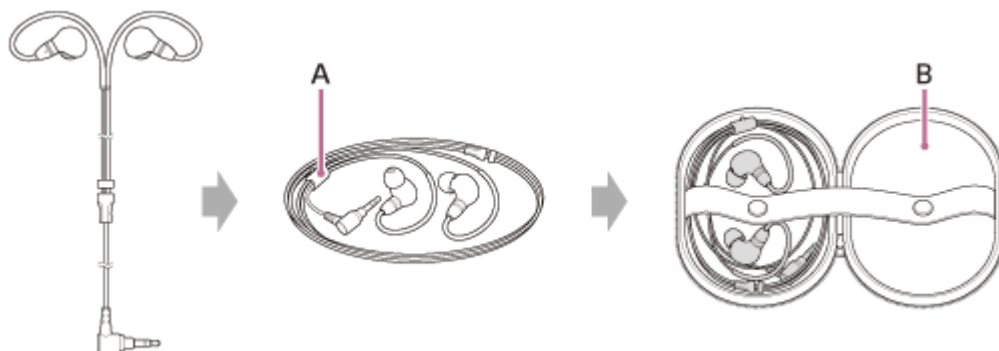
#### Note

- Earbud tips are consumables. If the earbud tips are damaged and need replacing, perform one of the following.
  - Contact the Sony support contact.
  - Contact your nearest Sony dealer.
  - Purchase the separately sold EP-EX10A series (\*\*).
  - Purchase the separately sold EP-NI1010 series (\*\*).

(\*\*) It may not be supported in some countries and regions.

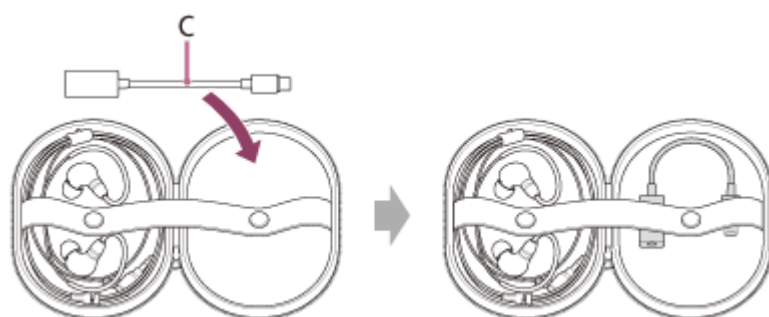
## Setting the headphones in the carrying case

Roll the cable several times in a circle to set the headphones in the carrying case (B).  
You can bundle the cable with the supplied cable band (A).



## To set the USB Type-C audio box in the carrying case

Set the USB Type-C audio box (C) in the other free space of the carrying case.



## Replacing the earbud tips

M-sized hybrid silicone rubber earbud tips come attached to the left and right headphone units at the time of purchase. The earbud tip sizes must match your ear, and the headphones must be worn correctly to obtain the correct sound quality.

Try the following to obtain the correct sound quality.

- When changing the earbud tips, try the earbud tip sizes in order from the larger ones to the smaller ones. The most suitable size of the earbud tips may differ between the left and right ears.
- Check that you are wearing the headphones properly in your ears. Wear the headphones so that the earbud tip is comfortably situated as deep in the ear canal as possible.
- Use the noise isolation earbud tips to raise the noise isolation effect.

### Hybrid silicone rubber earbud tips

The size of the earbud tips can be determined based on the color of the inside of the earbud tips.



**XS size:** red

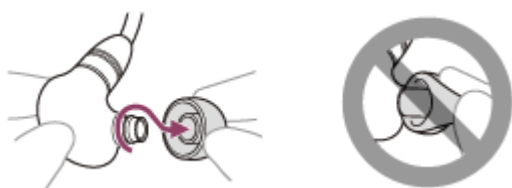
**S size:** orange

**M size:** green

**XL size:** purple

#### 1 Remove the earbud tip.

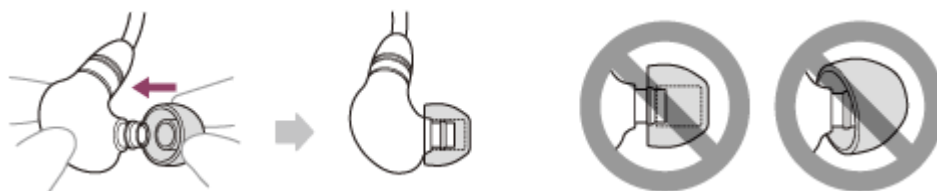
Hold the headphone unit and twist the earbud tip while rotating it to pull it out. Do not pinch the end of the earbud tip when removing it.



#### 2 Attach the earbud tip.

Push the earbud tip firmly onto the sound conduit (sound output tube) on the headphone. At this time, let the earbud tip cover the exterior end of the sound conduit.

Do not attach the earbud tip in a loose or skewed manner.



If the earbud tip is not completely attached, the following may occur.

- The earbud tip comes off the headphone.
- The sound quality and wearability are impaired.

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### Related Topic

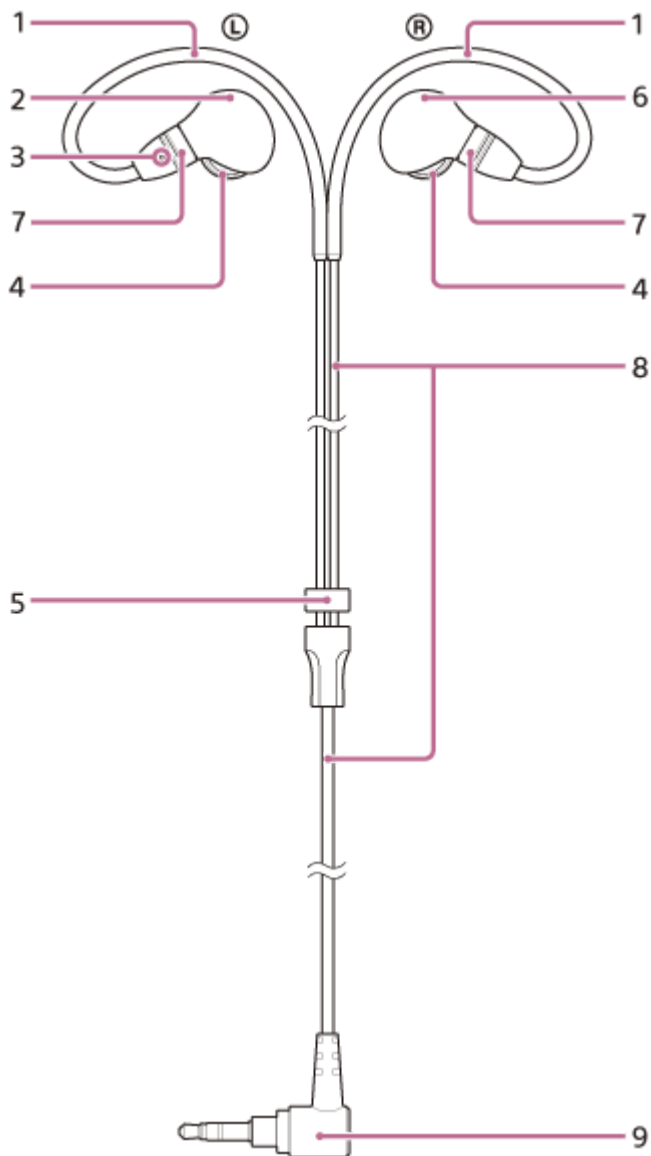
- [Wearing the headphones](#)
- [What you can do with “INZONE Hub”](#)

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## Location and function of parts

### Headphones



1. Hangers (left, right)

2. Left unit

There is an L mark on the left headphone unit.

3. Tactile dot

There is a tactile dot on the INZONE unique plug of the left unit.

4. Earbud tips (left, right)

5. Slider

You can adjust the length of the left and right headphone cables with the slider.

6. Right unit

There is an R mark on the right headphone unit.

7. INZONE unique plug (left, right)

8. Headphone cable

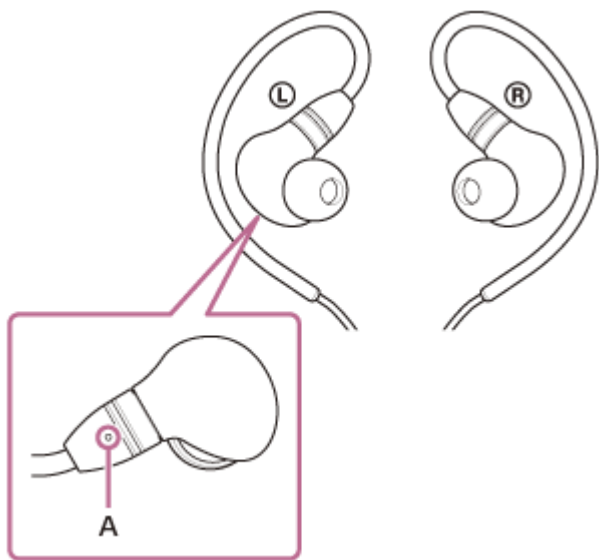
9. L-shaped stereo mini plug

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## Wearing the headphones

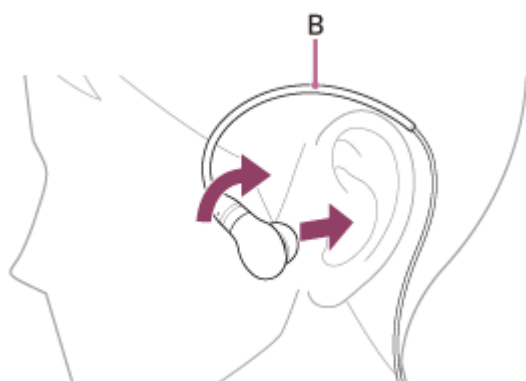
### 1 Check the left and right shapes of the headphones.

There is a tactile dot (A) on the INZONE unique plug of the left unit.

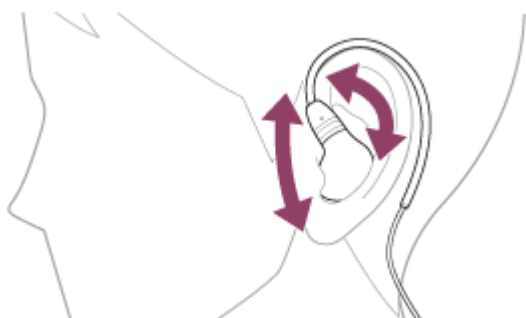


### 2 Place the hanger (B) behind your ear and put the headphone unit into your ear.

Put the left unit into your left ear and the right unit into your right ear.

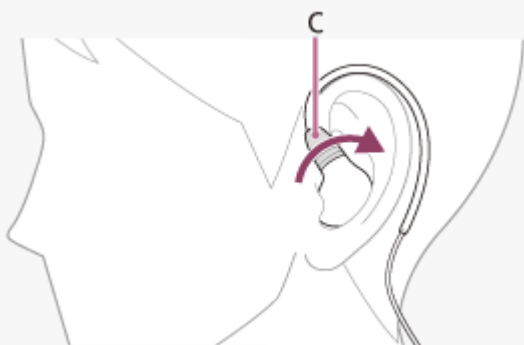


### 3 Move the headphone up, down, left and right to adjust it into a comfortable position.



### Note

- In the following cases, rotate the INZONE unique plug (C) to set the hanger closer to your face.
  - It is difficult to set the hanger on your ear.
  - It is difficult to fit the hanger in your ear.



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### Related Topic

- [Replacing the earbud tips](#)
- [What you can do with “INZONE Hub”](#)

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## Connecting the headphones to a computer or PlayStation®5

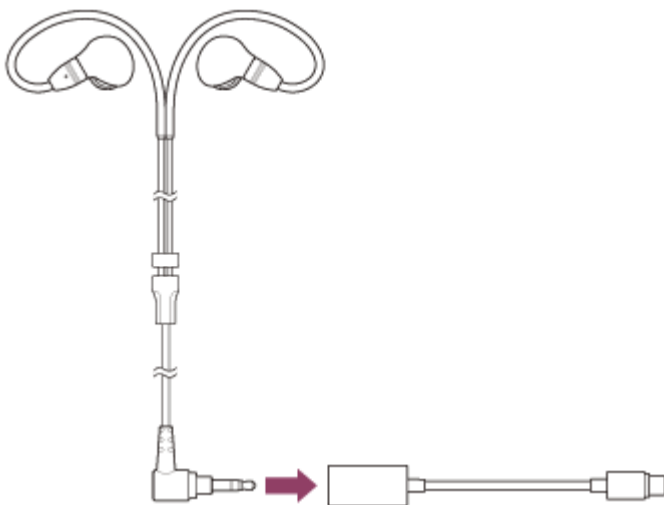
Before starting the connection, make sure of the following:

- The operating instructions of a computer or PS5 is at hand.

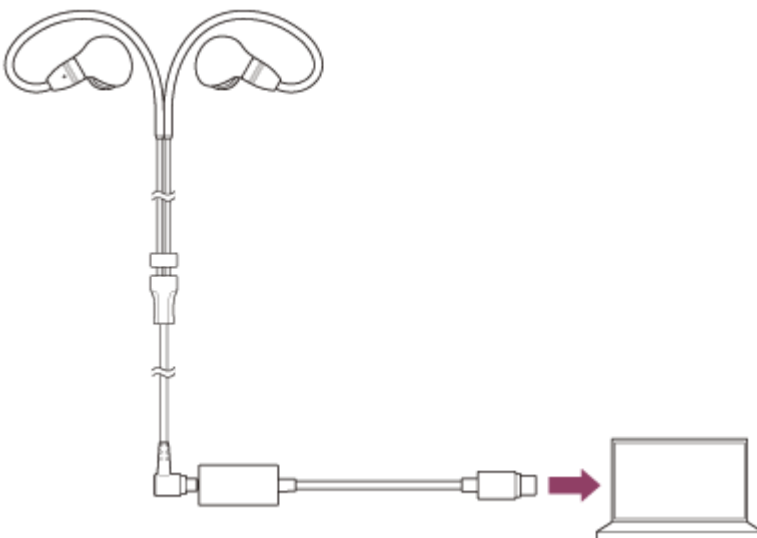
### 1 Connect the headphones to a USB port of a computer, or a controller of PS5.

**When you connect the headphones to a computer.**

- Connect the headphones to the supplied USB Type-C audio box.

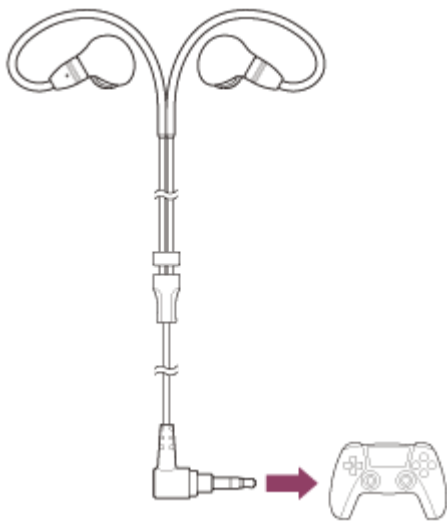


- Connect the USB Type-C audio box to a USB port of a computer.



**When you connect the headphones to a PS5.**

- Connect the headphones to a headphone terminal on a PS5 controller.



**2 When you connect the headphones to a computer, select the headphones as the audio device.**

Audio input/output device: [INZONE E9]

**Note**

- Connection through the USB Type-C audio box is not guaranteed with a PS5. Follow the procedures described above to connect to the PS5.
- Connect the USB Type-C audio box directly to a computer, and not via a USB hub.
- If you connect the headphones to a device other than a computer through the USB Type-C audio box, the following may occur.
  - No sound is output.
  - Sound is low although the volume setting is max.

Connect the headphones to a device directly without the USB Type-C audio box to improve the above.

## What you can do with “INZONE Hub”

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First, install the “INZONE Hub” software to a computer. Then, by connecting the headphones to the computer through the USB Type-C audio box, you can do the following.

- Select the Equalizer setting
- Customize the Equalizer setting
- Adjust the dynamic range (DYNAMIC RANGE CONTROL)
- Create/save sound profile
- Export/import sound profile
- Set the spatial sound

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

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

## Installing “INZONE Hub”

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- 1 Download “INZONE Hub” 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 you install, launch “INZONE Hub”.**



## Precautions

### Note on static electricity

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

### Notes on wearing the headphones

- After use, remove the headphones from your ears slowly.
- Because the earbud tips achieve a tight seal in the ears, forcibly pressing them in or quickly pulling them out can result in eardrum damage. When putting on the headphones, the speaker diaphragm may produce a clicking sound. This is not a malfunction.
- Long-term use of the headphones may cause symptoms such as itching and irritation in the ears.
- If you experience any of the above symptoms while the headphones are in use, stop using them immediately. Then, consult a doctor, the Sony support contact or your nearest Sony dealer.
- For long-term use, it is recommended that you remove the headphones from your ears on a regular basis.

### Notes on the noise isolation earbud tips

- As the earbud tips fit more snugly in your ears, you may feel a strain on your ears. If you experience discomfort, discontinue use.
- Earbud tips are consumables and may deteriorate or break after long-term use and storage. If the earbud tips deteriorate or become damaged, the audio performance such as sound quality and noise canceling will become compromised. Replace them regularly.
- If the following malfunctions occur, the earbud tip or a part of it may remain in your ear and cause injury or illness. If you see any damage, be sure to replace the earbud tip.
  - The earbud tip becomes damaged by cracking.
  - The earbud tip becomes damaged by peeling.
  - The earbud tip becomes damaged by chipping.
  - The earbud tip becomes damaged by the mesh tearing.
- Avoid washing with water, wet wipes and use of organic solvents such as alcohol, as these can cause premature deterioration.
- Foreign material such as earwax may attach to the mesh part of the earbud tip. As a result, the sound may become muffled or difficult to hear. In that case, remove the foreign material carefully.  
First, remove the earbud tip from the headphone. Then, apply a cotton swab lightly to the mesh part and rotate the cotton swab slowly to wipe off the foreign material. Be careful not to tear the mesh part.



### Other notes

- Do not subject the headphones to excessive shock as they are a precision device.
- Occasionally clean the plug with a soft dry cloth.
- Do not breathe into the driver unit.
- If you experience discomfort while using the headphones, stop using them immediately.

- The earbud tips may be damaged or deteriorate with long-term use and storage.
- Do not drop the headphones or expose them to mechanical shock. Doing so may deform or damage the headphones, resulting in deterioration of the performance.
- The headphones are not waterproof. If water or foreign matter enters the headphones, it may result in fire or electric shock. If water or foreign matter enters the headphones, stop using them immediately and consult your nearest Sony dealer. In particular, be careful in the following cases.
  - When you use the headphones near a sink or liquid container.  
Be careful that the headphones do not fall into a sink or container filled with water.
  - When you use the headphones in the rain or snow, or in humid locations.
  - When you use the headphones while sweating.

Also, the headphones may get wet in the following case.

- You touched the headphones with wet hands.
- You put the headphones in the pocket of a damp article of clothing.

## **Cleaning the headphones**

- When the headphone exterior is dirty, wipe it clean with a soft dry cloth. If the headphones are particularly dirty, soak a cloth in diluted neutral detergent and wring it well before using it to clean the headphones.
- Do not use the following solvents as they may damage the finish on the surface of the headphones or cause other damages.  
Alcohol, thinner, benzene, and so on.

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

- The headphones have magnets which may interfere with pacemakers, programmable shunt valves for hydrocephalus treatment or other medical devices. Do not place the headphones close to persons who use such medical devices. Consult your doctor before using the headphones if you use any such medical devices.

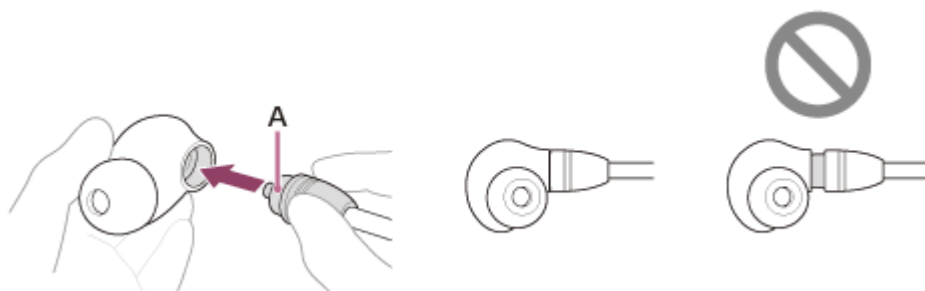
## **Keep the headphones away from magnetic cards**

- The headphones have magnets. If a magnetic card comes near the headphones, the card magnet may be affected or become deactivated.

## Handling the headphone cable

### Attaching the headphone cable

Hold the INZONE unique plug and insert it straight into the connector of the headphone unit.

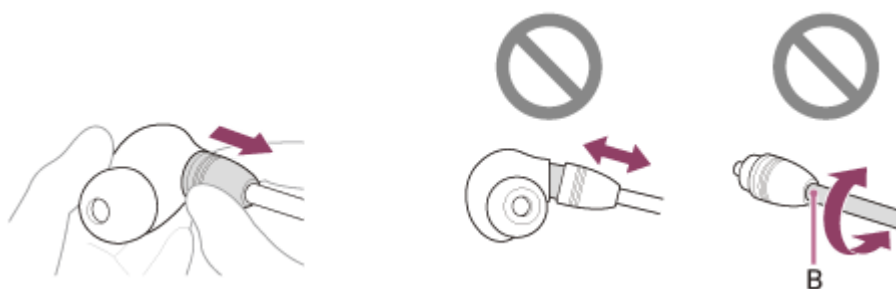


#### Note

- When you attach the cable, check the color of the end (A) of the INZONE unique plug. When the color of the end of the plug is gray, attach that cable to the left unit. When the color of the end of the plug is red, attach that cable to the right unit.

### Detaching the headphone cable

Hold the INZONE unique plug and pull out it straight from the connector of the headphone unit.



#### Note

- If the cable is pulled directly, it may break. Hold the INZONE unique plug to detach the cable.
- Do not twist the joint (B) of the cable. Otherwise, it may break the cable.
- Do not pull the cable at an angle when you detach the cable. Otherwise, it may become difficult to detach the cable.
- These headphones are compatible with the INZONE unique plug only.
- These headphones have precision connectors. If you pull the cable strongly or force the cable excessively, it may break or damage the cable. Be careful not to let the cable come off.

## To prevent burning or malfunction due to getting wet

### On waterproof performance of the headphones

The headphones are not waterproof. If water or foreign matter enters the headphones, this can result in burnout or malfunction.

Avoid situations such as the following and be careful not to expose the headphones to moisture or dirt.

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



- Putting the headphones in the chest pocket of a damp article of clothing.



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



- Spilling a drink while eating or drinking.



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### Related Topic

- [Replacing the earbud tips](#)

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## Licenses

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## Customer support websites

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For customers in the USA, 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. Check each section in this Help Guide.**



**2. Reconnect the USB Type-C audio box.**



**3. Restart the device being connected such as your computer or PS5®.**



**4. Access the support site below to search for the cause and solution of the issue.**  
<https://www.sony.net/support/IER-G900/>



**5. 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

- [Customer support websites](#)

Gaming Headphones  
INZONE E9

## Specifications

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### Headphones

**Power source:**

USB bus power compliant (5 V, 100 mA)

**Operating temperature:**

0 °C to 40 °C (32 °F to 104 °F)

**Impedance:**

16  $\Omega$  (1 kHz)

**Sensitivity:**

101 dB/mW

**Frequency response:**

10 Hz - 20 000 Hz

**Plug**

Player side: L-shaped stereo mini plug

Headphone side: INZONE unique plug (2)

**Mass:**

Approx. 4.7 g (0.17 oz)

Design and specifications are subject to change without notice.